

SERVICES AGREEMENT

THIS AGREEMENT is made and entered into this 1st day of July, 2024, by and between the City of Merced, a California Charter Municipal Corporation, whose address of record is 678 West 18th Street, Merced, California 95340, (hereinafter referred to as “City”) and Data Tcket, Inc, a California Corporation, whose address of record is 2603 Main Street, Suite 300 Irvine, California 92614, (hereinafter referred to as “Contractor”).

WHEREAS, City is undertaking a project to process parking citations; and,

WHEREAS, Contractor represents that it possesses the professional skills to provide parking citation processing services in connection with said project.

NOW, THEREFORE, the parties hereto, in consideration of the mutual covenants hereinafter recited, hereby agree as follows:

1. **SCOPE OF SERVICES.** The Contractor shall furnish the following services: Contractor shall provide the parking citation processing services described in Exhibit “A” attached hereto.

No additional services shall be performed by Contractor unless approved in advance in writing by the City, stating the dollar value of the services, the method of payment, and any adjustment in contract time. All such services are to be coordinated with City and the results of the work shall be monitored by the Finance Department or designee. However, the means by which the work is accomplished shall be the sole responsibility of the Contractor.

2. **TIME OF PERFORMANCE.** All of the work outlined in the Scope of Services shall be completed in accordance with the Schedule outlined in Exhibit “A” attached hereto and incorporated herein by reference. By mutual agreement and written addendum to this Agreement, the City and the Contractor may change the requirements in said Schedule.

3. **TERM OF AGREEMENT.** The term of this Agreement shall commence upon the day first above written and end on June 30, 2029.

4. **COMPENSATION.** Payment by the City to the Contractor for actual services rendered under this Agreement shall be made upon presentation of an invoice detailing services performed under the Scope of Services, in accordance

with the fee schedule set forth in Exhibit "B" attached hereto and incorporated herein by reference. The Contractor agrees to provide all services required under the Scope of Services in Exhibit "A" within the compensation amount set forth in Exhibit "B". For Contractor's services rendered under this Agreement, City shall pay Contractor the not to exceed sum of \$70,000 annually.

5. METHOD OF PAYMENT. Compensation to Contractor shall be paid by the City after submission by Contractor of an invoice delineating the services performed.

6. RECORDS. It is understood and agreed that all plans, studies, specifications, data magnetically or otherwise recorded on computer or computer diskettes, records, files, reports, etc., in possession of the Contractor relating to the matters covered by this Agreement shall be the property of the City, and Contractor hereby agrees to deliver the same to the City upon termination of the Agreement. It is understood and agreed that the documents and other materials including but not limited to those set forth hereinabove, prepared pursuant to this Agreement are prepared specifically for the City and are not necessarily suitable for any future or other use.

7. CONTRACTOR'S BOOKS AND RECORDS. Contractor shall maintain any and all ledgers, books of account, invoices, vouchers, canceled checks, and other records or documents evidencing or relating to charges for services or expenditures and disbursements charged to the City for a minimum of three (3) years, or for any longer period required by law, from the date of final payment to the Contractor to this Agreement. Any records or documents required to be maintained shall be made available for inspection, audit and/or copying at any time during regular business hours, upon oral or written request of the City.

8. INDEPENDENT CONTRACTOR. It is expressly understood that Contractor is an independent contractor and that its employees shall not be employees of or have any contractual relationship with the City. Contractor shall be responsible for the payment of all taxes, workers' compensation insurance and unemployment insurance. Should Contractor desire any insurance protection, the Contractor is to acquire same at its expense.

In the event Contractor or any employee, agent, or subcontractor of Contractor providing services under this Agreement is determined by a court of competent jurisdiction or the California Public Employees Retirement System (PERS) to be eligible for enrollment in PERS as an employee of the City,

Contractor shall indemnify, protect, defend, and hold harmless the City for the payment of any employee and/or employer contributions for PERS benefits on behalf of Contractor or its employees, agents, or subcontractors, as well as for the payment of any penalties and interest on such contributions, which would otherwise be the responsibility of City.

9. **INDEMNITY.** Contractor shall indemnify, protect, defend (with legal counsel selected by the City), save and hold City, its officers, employees, and agents, harmless from any and all claims or causes of action for death or injury to persons, or damage to property resulting from intentional or negligent acts, errors, or omissions of Contractor or Contractor's officers, employees, volunteers, and agents during performance of this Agreement; Contractor shall indemnify, protect, defend (with counsel selected by the City) save and hold City, its officers, employees and agents harmless from any and all claims or causes of action for any violation of any federal, state, or municipal law or ordinance, to the extent caused, in whole or in part, by the willful misconduct, negligent acts, or omissions of Contractor or its employees, subcontractors, or agents, or by the quality or character of Contractor's work, or resulting from the negligence of the City, its officers, employees, volunteers and agents, except for loss caused by the sole negligence or willful misconduct of the City or its officers, employees, volunteers or agents. It is understood that the duty of Contractor to indemnify and hold harmless includes the duty to defend as set forth in Section 2778 of the California Civil Code. Acceptance by City of insurance certificates and endorsements required under this Agreement does not relieve Contractor from liability under this indemnification and hold harmless clause. This indemnification and hold harmless clause shall survive the termination of this Agreement and shall apply to any damages or claims for damages whether or not such insurance policies shall have been determined to apply. By execution of this Agreement, Contractor acknowledges and agrees to the provisions of this Section and that it is a material element of consideration.

10. **INSURANCE.** During the term of this Agreement, Contractor shall maintain in full force and effect at its own cost and expense, the following insurance coverage:

a. **Workers' Compensation Insurance.** Full workers' compensation insurance shall be provided with a limit of at least One Hundred Thousand Dollars (\$100,000) for any one person and as required by law, including Employer's Liability limits of \$1,000,000.00 per accident. The policy shall be endorsed to waive the insurer's subrogation rights against the City.

b. General Liability.

- (i) Contractor shall obtain and keep in full force and effect general liability coverage at least as broad as ISO commercial general liability coverage occurrence Form CG 0001.
- (ii) Contractor shall maintain limits of no less than One Million Dollars (\$1,000,000) per occurrence for bodily injury, personal injury and property damage.
- (iii) The City, its officers, employees, volunteers and agents are to be named as additional insureds under the policy, as respects liability arising out of work or operations performed by or on behalf of the Contractor.
- (iv) The policy shall stipulate that this insurance will operate as primary insurance for work performed by Contractor and its sub-contractors, and that any other insurance or self insurance maintained by City or other named insureds shall be excess and non-contributory.
- (v) Contractor shall maintain its commercial general liability coverage for three (3) years after completion of the work and shall add an additional insured endorsement form acceptable to the City naming the City of Merced, its officers, employees, agents and volunteers for each year thereafter for at least three (3) years after completion of the work. Copies of the annual renewal and additional insured endorsement form shall be sent to the City within thirty (30) days of the annual renewal.

c. Automobile Insurance.

- (i) Contractor shall obtain and keep in full force and effect an automobile policy of at least One Million Dollars (\$1,000,000) per accident for bodily injury and property damage.
- (ii) The City, its officers, employees, volunteers and agents are to be named as additional insureds under the policy, as respects automobiles owned, leased, hired or borrowed by the Contractor.

- (iii) The policy shall stipulate that this insurance will operate as primary insurance for work performed by Contractor and its sub-contractors, and that any other insurance or self insurance maintained by City or other named insureds shall be excess and non-contributory.

d. Professional Liability Insurance. Contractor shall carry professional liability insurance appropriate to Contractor's profession in the minimum amount of One Million Dollars (\$1,000,000). Architects and engineers' coverage is to be endorsed to include contractual liability.

e. Qualifications of Insurer. The insurance shall be provided by an acceptable insurance provider, as determined by City, which satisfies all of the following minimum requirements:

- (i) An insurance carrier admitted to do business in California and maintaining an agent for service of process within this State; and,
- (ii) An insurance carrier with a current A.M. Best Rating of A:VII or better (except for workers' compensation provided through the California State Compensation Fund).

f. Certificate of Insurance. Contractor shall complete and file with the City prior to engaging in any operation or activity set forth in this Agreement, certificates of insurance evidencing coverage as set forth above and which shall provide that no cancellation or expiration by the insurance company will be made during the term of this Agreement, without thirty (30) days written notice to City prior to the effective date of such cancellation—including cancellation for nonpayment of premium. In addition to any other remedies City may have, City reserves the right to withhold payment if Contractor's insurance policies are not current.

11. PREVAILING WAGES.

A. Labor Code Compliance. If the work performed under this Agreement falls within Labor Code Section 1720(a)(1) definition of a "public works" the Contractor agrees to comply with all of the applicable provisions of the Labor Code including, those provisions requiring the payment of not less than the

general prevailing rate of wages. The Contractor further agrees to the penalties and forfeitures provided in said Code in the event a violation of any of the provisions occurs in the execution of this Agreement.

B. These wage rate determinations are made a specific part of this Agreement by reference pursuant to Labor Code Section 1773.2. General Prevailing Wage Rate Determinations may be obtained from the Department of Industrial Relations Internet site at <http://www.dir.ca.gov/>.

C. After award of the Agreement, and prior to commencing work, all applicable General Prevailing Wage Rate Determinations, if applicable, are to be obtained by the Contractor from the Department of Industrial Relations. These wage rate determinations are to be posted by the Contractor at the job site in accordance with Section 1773.2 of the California Labor Code.

D. Contractor agrees to include prevailing wage requirements, if applicable, in all subcontracts when the work to be performed by the subcontractor under this Agreement is a “public works” as defined in Labor Code Section 1720(a)(1) and Labor Code Section 1771.

12. **ASSIGNABILITY OF AGREEMENT.** It is understood and agreed that this Agreement contemplates personal performance by the Contractor and is based upon a determination of its unique personal competence and experience and upon its specialized personal knowledge. Assignments of any or all rights, duties or obligations of the Contractor under this Agreement will be permitted only with the express written consent of the City.

13. **TERMINATION FOR CONVENIENCE OF CITY.** The City may terminate this Agreement any time by mailing a notice in writing to Contractor that the Agreement is terminated. Said Agreement shall then be deemed terminated, and no further work shall be performed by Contractor. If the Agreement is so terminated, the Contractor shall be paid for that percentage of the phase of work actually completed, based on a pro rata portion of the compensation for said phase satisfactorily completed at the time the notice of termination is received.

14. **CONFORMANCE TO APPLICABLE LAWS.** Contractor shall comply with its standard of care regarding all applicable Federal, State, and municipal laws, rules and ordinances. No discrimination shall be made by Contractor in the employment of persons to work under this contract because of race, color, national origin, ancestry, disability, sex or religion of such person.

Contractor hereby promises and agrees to comply with all of the provisions of the Federal Immigration and Nationality Act (8 U.S.C.A. 1101 *et seq.*), as amended; and in connection therewith, shall not employ unauthorized aliens as defined therein. Should Contractor so employ such unauthorized aliens for the performance of work and/or services covered by this Agreement, and should any agency or instrumentality of the federal or state government, including the courts, impose sanctions against the City for such use of unauthorized aliens, Contractor hereby agrees to, and shall, reimburse City for the cost of all such sanctions imposed, together with any and all costs, including attorneys' fees, incurred by the City in connection therewith.

15. **WAIVER.** In the event that either City or Contractor shall at any time or times waive any breach of this Agreement by the other, such waiver shall not constitute a waiver of any other or succeeding breach of this Agreement, whether of the same or any other covenant, condition or obligation. Waiver shall not be deemed effective until and unless signed by the waiving party.

16. **INCONSISTENT OR CONFLICTING TERMS IN AGREEMENT AND EXHIBITS.** In the event of any contradiction or inconsistency between any attached document(s) or exhibit(s) incorporated by reference herein and the provisions of the Agreement itself, the terms of the Agreement shall control.

Any exhibit that is attached and incorporated by reference shall be limited to the purposes for which it is attached, as specified in this Agreement. Any contractual terms or conditions contained in such exhibit imposing additional obligations on the City are not binding upon the City unless specifically agreed to in writing, and initialed by the authorized City representative, as to each additional contractual term or condition.

17. **AMBIGUITIES.** This Agreement has been negotiated at arms' length between persons knowledgeable in the matters dealt with herein. Accordingly, any rule of law, including, but not limited to, Section 1654 of the Civil Code of California, or any other statutes, legal decisions, or common-law principles of similar effect, that would require interpretation of any ambiguities in this Agreement against the party that drafted this Agreement is of no application and is hereby expressly waived.

18. **VENUE.** This Agreement and all matters relating to it shall be governed by the laws of the State of California and any action brought relating to

this agreement shall be held exclusively in a state court in the County of Merced.

19. AMENDMENT. This Agreement shall not be amended, modified, or otherwise changed unless in writing and signed by both parties hereto.

20. INTEGRATION. This Agreement constitutes the entire understanding and agreement of the parties and supersedes all previous and/or contemporaneous understanding or agreement between the parties with respect to all or any part of the subject matter hereof.

21. AUTHORITY TO EXECUTE. The person or persons executing this Agreement on behalf of the parties hereto warrants and represents that he/she/they has/have the authority to execute this Agreement on behalf of their entity and has/have the authority to bind their party to the performance of its obligations hereunder.

22. COUNTERPARTS. This Agreement may be executed in one or more counterparts with each counterpart being deemed an original. No counterpart shall be deemed to be an original or presumed delivered unless and until the counterparts executed by the other parties hereto are in the physical possession of the party or parties seeking enforcement thereof.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed on the date first above written.

CITY OF MERCED
A California Charter Municipal
Corporation

BY: _____
D. Scott McBride
City Manager

ATTEST:
D. SCOTT MCBRIDE, CITY CLERK

BY: _____
Assistant/Deputy City Clerk

APPROVED AS TO FORM:
CRAIG J. CORNWELL, CITY ATTORNEY


BY: Craig Cornwell 6-6-2024
City Attorney Date

ACCOUNT DATA:
M. VENUS RODRIGUEZ, FINANCE OFFICER

BY: _____
Verified by Finance Officer

{Signatures continued on next page}

CONTRACTOR
DATA TICKET, INC.,
A California Corporation

BY: 
(Signature)

Brook Westcott

(Typed Name)

Its: Chief Operating Officer

(Title)

BY: _____
(Signature)

(Typed Name)

Its: _____
(Title)

Taxpayer I.D. No. 93-1010811

ADDRESS: 2603 Main Street, Suite 300
Irvine, California 92614

TELEPHONE: 949-428-7240

FAX: 949-452-6033

E-MAIL: BWestcott@DataTicket.com

DATA TICKET, INC. RESOLUTION GRANTING SIGNING AND AUTHORITY TO CONDUCT BUSINESS

WHEREAS, Data Ticket, Inc. desires to grant signing and authority to certain person(s) described hereunder.

RESOLVED, that the Board of Directors is hereby authorized and approved to grant sole signing and authority to conduct business to any one of the following person(s):
The foregoing signing, and authority granted shall include, but shall not be limited to, the execution of Deeds, powers of attorney, transfers, assignments, contracts, obligations, certificates, and other instruments of whatever nature entered into by this Corporation.

The undersigned hereby certifies that he is the duly elected and qualified Secretary and the custodian of the books and records and seal of Data Ticket, Inc., a corporation duly formed pursuant to the laws of the state of California and that the foregoing is a true record of a resolution duly adopted at a meeting of the Board of Directors and that said meeting was held in accordance with state law and the Bylaws of the above-named Corporation November 13, 2006, and that said resolution is now in full force and effect without modification or rescission.

IN WITNESS WHEREOF, I have executed my name as Secretary of the above-named Corporation this November 13th of 2006.



A. William Fleming

Secretary

DATA TICKET, INC. RESOLUTION GRANTING SIGNING AND AUTHORITY TO CONDUCT BUSINESS

Brook Westcott, Chief Operating Officer and Chief Financial Officer is hereby granted sole signing authority to conduct business on behalf of Data Ticket, Inc, including but not limited to the execution of Deeds, powers of attorney, transfers, assignments, contracts, obligations, certificates, and other instruments of whatever nature entered into by Data Ticket, Inc.

Data Ticket, Inc.
ClientServices@DataTicket.com
Direct: 949-428-7240

City of Merced
Parking Citation
Processing and Payment Services

EXHIBIT A SCOPE OF SERVICES

Data Ticket, Inc.
 ClientServices@DataTicket.com
 Direct: 949-428-7240

City of Merced
 Parking Citation
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High Level Approach

Our approach to citation processing is continually evolving. We have been processing parking citations for 35 years. We use our experience and expertise to continually improve our software and our services so that our partnerships with our Clients continue to evolve and grow.

During the life of any contract, we believe it is our responsibility to benefit our Clients technically by providing regular enhancements. Our software is living software. It is provided as a Software as a Service (SaaS) model. Because our Clients do not own the software, it is Data Ticket’s responsibility to enhance that software regularly, thereby providing our clients with new, forward-thinking functionality.

Data Ticket’s Citation Management Solution is available to our clients via a 100% web-based solution. We are the leader in the industry with regard to our customer service, industry knowledge and willingness to partner on every level with our Clients. Since we have the benefit of processing for many agencies across the United States, we have the access and ability to observe and understand “best practices” in the industry and to share those best practices with our Clients. We partner 100% with our Clients to meet and exceed their needs and we expect our Clients to rely on us for our expertise.

Data Ticket offers several models to meet the City’s Citation Management Processing requirements. These models range from Data Ticket performing all services in-house to the City performing all services in-house to a combination of sharing or dividing tasks and services. Based on our experience and the City’s RFP, we understand the City wishes to provide the highest level of customer service for all types of customers while potentially removing some of the daily responsibilities. Based on this information, we have provided what we believe to be best practices that will provide the maximum benefit for the City’s Customers and Staff.

The table below **represents our current division of responsibilities with the City.** We believe this division of responsibilities best utilizes our solution and services while providing relief to the City for performing work functions that are not necessary. The check marked items indicate who will take the primary responsibility for the items below:

Functionality	City Personnel Performs	Data Ticket Performs
Data Entry of Manually Written Citations		✓
Automated Electronic Transmission of Citations	✓	
Real-time automated registered owner retrieval		✓
Generation, printing and sending notices		✓

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ClientServices@DataTicket.com
Direct: 949-428-7240

City of Merced
Parking Citation
Processing and Payment Services

Functionality	City Personnel Performs	Data Ticket Performs
View photos, videos and voice recordings of citations in the format in which they are sent	✓	✓
Automated Bail Escalation		✓
Automated management of the FTB and Delinquent Processes		✓
Place citations on adjudication holds and scan all supporting documentation		✓
Enter 1 st Level Dispositions	✓	
Send all Adjudication Letters		✓
Schedule 2 nd Level Hearings		✓
Enter notes to be viewed by the City and Data Ticket	✓	✓
Handle Customer Service, including IVR and live, bi-lingual customer service phone lines		✓

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City of Merced
 Parking Citation
 Processing and Payment Services

Summary Scope of Work

Data Ticket has read and understands the City's Scope of Work for Parking Citation Processing Services. We are fully capable of meeting the required services and we will exceed the service and technology level expectations of the City and the public. Below we have provided a summarization of the technology and services we recommend the City utilize. This is simply a recommendation. The vast majority of our services are offered as options the City may elect to utilize.

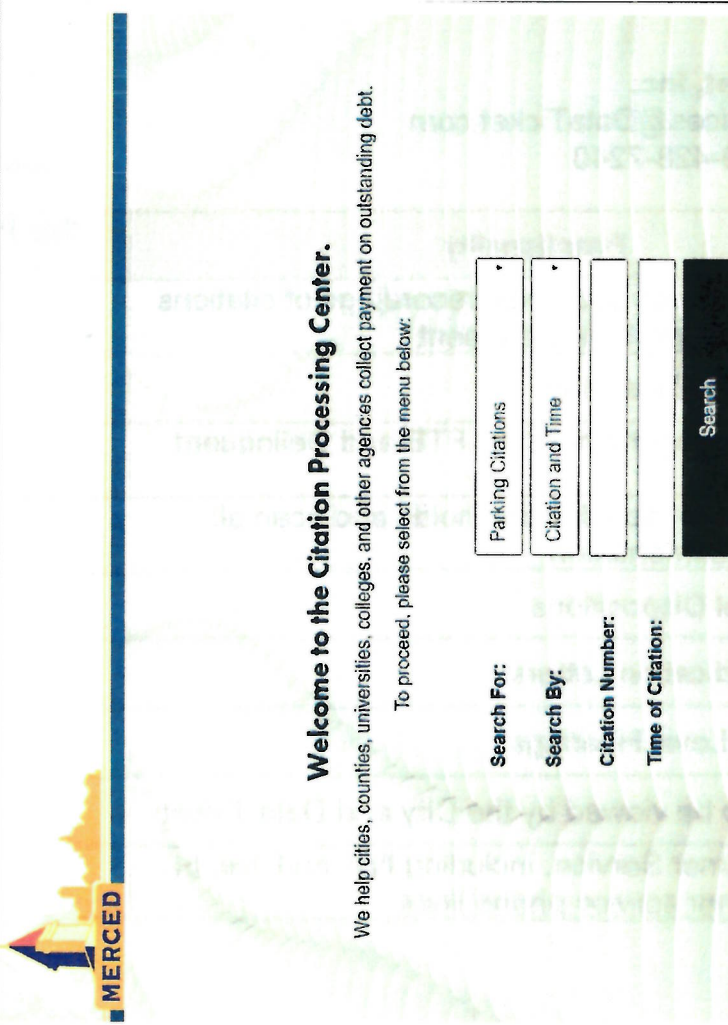
Service / Technology	Data Ticket's Recommendation	Sample City of Merced - branded Parking Citation Public Experience
<p>Automated Online Processing</p>	<p>Our Solution is 100% web based.</p> <p>The Solution is accessible by City Personnel via unique usernames and passwords.</p> <p>As shown, we recommend providing the public with a branded web interface to reflect the City's branding for the payment and appeal of citations.</p> <p>We recommend the Public is provided with as many search options as possible to find their citation(s).</p>	

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City of Merced
 Parking Citation
 Processing and Payment Services

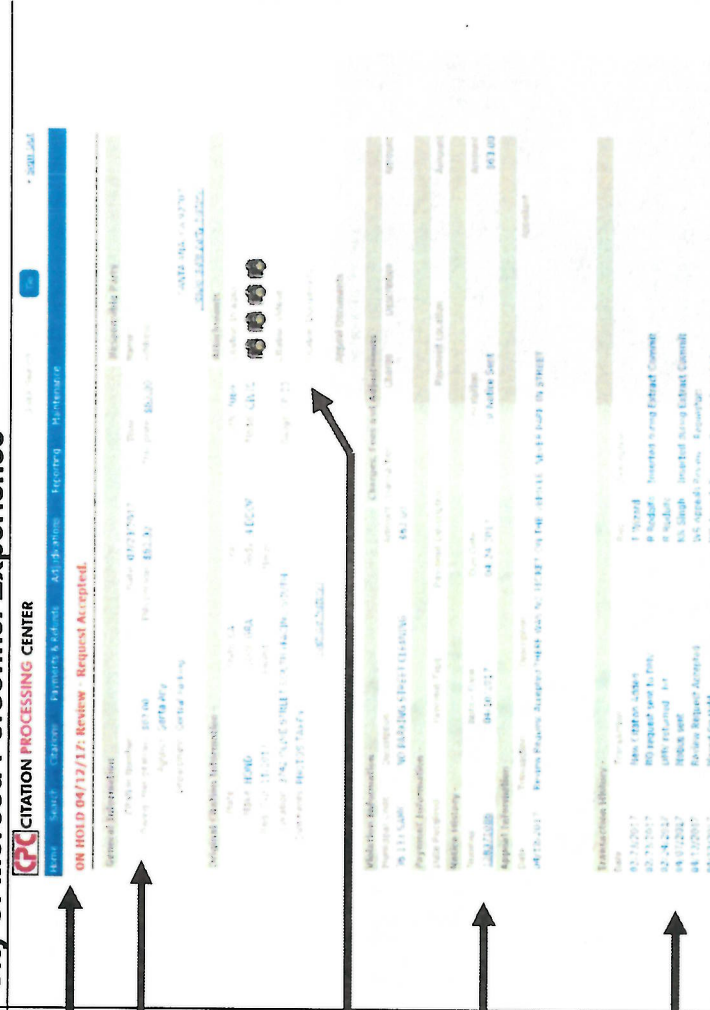
Service / Technology	Data Ticket's Recommendation	City of Merced Personnel Experience
<p>Accessibility to all Parking Citations</p>	<p>Real-time Status is displayed in 'Red' for quick recognition.</p> <p>Amounts owed at the Citation, Person and Plate level are displayed.</p> <p>All Parking Citations, images, video, voice recordings and all other transactions related to parking citations are available 24/7 on our website.</p> <p>Every letter sent on behalf of the City is hyperlinked to the citation for ease in viewing.</p> <p>A complete audit trail is provided to the City for every citation in the Solution.</p>	 <p>The screenshot shows the 'CITATION PROCESSING CENTER' interface. At the top, it says 'ON HOLD 04/12/17: Review - Request Accepted.' Below this, there are several sections: 'Citation Information', 'Person Information', 'Vehicle Information', 'Payment Information', 'Citation History', and 'Appeal Information'. The 'Citation Information' section shows a citation with a red status. The 'Person Information' section shows the person's name and contact details. The 'Vehicle Information' section shows the vehicle's make, model, and year. The 'Payment Information' section shows the amount owed and the payment method. The 'Citation History' section shows a list of citations. The 'Appeal Information' section shows the appeal status and the person's name.</p>

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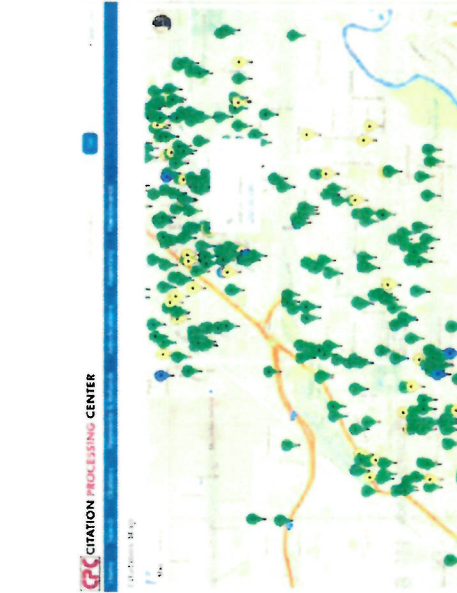
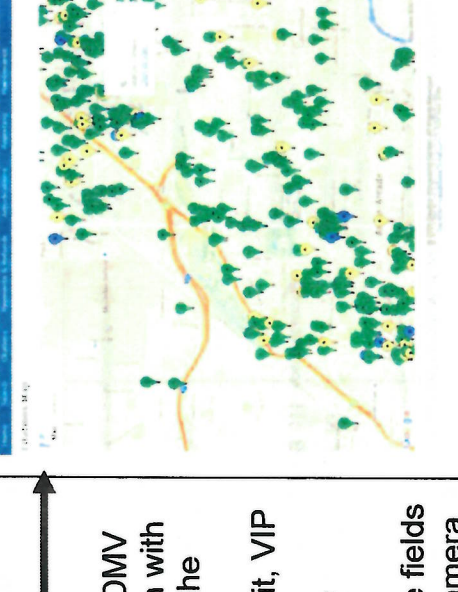


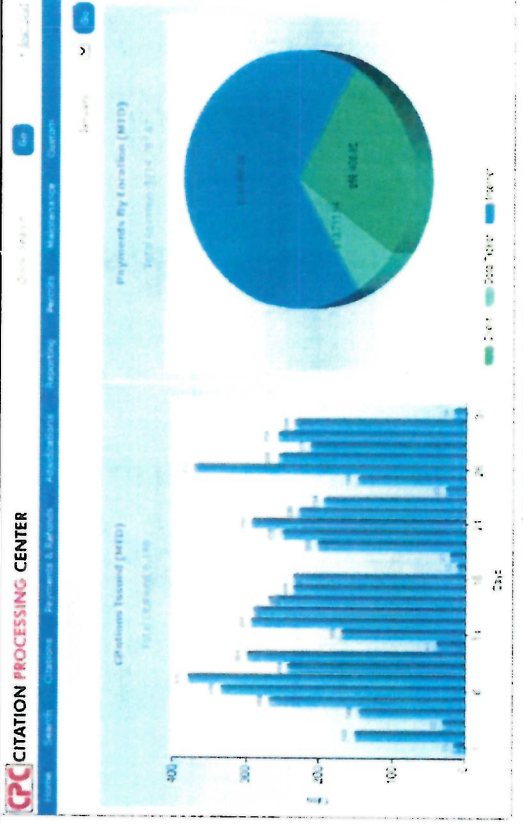
Service / Technology	Data Ticket's Recommendation	Sample Android Handheld Device / GPS Mapping Feature
Handheld Ticket Writers	<p>We recommend the use of Android-based handheld ticket writers that provide the most advanced features, including:</p> <ul style="list-style-type: none"> - 12MP photos - Video Recording - Voice Recording - GPS Mapping - Cite by Voice - Real-time Connection to DMV - Real-time Communication with other handhelds while in the field - Real-time Scofflaw, Permit, VIP and other files - Real-time transmission of citations - Auto-population of vehicle fields - Integrated, customized camera feature - License Plate Picture to Text Translation - Digital Chalking for timed spaces 	  <p style="text-align: center;">Samsung A53</p>

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Service / Technology	Data Ticket's Recommendation	Access Methods Utilized
Access to DMV	<p>Data Ticket will continue to utilize our online connection with CA DMV to obtain registered owner information and place registration holds and releases; Data Ticket will also continue to utilize our real-time NLETs connection to obtain out of state registered owner information.</p> <p>Please note access using these solutions is real-time; we do not obtain RO information via a batch method.</p>	 
Service / Technology	Data Ticket's Recommendation	Reporting Features
Reporting Capabilities	<p>All reporting provided by Data Ticket is done online.</p> <p>Our reporting home page is customizable and provides our clients with a quick snapshot of real-time parking citation data.</p>	

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Direct: 949-428-7240

City of Merced
Parking Citation
Processing and Payment Services


Service / Technology	Data Ticket's Recommendation	Reporting Features
	<p>We currently provide the City with over 42 standard reports that can be run in real-time for any time period required.</p> <p>We also make available to the City Adjudication Reports that provide drill down capabilities to truly understand the processing of parking citations and permits.</p> <p>In addition, we provide the City with a Report Generator feature.</p> <p>The Report Generator feature provides the ability to create, save and share custom reports amongst co-workers.</p>	

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Detail Scope of Work

On the prior pages, we provided the City with a high-level summary of the services we recommend the City utilize in order to modernize the current parking processing programs. Below and on the following pages, we have provided a detailed accounting of how we believe our services and technology will assist the City in that modernization.

Parking Citation Entry

Manual Citation Data Entry

- Data Ticket's Mail Department accepts data enters and updates manually written citations Monday – Friday from 7:30am -5pm, Pacific. Citations manually issued can be sent to Data Ticket via email, regular US Mail, FedEx or some other expedited mail delivery service. If received via paper, the citations will be opened, batched, and provided to our on-site Data Entry Department. If manually written citations are emailed to Data Ticket, the citations will be opened and keyed immediately. Manually written citations are keyed and available on the Internet within 24-48 hours of receipt.
- Data Ticket provides City Personnel with full editing capabilities for electronically issued and manually issued citations. In addition, our Operations Department will edit any citation data required.
- Data Ticket's Data Entry Department notifies City Personnel with any manually issued citations that cannot be entered due to errors or missing information.
- Hard copies of manually issued citations are scanned and stored on our network for any period defined by the City. Once scanned, the physical copies of these citations are destroyed.
- Per the above, all copies of citations are scanned and stored on our network for any time period required.

Electronic Citation Importation

- Data Ticket will accept the City's electronically issued citations via our Secure File Transfer Protocol or via a wireless connection, depending on the City's preference. If the City elects not to use wireless transmission, electronic files can be sent as often as the City requires and do not require any human intervention on our side. Once a file has been received, it is automatically downloaded to the database and available for viewing on our website. This process is automated and can be performed 24/7.
- Electronically issued citations will be stored in our SQL database.
- Electronically issued citations are stored in our Solution for as long as the City defines.

Registered Owner Retrieval from State DMV

- Data Ticket is online with California DMV for registered owner information and has been for the past 29 years.
- Data Ticket is the only vendor in the industry who, within 1-2 minutes of receipt of a citation, obtains CA registered owner information via an online connection with CA DMV. Data In addition, Data Ticket can lookup registered owner information and place holds and releases manually. In the event the City requires a manual hold or release be placed, that will be processed the same business day the request is received.

- Our Operations Department reviews all "No Hits" to ensure the data provided on the citation is accurate. In addition, Data Ticket provides our Clients with a real-time report where they can view all citations for which a "No Hit" was received. Finally, Data Ticket attempts to obtain a registered owner once every 30 days from all DMVs to ensure we obtain a registered owner as soon as one is available. In addition, we will also resubmit citations upon request to determine if a registered owner is available. Finally, we treat citations written with a VIN in the same manner we treat citations issued with a Plate.
- Data Ticket's in-house Operations Department reviews all citations daily that are returned as a make/mismatch from DMV. In the event a Make Mismatch occurs, the citation is automatically placed on real-time report available to the City 24/7. In addition, Data Ticket supplies our Clients with real-time notification of all make mismatches via our online, real-time reports. Of course, these reports can also be generated at month-end if the City prefers.

Out-of-State Registered Owner Retrieval from State DMV

- Data Ticket obtains registered owner information for out-of-state plates utilizing a combination of direct access methods for states like Arizona, Florida, Illinois, Maryland, North Carolina, Nevada, Ohio, Oregon, Texas and a variety of others.



- Data Ticket also obtains registered owner information for out-of-state plates utilizing NLETs. NLETs functions much like a CLETs interface whereby Data Ticket has access to out-of-state registered owner information 24/7, compared with dependence on each individual state.

DMV Registration Holds/Releases

- Real-time, through our online connection with CA DMV, Data Ticket places California registration holds and releases. Our connection **automatically provides us with next day confirmation that a registration hold or release was successful**. Other processing vendors including the City's prior vendor do not get that confirmation until the monthly DMV file is provided by DMV. This significantly impacts the ability to process holds and releases effectively as it means there could be up to 4 weeks of duration before the City can be guaranteed a hold or release was successful.
- Data Ticket will change the registered owner or responsible party information upon proof of a sale, rental agreement or other transaction permitted by California Vehicle Code. Data Ticket will never purge registered owner information, rather we provide it to the City at the citation level.

Payment Processing

- Data Ticket provides for the acceptance of payments via US Mail. Correspondence and payments accepted via our Newport Beach PO Box are picked up daily by 7:00am and delivered via bonded, insured courier to our office for processing. All incoming mail is sorted and batched by postmark. In the event a postmark date is not available, we will utilize either the receipt date or the check date, depending on which date the City prefers. Utilizing the postmark date will automatically reverse penalties that may have applied from the postmark date to the receipt date.
- Payments received via US Mail are processed in-house and deposited within 24 hours of receipt. As payments are made, the City will have access to real-time reports, available 24/7 and reflecting each payment.
- Online reports are made available to the City that accurately reflect all bank deposits made daily.
- Daily and monthly, Data Ticket reconciles deposits made to ensure all payments have been properly accounted for. All backup received with payment data is scanned and stored on our network for as long as the City is a Client. All bank deposit information will be stored on behalf of the City for as long as the City requires.
- Data Ticket will send notices to a Registered Owner when a partial payment is made, when a check is returned for insufficient funds and on an unpaid citation when a change of RO has occurred.

Correspondence Processing

- Data Ticket will continue to process all inbound correspondence within two (2) business days of receipt.

Reporting

- Parking citations generate a tremendous amount of data. That data is only useful if you have the right tools to report on that data. Our Solution provides for over 200 reports that can be run in real-time for any time period required. While this sounds impressive, we realize not all Agencies have the time to run reports. Our Client Services Department will gladly provide any reports required at any time to the City. It's just part of the exceptional Customer Service we provide.
- If the City chooses to run reports on their own, all of Data Ticket's reports are available to Staff real-time, online. There is no limit to the amount of reporting the City can generate. In the event the City ever requires a custom report or additional fields or optional criteria on a report, we will gladly add the custom report, field or optional criteria at no charge.
- On the following pages we have provided an overview of a small sampling of the reporting we provide to our clients, online. Below is a screenshot of our Reporting Home page that displays citation statistics in a graphical manner for our clients. As you can see from this screen shot, a dropdown box is provided in the top right corner that allows the user to select the month that he/she wishes to view. In addition, this screen is configurable to display a variety of statistics.

Permits by Lot:

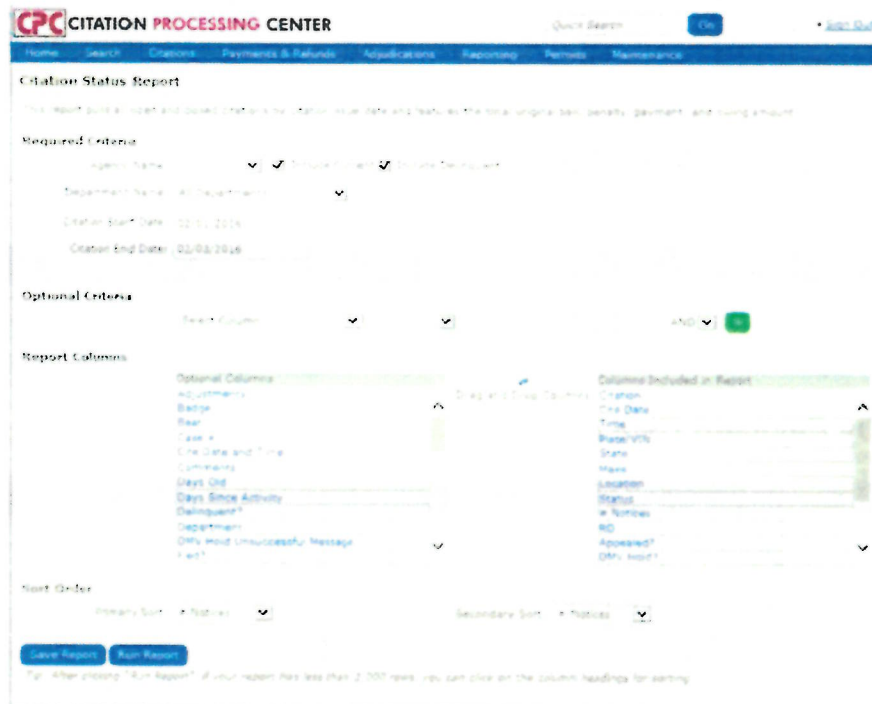
Permit by Lot

Lot Name	Permit Holder	StreetAddress	City/State/ZipCode	Permit #	DEEV Verified
Palm Avenue Parking Garage	Bl	Bl	Bl	Bl	No
Palm Avenue Parking Garage	Pa	Pa	Pa	Pa	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No
Palm Avenue Parking Garage	Mo	Mo	Mo	Mo	No

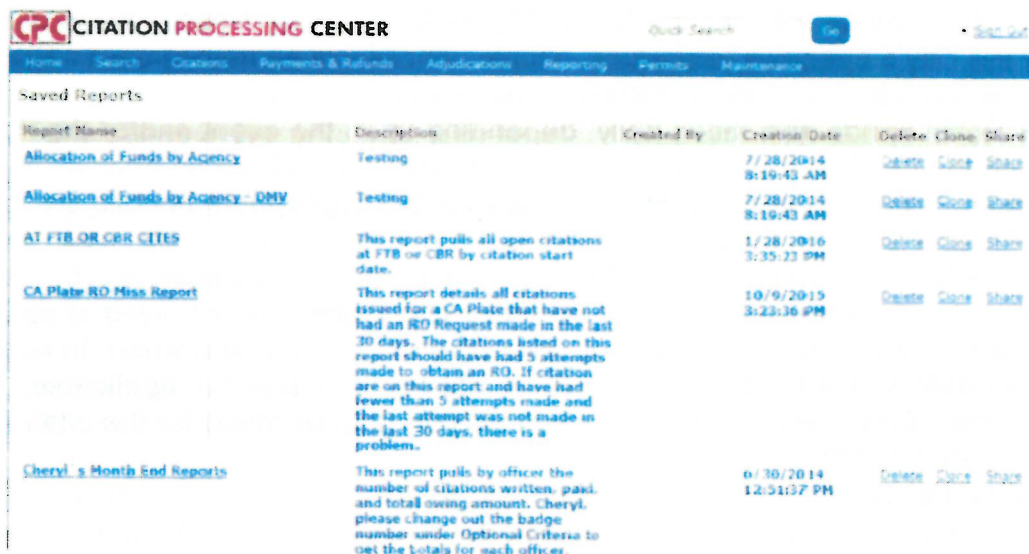
Again, these are simply samples of the over 200 reports available for City Personnel to generate, save, print and share.

Our Solution will provide the City with the most advanced reporting capabilities using our Report Generator feature. This feature provides City Personnel with the ability to select a “Standard Report” or to select a “Data Grouping” and create custom, real-time reports. These reports can be saved, shared amongst co-workers, or just run and viewed.

On the following page we have provided an image of our “**Report Generator**” capability. This capability provides City Personnel with the ability to select a “Standard Report” and set Optional Criteria, as well as drag and drop Report Columns into and out of the report. If you choose, you can also start with a “Data Collection” and create a totally custom report.



Once you have created a report you would like to run on a regular basis, you can save the report to a “My Reports” menu that then allows you to delete, clone or share the reports amongst co-workers. On the following page you will see an image of a user who has created custom, saved reports.



The screenshot shows the 'CITATION PROCESSING CENTER' web application. At the top, there is a navigation bar with links for Home, Search, Citations, Payments & Refunds, Adjudications, Reporting, Permits, and Maintenance. Below the navigation bar, there is a 'Saved Reports' section with a table listing various reports. The table has columns for Report Name, Description, Created By, Creation Date, Delete, Close, and Share. The reports listed include 'Allocation of Funds by Agency', 'Allocation of Funds by Agency - DMV', 'AT FTB OR CBR CITES', 'CA Plate RD Miss Report', and 'Cheryl's Month End Reports'.

Report Name	Description	Created By	Creation Date	Delete	Close	Share
Allocation of Funds by Agency	Testing		7/28/2014 8:19:43 AM	Delete	Close	Share
Allocation of Funds by Agency - DMV	Testing		7/28/2014 8:19:43 AM	Delete	Close	Share
AT FTB OR CBR CITES	This report pulls all open citations at FTB or CBR by citation start date.		1/28/2016 3:35:23 PM	Delete	Close	Share
CA Plate RD Miss Report	This report details all citations issued for a CA Plate that have not had an RD Request made in the last 30 days. The citations listed on this report should have had 5 attempts made to obtain an RD. If citations are on this report and have had fewer than 5 attempts made and the last attempt was not made in the last 30 days, there is a problem.		10/9/2015 3:23:36 PM	Delete	Close	Share
Cheryl's Month End Reports	This report pulls by officer the number of citations written, paid, and total owing amount. Cheryl, please change out the badge number under Optional Criteria to get the totals for each officer.		6/30/2014 12:51:37 PM	Delete	Close	Share

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As requested, samples of reports have been provided in Section 8 of our response.

Toll-Free Telephone Service

- Data Ticket will provide the City with a fully staffed bilingual Customer Service Department Monday – Friday from 8am – 5pm Pacific to answer inbound calls and to return calls previously made.
- All Customer Service Representative answered and made calls are recorded digitally and can be provided to the City upon request and all matters are handled within 24 hours to ensure the highest level of customer service available.
- Call recordings will be provided to the City upon request.
- Data Ticket's a bi-lingual IVR Solution is available 24/7 to provide callers with general information about their citation(s), specific information about their citation(s) and to pay their citation(s).
- Data Ticket's Customer Service Department (and Customer facing website) accept Visa, MasterCard, Discover, and American Express. Receipts are automatically emailed to customers upon confirmation of payment. **Data Ticket offers the lowest credit card processing fee in the industry.**

Automated Voice Response System

- Data Ticket's a bi-lingual IVR Solution is available 24/7 to provide callers with general information about their citation(s), specific information about their citation(s) and to pay their citation(s).
- Data Ticket's IVR Solution (and Customer facing website) accept Visa, MasterCard, Discover, and American Express. Receipts are automatically emailed to customers upon confirmation of payment. **Data Ticket offers the lowest credit card processing fee in the industry.**

Courtesy Notices, Customer Notices and Letters

- Data Ticket will be responsible for mailing all 1st Courtesy Notices for citations unpaid after the City's specified timeframe. These notices will be mailed via 1st Class Mail daily as soon as a citation is eligible to have a notice sent.
- Data Ticket sends all notices daily, depending upon the event and/or the timeframe defined by the City. Each citation is treated independently so as each citation has fulfilled the requirements set forth by the City, the appropriate notices are sent. All notices sent by Data Ticket have the citation number, citation date, plate and state, make, notice date, violation(s) and amount due prominently positioned on them. In addition, each notice identifies the due date and dollar amount owed at each of the escalation dates, so the recipient is clear on what is owed and when. In addition, all notices define how to pay for the citation, appeal the citation (if applicable), inquire about the citation, and provide a signoff section (if applicable) for the citation or show proof of non-liability.
- Each notice, except for the FTB notice, allows for customized text to be defined by the City and each notice provides a toll-free, bi-lingual telephone number that is answered by both a bi-lingual IVR (integrated voice response) system and bi-lingual customer service agents that are all in-house. All notices are sent to the recipients with a #10 windowed envelope that allows the recipient to send a portion of their notice and their payment for processing. In addition to the allowance of the submission of check or money order, recipients may also submit a credit/debit card number for processing.
- A 2nd 1st Courtesy Notice will be mailed to a Renter or Lessee when a rental car agency or a leasing agency provides the corrected information.

On-Line Inquiry Access

- Data Ticket will continue to provide a web-based Solution accessible via any Internet browser that allows the City to manage citations, including the ability to:
 - Enter voids with reason codes or full comments
 - Enter dismissals with reason codes or full comments
 - Enter letter data with the ability to add custom notes
 - Place holds (extensions) on citations and enter a hold date and a reason
 - Enter promissory notes with extension dates
 - Enter review and hearing notices and comments
 - Enter review and hearing dispositions, including notes and comments
 - Enter or request citation data corrections
 - View photos of the violation in the format they are sent
 - Enter phone notes to be viewed by the City and Data Ticket only
 - Enter or request citation data corrections and violation changes
 - Reduce citation dollar amounts
 - Enter refunds performed at the City
 - Enter NSF's received by the City
 - Enter payments taken at the City
- In addition, City Personnel can view:
 - All citation level information that was entered on the citation, including VIN

- All photographs, videos and voice recordings taken at the time of the citation issuance and transmitted to Data Ticket
- Status of the citation, provided in bolded text
- DMV Inquiry date and hold and release information and dates, including registered owner information, with address and registration expiration date
- Delinquent notice history, including date sent, date due, address sent to, registered owner, make of the vehicle and amount due
- Adjudication history, including date the citation was placed on a review and hearing hold, date hearing was scheduled for, date hearing schedule letter was sent, judgment, date judgment was entered, date judgment letter was sent, disposition information, hearing officer name, complete appeal description, images attached as part of the adjudication process and a complete description of the reason for appeal if the appellant appealed online
- Payment information, including payment type, payment received date, check date, check number, deposit date, payment location, amount paid and returned check date or credit card chargeback date
- Penalty history including penalty date, penalty amount
- Registered owner information as provided by DMV, including registration date and any names listed on the registration, VIN, make and model
- All phone notes as entered by our Customer Service Representatives and any other personnel who have a username and password
- The number of citations for each registered owner and the number of citation issued for each state / plate
- Vehicle registration history
- A complete audit trail of the citation, including a username and date for every transaction

Our Solution is username and password protected and provides City Personnel with extensive access points / authority levels. Data Ticket's Citation Management System is 100% web based. The entire system is accessible using individual usernames and passwords. Any City Personnel with access to the Internet and a web browser may access the system using a unique username and password that will be set up during the implementation phase. In the event new individuals require access to the system or individuals with existing access need their access level modified, Data Ticket will update the access levels the same day the request is made at no cost to the City.

- Data Ticket will continue to provide a web-based Solution accessible via any Internet browser that allows citizens to view a citation, pay for a citation, pay for multiple citations, get general information about a citation, request a 1st Level and a 2nd Level Hearing, as well as attach supporting documentation.

Support

- Data Ticket has read and understands the City's requirements surrounding Support Services. We will meet and exceed those requirements. Our normal business hours are 7am – 5pm Monday – Friday, Pacific Standard Time.
- Technical Support is provided remotely and in-person when required during normal business hours. The City will have access to after-hours cell phones and email addresses in cases of emergency.

Data Ticket, Inc.
ClientServices@DataTicket.com
Direct: 949-428-7240

City of Merced
Parking Citation
Processing and Payment Services

- Data Ticket will provide City Personnel with the annual report to comply with CVC 40200.30(b).
- Data Ticket will comply with all requirements of the State of California Vehicle Code regarding processing records sent by the City.
- User manuals are provided in electronic format directly through our web-based Solution.

Administrative Review & Hearing Tracking System

Processing Administrative Review Requests

Data Ticket is the only citation processing agency that has a 100% dedicated Appeals Department that focuses all its time on 1st level Administrative Reviews and 2nd level Administrative Hearings. Each member of this department has gone through the California Public Parking Association's administrative review and hearing officer training and each member attends an annual review course provided by the CPPA. Data Ticket handles the administrative reviews for many of our clients, using our online adjudication processing system that allows the City, the public and Data Ticket to expedite the adjudication process.

- Our Adjudication Solution is 100% integrated with our Parking Citation Processing Solution.
- All mail will be sorted, opened, and batched by postmark, daily. In addition, Data Ticket will scan all supporting documentation into the system such that the City's Staff may review the documentation online.
- All 1st Level, 2nd Level, and 3rd Level Requests will be placed on an adjudication hold within 2 business days of receipt.
- Data Ticket will continue to maintain a database for all administrative reviews, showing the real-time status of each request and ensuring a disposition is entered for each and that a disposition letter has been mailed for each.
- Our Solution will provide City Personnel as well as Appellants the ability to view real-time adjudication information at the citation level online.
- All 1st Level Administrative Review Request documentation and 2nd Level Hearing Request documentation and all 3rd Level Court documentation will be scanned and attached to the corresponding citation. No adjudication paperwork will ever be mailed to the City.
- Data Ticket guarantees each Administrative Review Request is entered in the Solution within 2 days of receipt.
- City Personnel can view all citations in the adjudication process at any time.
- Data Ticket provides the City with a real-time refund request report that provides a detailed list of all citations dismissed through the adjudication process where a refund is due. The report includes the citation number, payer of the citation, including address, the amount owed and the reason the refund has been requested.
- Our Solution will continue to be updated real-time from any transaction because of any adjudication function.
- Data Ticket will continue to be responsible for sending all disposition letters via 1st Class Mail to an appellant. All disposition letters will be attached to the corresponding citation record such that City Personnel can view the letters at any time.
- All mail sent by Data Ticket on behalf of the City will be sent via 1st Class Mail.

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City of Merced
Parking Citation
Processing and Payment Services

- Data Ticket will continue to adhere to the City's requirements regarding timing of requests for a Review and a Hearing.
- Data Ticket will continue to provide the City with options to categorize a citation as Valid, Dismissed or Valid Correctable.
- All documents will be scanned and stored on our network as long as the City is a Client.
- Data Ticket will continue to provide a toll-free telephone number for appellants to speak with a bilingual staff member in our Adjudication Department. All calls handled by our Adjudication Department and our Customer Service Department will be handled with the utmost professionalism while providing detailed information regarding the adjudication process.
- Appellants will continue to be able to request a 1st Level Administrative Review and a 2nd Level Administrative Hearing online and attach supporting documentation.
- Appellants will continue to be able to submit supporting documentation for their 1st Level or 2nd Level adjudication request.

Processing Administrative Hearings

- Data Ticket will continue to receive and process all Administrative Hearing Requests, payments, hardship waivers, and miscellaneous adjudication documentation within 2 business days.
- Data Ticket and/or the City may schedule all Administrative Hearing Requests. The City will continue to have access to every Hearing Schedule online within our Solution.
- Data Ticket will continue to provide tracking and correspondence for all administrative hearing requests. This access will be provided online just as it is today.
- All mailings sent by Data Ticket on behalf of the City will be sent via 1st Class Mail.
- Data Ticket will enter and maintain all Administrative Hearing Requests. All transactions related to Hearings will be performed real-time, providing City Personnel with a true accounting of each request.
- Data Ticket's Adjudication Solution is fully integrated with our Processing Solution.
- Data Ticket will ensure a result is processed for each Hearing and that disposition is available online.
- Data Ticket will work with any Third-Party Hearing Officer and provide that individual with access to our Solution for entry of dispositions.
- Data Ticket will respond to inquiries for the City and the public regarding logistics associated with hearings.
- Data Ticket will send reschedule letters in the event a location, date or time of a Hearing has changed.
- Data Ticket will mail all dispositions letters via 1st Class Mail upon successful entry of a disposition.
- Data Ticket will continue to notify the City when a refund is due as a result of a disposition entry.

AB503 – Indigent Payment Plans

- With many of our Agencies focused on the implementation of AB 503, a significant concern is the impact it may have on the Agency's Staff's time and responsibilities.

Given this, we have offered to accept and review all payment plan requests for persons claiming indigency.

- This new process includes the acceptance of documentation via the web and US Mail, the review of this documentation and the scanning of all the documentation and attachment to the citation to which it applies.
- Based on the City's business rules, Data Ticket will either accept or deny each request and then proceed to set up the payment plan or issue a letter of denial with a reason for the denial.
- All tracking will be performed within our Solution and real-time reports will continue to be available to City Personnel for tracking purposes.

Payment to County

- Data Ticket will continue to collect, track, and send monthly payment to the County of Merced for the portion of monies collected that belong to the County and the State.

Additional Services

- Online payments are authorized and processed real-time via VISA, MasterCard, Discover and American Express and the individual is provided with a confirmation number that matches the real-time authorization number. Data Ticket offers the lowest credit / debit card convenience fee in the industry and charges this fee at the transaction level. That means the fee is charged once, regardless of the number of citations paid at a single point. Our fee is also a fixed fee, regardless of the amount paid.
- Data Ticket offers a bi-lingual IVR Solution that is available 24/7 to provide citation specific information and provide the option to pay a citation.
- Data Ticket currently provides the City with FTB Processing and recommends we continue to do so. Unlike other vendors, Data Ticket submits debts to FTB weekly throughout the year to ensure the City is benefiting from the program. **Additionally, Data Ticket is the only vendor that pays our client's FTB invoices.**
- Data Ticket is the only vendor that provides our clients with Customer Service Reports that provide insight into why our clients' customers call, whether their questions are answered, how many times an individual calls, the duration of each call, and the average satisfaction of each call.

While the City did not specifically require information regarding handheld ticket writers, we do understand the City is currently using them to issue citations. Data Ticket offers our Clients a range of handheld ticket writers to select from which exceed the City's needs. On the following pages, we have provided descriptions of the hardware we believe will be most effective for the City.

If City Personnel do not see the unit they would like to utilize, we are happy to work with the City to determine which unit(s) the City prefers and install our Handheld Citation Issuance Application on the preferred solution.

The unit offered on the following pages is the Samsung Galaxy A53. This unit is being used more frequently by Officers because of its flexibility in offerings. The units typically act as phones, are capable of texting and are generally very easy to use as many

Officers carry a similar device today. In addition, the screen is typically larger than the more ruggedized devices. These units are two-piece units that connect to a separate printer via a Bluetooth connection.

Item	Samsung Galaxy A53 or Similar Device
Dimensions: W x L x D	2.67" x 5.866" x .318"
Screen Size	5.8" Diagonal
Weight	.341 lbs
Wirelessly Enabled	With a cellular plan
Printer Type	External
Operating System	Android 7.0 Nougat
Camera	Front: 8MP Color Rear: 12 MP - Color
Keyboard	Virtual Keyboard with separate numbers / letters
Operating Period	~14 – 37 hours
Charge Time	2 hours
Drop Durability	Not measured
Temperature Range	-4 F to 122 F
Bar Code Reader	1D / 2D

Printers Offered by Data Ticket for 2 Piece Units

Data Ticket recommends the use of a 3" or 4" Bluetooth printer. The selection of a printer is similar to the selection of a handheld ticket writer. City Personnel may select a single printer to use for all Officers or City Personnel may wish to use a variety of printers. Of course, we do recommend City Personnel use a single ticket width so a single ticket order will work, regardless of the printer selected.

Below we have provided 2 of the popular models used by our Clients that elect a 2-piece unit:

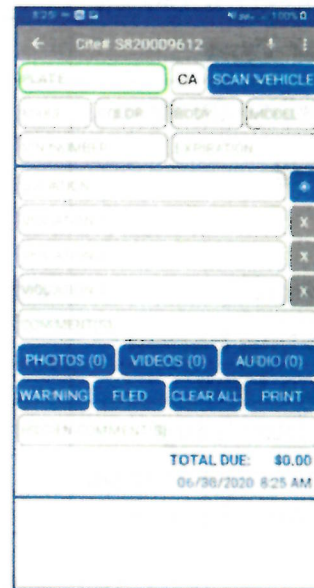
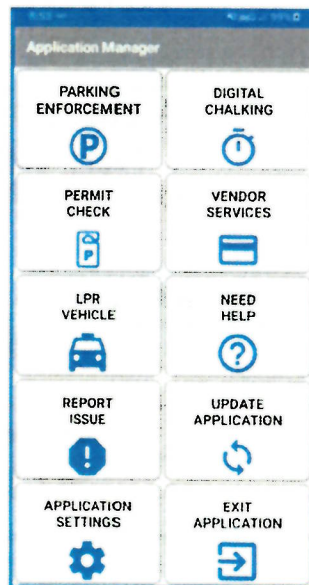
- ☛ **3" TSC Printer or 4" Zebra Printer** – The TSC Alpha-3R and the Alpha-4L 4-inch direct thermal portable printers feature a rugged design and reliable performance that will continue to operate long after other printers have failed. Both units are comfortable, light-weight printers capable of working with any mobile printing application where you need citations printed wherever you are. With its optional cases, the printers are IP54-rated to resist dust and water and each printer endures a 6-foot fall and keeps printing. These small and light printers can be worn comfortably for a full shift, without interfering with the Officer's tasks.

Citation Issuance Application

All handheld software is developed, owned, and fully supported by Data Ticket, Inc. Should you need to replace or repair a unit, we have dedicated handheld resources

available to you for troubleshooting, repairs, upgrades, general question inquiry and technical support.

Data Ticket has provided the multiple options for handheld ticket writers that we believe meet or exceed the requirements. Below, please see the homepage for our handheld citation issuance offerings. Each tile on the screen has a unique feature that provides our clients with the ability to perform a variety of functions. In the second image provided, the user has selected the Parking Enforcement tile and is now ready to issue a citation.



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Citation Issuance Application

Data Ticket has read and understands the City's requirements for a citation issuance application. All requirements identified will be met by Data Ticket's Solution.

All handheld software is developed, owned, and fully supported by Data Ticket, Inc. Should the City need to replace or repair a unit, we have dedicated handheld resources available to you for troubleshooting, repairs, upgrades, general question inquiry and technical support.

Below and on the following pages is a short list of the features available in our citation issuance application:

- **Live, Wirelessly Enabled Software** – Citation data is transferred wirelessly to our solution using either an automated transmission mode or a batch mode. No workstation or software is required to wirelessly transmit citations to our Solution.

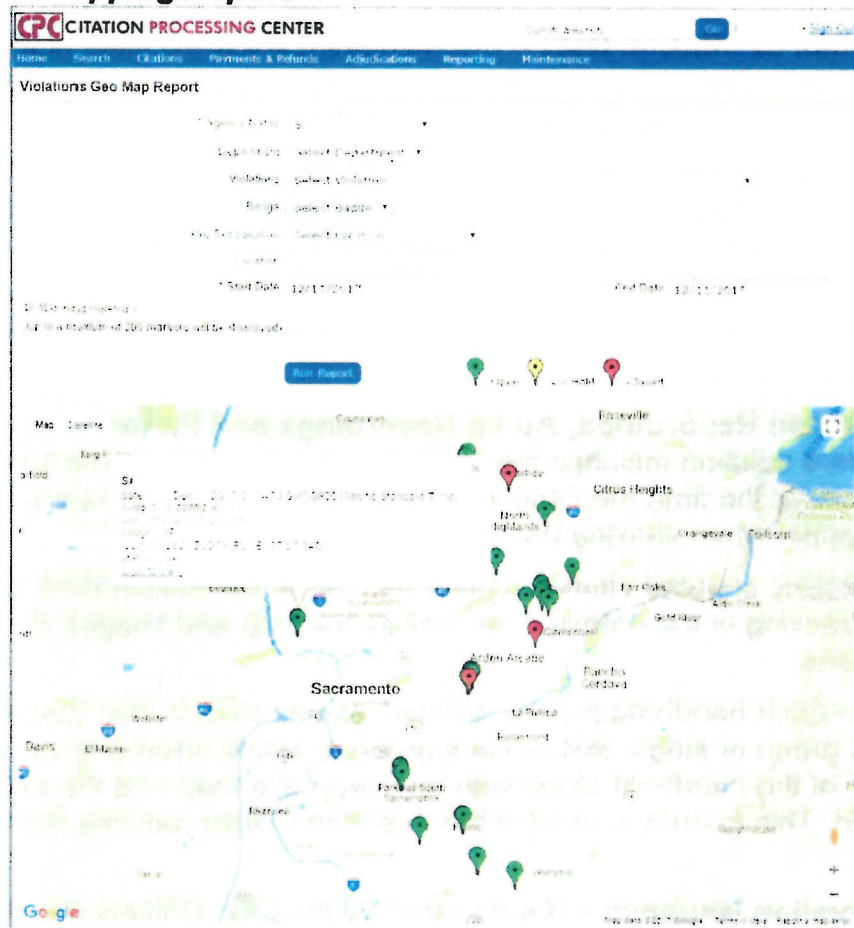
- **Cite by Voice** – Officers can speak an entire citation and not once use a keyboard or stylus to issue a citation.
- **License Plate Translation** – Officers can take a picture of a license plate and the handheld software will translate the license plate into the license plate text field on the citation and attach the plate image to the citation.
- **Immediate Payment** – Because our handheld units transmit citations in real-time, citation recipients can immediately pay on their cell phone, PDA, PC or other internet connected device.
- **Bar Code / OCR Scan Line Usage** - Our handheld software utilizes the printing of barcodes and OCR scan lines to better integrate our client's financial and or cashiering systems and eliminate data entry by cashiers.
- **Real-Time Scofflaw / VIP Alerts** - Officers in the field can be notified by a visual and audible alert when a license plate is a scofflaw (habitual offender) or is on a VIP list.
- **Pre-population of Citation Data** – Upon entering a license plate number if the vehicle has been cited in the past, the vehicle information including the make, model, VIN, and color will be pre-populated on the citation.
- **Prior Citation Look-up** – Upon entry of a license plate that has been cited in the past, the Officer will be alerted to the number of, and types of violations issued in the past and the amount owed, if any. In addition, the citation information is used to pre-populate the current citation, saving the Officer valuable time.
- **Electronic Chalking** – Officers can perform electronic chalking that alerts them of a violator, automatically.
- **Integrated Video Recordings, Audio Recordings and Pictures** – The android-based software solution includes the ability to capture video, audio and pictures and transmits them at the time the citation is transmitted. These items are then displayed to City Personnel when viewing the citation online.
- **GPS** – Wirelessly enabled citation writers can utilize the built-in GPS capabilities that provide for tracking of each device, as well as tracking and images of citation issuance areas.
- **SOS Calls** – Each handheld is programmed with an SOS button that when utilized sends, via a group or single text or via a group or single email address, the GPS Coordinates of the handheld along with an image of a map and the exact location of the handheld. This feature is used in the event an Officer requires immediate assistance.
- **Multiple Violation Issuance** – If authorized by the City, Officers can issue an unlimited number of violations per citation. Should the City require the ability to issue more or fewer violations per citations, a simple configuration change will update the handhelds immediately.
- **Warning / Courtesy Notice Citations** – The Solution provides Officers with the ability to issue warning or courtesy citations, as well as track those citations.

- **Issuance Mapping** – Our Solution can track the issuance of citations and display that in map format to understand what types of violations are being issued and where they are being issued. An image of this feature is provided below.

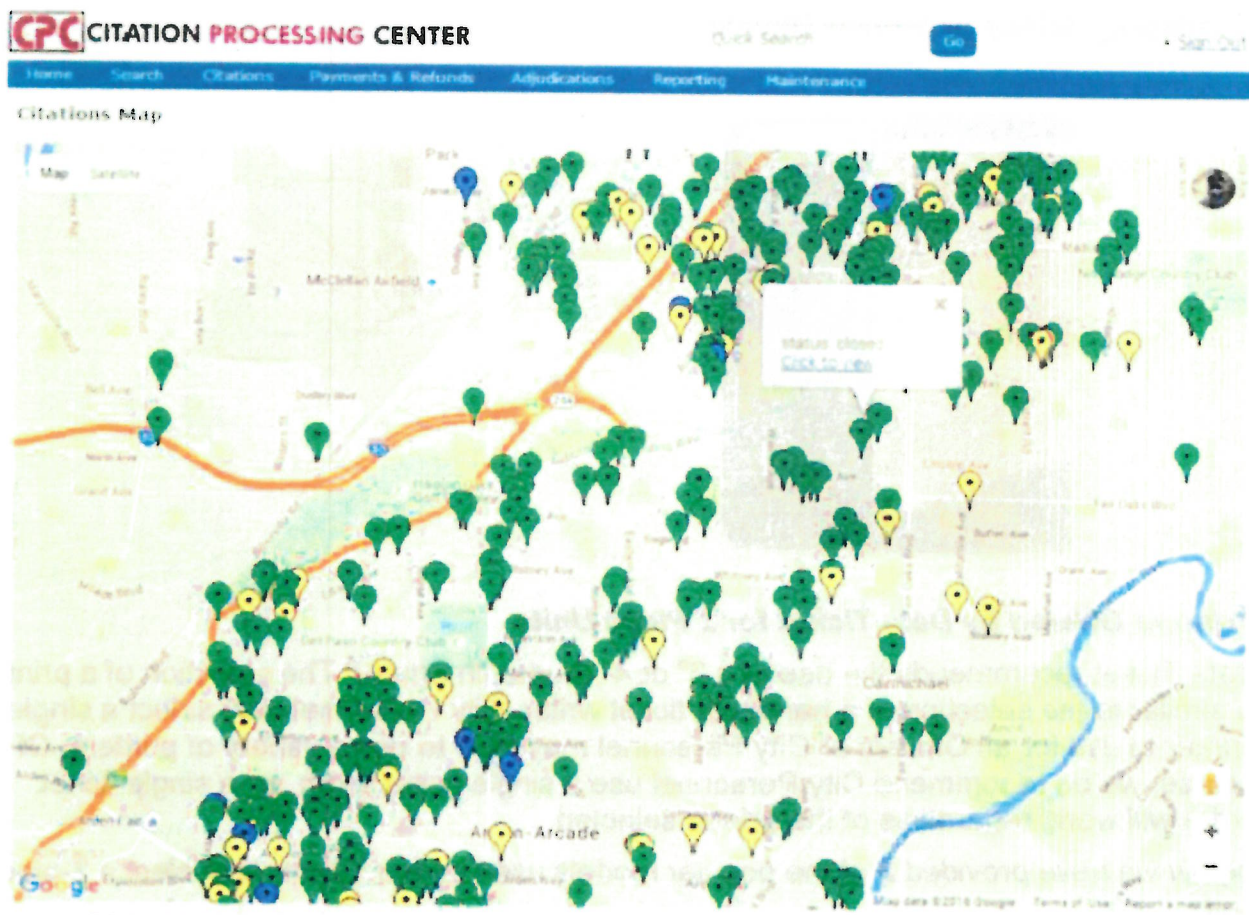
If the City elects to use one of our handheld units that can capture the GPS coordinates (latitude and longitude), City personnel will have the ability to view a Geo Mapping Report.

The Geo Mapping Report provides users with the ability to view citations issued within a specific timeframe, including the status of the citation. As you can see in the image below, the map displays violations by color and provides the ability to zoom in and out of an area, as well as to click on a citation and have it take the user directly to the citation in question.

Sample Geo Mapping Report:



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Electronic Citation Transmission

Electronically issued citations are sent to our Solution via our Secure File Transfer Protocol or via a wireless connection, depending on the City's preference. If the City elects not to use wireless transmission, electronic files can be sent as often as the City requires.

The receipt of electronically transmitted citations does not require any human intervention on our side. Once a file has been received, it is automatically downloaded to the database and available for viewing on our website.

This process is automated and can be performed 24/7. Electronically issued citations are stored in our Solution for as long as the City defines.

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City of Merced
Parking Citation
Processing and Payment Services

Samsung Galaxy or Similar Device



Printers Offered by Data Ticket for 2 Piece Units

Data Ticket recommends the use of a 3" or 4" Bluetooth printer. The selection of a printer is similar to the selection of a handheld ticket writer. City Personnel may select a single printer to use for all Officers or City Personnel may wish to use a variety of printers. Of course, we do recommend City Personnel use a single ticket width, so a single ticket order will work, regardless of the printer selected.

Below we have provided 2 of the popular models used by our Clients that elect a 2-piece unit:

- **3" TSC Printer or 4" Zebra Printer** – The TSC Alpha-3R and the 4-inch direct thermal portable printers feature a rugged design and reliable performance that will continue to operate long after other printers have failed. Both units are comfortable, light-weight printers capable of working with any mobile printing application where you need citations printed wherever you are. With its optional cases, the printers are IP54-rated to resist dust and water and each printer endures to a 6-foot fall and keeps printing. These small and light printers can be worn comfortably for a full shift, without interfering with the Officer's tasks.

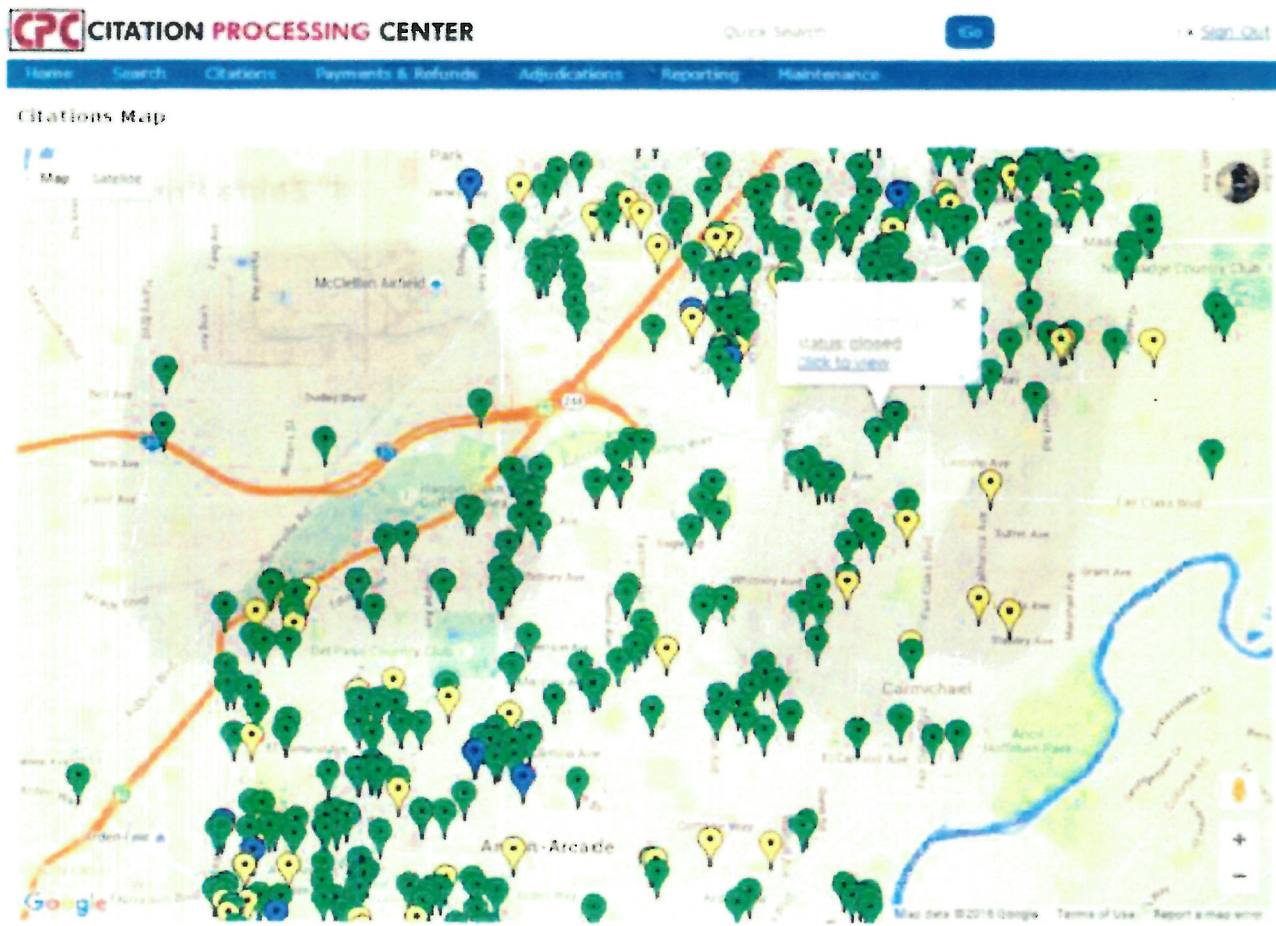
Handheld Printer Images

3" TSC Printer



4" Zebra Printer





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Regardless of the handheld units the City decides to move forward with, the electronic transmission of the citation files occurs automatically. This capability means the City can transmit cites 24/7 and they will be automatically loaded into our Solution without ever having to be touched. This means the City's electronic citations will be available on the web faster than any other vendor can provide.

Online Notices – Data Ticket moved to a new notice vendor over eight years ago because we wanted the ability to provide our clients the option to print and reprint notices that are sent to customers on behalf of the City. This enables our clients to confirm the address to which each notice was sent, and it also provides our clients with the ability to see an actual copy of notice within our website. Our noticing vendor provides each notice to Data Ticket via a PDF. This PDF is then stored on a server that's sole purpose is to provide access to each notice sent. When a client is viewing a citation record in our system, each notice number is hyperlinked to the actual notice sent. The new process means our clients will have access directly to each notice sent, without having to request a copy from Data Ticket.

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City of Merced
Parking Citation
Processing and Payment Services

Online Adjudication Letters – The adjudication letters Data Ticket provides to appellants on behalf of our clients were previously generated directly from Data Ticket. In 2014, we moved our adjudication letters to our noticing vendor, so they more closely resemble our regular notices. In addition, the new letters have provided Data Ticket with the ability to easily scan any requests for hearings directly in our system. The appellant is provided with the ability to request a hearing directly on the back of the administrative review results. Finally, the adjudication letters are available online for the City to print and reprint anytime, just like the daily notices.

No Increase in Fees – Unlike other vendors, Data Ticket does not rely on an annual CPI charge that increases your costs. We maintain the fees agreed upon in our contract unless services are changed, or postage increases. This is beneficial to the City because it eliminates an increase in annual budgetary costs.

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Direct: 949-428-7240

City of Merced
Parking Citation
Processing and Payment Services

EXHIBIT B COST PROPOSAL

Data Ticket, Inc.
ClientServices@DataTicket.com
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Below we have completed the City's Cost Proposal Sheet.

COST PROPOSAL FOR THE CITY OF MERCED

Monthly Cost	<u>No Monthly Minimum</u>
Fee for processing & collecting each manually written citation	<u>\$0.55</u>
Fee for processing & collecting each electronically written citation	<u>\$0.45</u>
Fee for <u>collecting</u> each out-of-state citation	<u>25%</u>
DMV Holds	<u>\$0.00</u>
Reports	<u>\$0.000</u>
Conversion Fee	<u>\$0.00</u>
Review, Hearing and Court Appearances	<u>See Attached</u>
Additional Correspondence	<u>\$0.90</u>
Refunds handled by Company	<u>\$2.75</u>
Fee for Delinquent Collection Notices -- (Old Citations, those that have gone through the normal collection cycle including the first delinquent notice required by California & DMV hold that remain uncollected.	<u>25%</u>
Indigent Payment Plans (AB 503) Service/Fees Price for City to handle appeals and if Vendor handles appeals.	<u>\$5.00 if DTI Handles</u> <u>\$2.00 if City Handles</u> <u>\$0.90 per Letter</u>
Postage	<u>No Charge</u>
Payment Processing	<u>\$0.15 per Manual Keyed Payment</u>
FTB Tax Lien Participation Agency qualification & sign -up, matching social security number to debts, noticing, customer service, collections, file adjustment on Vendor database and FTB database & monthly management reports.	<u>\$2.50 per SSN</u> <u>15% of Collections</u>

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Below we have provided the City with additional supporting details regarding our proposed cost model:

Service / Cost Details

Parking Citation Processing	
Description	Cost
<i>Fee per Electronic Citation Issued</i>	<i>\$0.45</i>
<i>Fee per Manual Citation Issued</i>	<i>\$0.55</i>
<i>1st Courtesy Notices (required by CVC if not paid off the windshield)</i>	<i>\$0.90</i>
Includes:	
<ul style="list-style-type: none"> ○ Printing and sending daily ○ 1st class postage ○ Windowed #10 envelope 	<ul style="list-style-type: none"> ○ 8 ½ x 11" semi-custom notice ○ Electronic attachment to the citation ○ Return #9 envelope
<i>Fee per Paperless Appeal</i>	<i>\$0.75</i>
Includes:	
<ul style="list-style-type: none"> ○ Receipt of 1st level requests ○ Receipt of 2nd level requests ○ Receipt of Court Requests ○ Scheduling hearings 	<ul style="list-style-type: none"> ○ Placing citation on adjudication hold ○ Scanning all back-up ○ Attaching all back-up to citation ○ Providing back-up to Hearing Officers
<i>Fee per Adjudication Letter</i>	<i>\$0.90</i>
Includes:	
<ul style="list-style-type: none"> ○ Printing and sending daily ○ 1st class postage ○ Windowed #10 envelope 	<ul style="list-style-type: none"> ○ 8 ½ x 11" custom letter ○ Electronic attachment to the citation ○ Return #9 envelope
<i>Fee per Out of State Registered Owner Request</i>	<i>25% of Collections</i>
Includes:	
<ul style="list-style-type: none"> ○ Use of our ORI and the City's ORI for access to NLETs for real-time acquisition 	<ul style="list-style-type: none"> ○ Direct to available States ○ RO is acquired immediately upon the citation entering the system
<i>Fee per NSF Processed</i>	<i>\$2.00</i>
Includes:	
<ul style="list-style-type: none"> ○ Daily processing 	<ul style="list-style-type: none"> ○ Real-time update of amount due

Parking Citation Processing	
Description	Cost
<i>Delinquent Collections at 90 days old (or once 2nd notice is generated and sent) *</i>	<i>25% of Collections</i>
Includes:	
<ul style="list-style-type: none"> ○ Sending 3 additional letters ○ 1st class postage ○ Windowed #10 envelope ○ Payment Processing ○ CA DMV Registration Holds ○ Dispute resolution ○ Electronic attachment to the citation ○ Return #9 envelope ○ Recorded Customer Service lines ○ CA DMV Registration Releases 	
<i>Fee per Franchise Tax Board SSN Request</i>	<i>\$2.50</i>
Includes:	
<ul style="list-style-type: none"> ○ Acquisition of an SSN ○ The charge is per unique SSN 	
<i>Franchise Tax Board Collections</i>	<i>15% of Collections</i>
Includes:	
<ul style="list-style-type: none"> ○ Weekly placement at FTB ○ Dispute resolution ○ Payment of the City's FTB Invoice ○ Weekly updates to / from FTB ○ Weekly payment processing ○ Monthly reconciliation of FTB account 	
<i>Hearing Officer Services (Optional and not currently utilized)</i>	<i>\$85.00 per hour</i>
Includes:	
<ul style="list-style-type: none"> ○ Independent Hearing Officers ○ Electronic storage of all recordings ○ Recording of in-person and phone hearings 	
<i>Joint / Escrow Account Services</i>	<i>\$150.00 per month</i>
Includes:	
<ul style="list-style-type: none"> ○ Daily deposits via RCD ○ Processing of all NSF's ○ Payment of Data Ticket's invoice ○ Daily reconciliation of bank account ○ Disbursement of State Surcharges ○ Net remittance to the County 	
<i>Fee per Refund Issued</i>	<i>\$2.75</i>
Includes:	
<ul style="list-style-type: none"> ○ Weekly reconciliation of refunds ○ Weekly generation of refund checks ○ Weekly mailing of refund checks ○ 1st class postage ○ Invoicing of refund check ○ Monthly reconciliation 	
*Payments collected at DMV are not assessed this fee	
<i>Manual Payment Processing</i>	<i>\$0.15</i>

Parking Citation Processing	
Description	Cost
AB503 Receipt and Processing – per request if Data Ticket handles	\$5.00
AB503 Receipt and Processing – per request if City handles	\$2.00
AB503 Letters	\$0.90
Includes:	
<ul style="list-style-type: none"> ○ Receipt and scanning of all requests ○ Approval or denial of each request ○ Denial letter if applicable 	<ul style="list-style-type: none"> ○ Review of all received requests ○ Payment plan setup and management ○ Storage of all scanned documents
Fee per Other Correspondence / Letters	\$0.90
Includes:	
<ul style="list-style-type: none"> ○ Partial payment letters ○ Refund letters 	<ul style="list-style-type: none"> ○ Fled letters ○ Any other letter required by the City

** If this service is selected, the City will also be responsible for banking supplies.

OPTIONAL

Handheld Hardware Cost Proposal

Data Ticket has provided the below cost proposal for handheld devices (inclusive of protective covers).

Item	Purchase Price
Samsung Galaxy A53+ or Similar w/ Zebra 4" Printer	\$2,400.00
Samsung Galaxy A53+ or Similar w/ TSC 3" Printer	\$1,500.00

Handheld Citation Issuance Software Cost Proposal

Data Ticket has provided the below cost proposal for our handheld citation issuance software.

Item	Cost
Software License Fee	\$150.00 per unit per year
Monthly Software Maintenance/ Support /Troubleshooting Fee	\$20.00 per unit per month
Lost/Stolen/Damaged Replacement Fee (Optional) with \$0.00 Deductible	\$15.00 per unit per month
Hosted Data Plan	Pass-thru cost

Services Included in the Above Costs:

Online Access for the Agency's Customers:

Included

The Agency's Customers will have the ability to perform the following functions online:

- View real-time citation(s) data
- Pay for a single or many citation(s)
- Request a 1st Level Administrative Review and attach up to three documents supporting their position
- Request a 2nd Level Administrative Hearing Request and attach up to three documents supporting their position
- Print a receipt
- View pictures of the citation taken by the issuing officer (if the Agency allows)

Online Access for the Agency's Staff:

Included

Access to the Agency's data is based on unique usernames and passwords assigned to everyone who requires access to the system. **Data Ticket does not limit the number of individuals who have access to the system and the number and types of access can change at any point with a simple email request to Data Ticket.**

Our Solution is setup to maintain a complete audit trail for each transaction in the system, therefore, the username is displayed next to every transaction in the system, indicating who performed the transaction and when.

Dependent on the access rights provided to each Agency Staff member, the following capabilities are available:

- View real-time citation(s) data, including pictures taken by the Issuing Officer
- Accept payment via VISA, MasterCard, Discover and American Express credit/debit cards
- Accept payment via Cash, Check or Money Order
- Process NSF's, Chargebacks and Refunds
- Reduce or increase violation amounts, dismiss citations, void citations and place citations on hold
- Change citation data, including violations, date, time, plate, location, comments, make, model, color, registration expiration date and others
- Perform Administrative Reviews online by entering the disposition directly online
- Generate a time expired or letter of non-responsibility for a citation in the adjudication process
- View the complete reason for the Review Request and supporting documentation provided by the Appellant directly online
- Edit Appellant information
- Upload disposition documents sent to the Agency via US Mail
- Add a note to a citation and see all comments added to the citation
- View the reason for the 2nd Level Administrative Hearing Request online and view the supporting documentation provided by the Appellant, directly online

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- Print a receipt with or without registered owner information

Reporting:

Included

- Data Ticket offers 24 reports online for our Clients to generate, print and re-print 24/7. We provide real-time reports that can be generated for any timeframe required and we provide pre-processed/month-end reports that reflect the month-end view of data.
- All reports are available online and because we do not purge data unless specifically requested to do so by a Client, the data is available if the Agency is a Client.
- All reports are generated in HTML, so our Clients can copy and paste the data into Excel for data manipulation purposes.
- If the Agency were to request a report that was not already available using the standard reports or report generator, Data Ticket would work with the Agency to design the report and provide it to the Agency at no cost.

California Registered Owner Information:

Included

- Registered owner information for all citations issued on California license plates
- Turnaround time for acquisition of California registered owner information is **same day**
- Registered owner information for all citations issued on out of state license plates
- Data Ticket is a recognized Strategic Partner with NLETs and **has access to registered owner information nationwide real-time through NLETs service**
- Access to this system requires the use of the City's ORI for tracking purposes only; Data Ticket will utilize its own ORI for actually acquiring the out of state RO data

CA DMV Holds and Releases:

Included

- California DMV Holds and Release performed daily via an online connection
- Holds and releases can also be performed real-time, upon request
- Citation amounts placed on hold are updated daily in the event a partial payment is made

Customer Service:

Included

- Data Ticket provides a live, bi-lingual, on-site Customer Service Department that is fully trained to answer questions related to citation issuance, payment, adjudication, fix-it tickets, sign-offs, FTB, advanced credit reporting collections and more
- **All calls are recorded to quality assurance and recordings can be sent to the Agency at any time for review**
- Data Ticket's IVR is bi-lingual and accessible via several toll-free numbers; the IVR provides real-time information to the caller regarding status, including the amount due
- The IVR accepts VISA, MasterCard, Discover, and American Express

Training

No Charge

Onsite training at the City's preferred location will be provided free of charge for both the handheld ticket writer training and the system training. Training typically takes place over the course of a few hours and will be customized to meet the City's requirements.

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Web Presence:

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- Data Ticket's Solution is 100% web-based and Section 508 Compliant and is provided at: www.CitationProcessingCenter.com; this is a generic website in the sense that it is not Agency branded. **This website allows for the Agency and the Agency's Customers to access citations online**
- **If the Agency prefers to have an Agency branded website, one in which the look and feel mimics that of the Agency's website, Data Ticket can and will provide this feature to the Agency.**

Cost Increases:

Postal Rate Increase Offset – If postal rates increase during the term of the agreement, fees to DTI shall be raised immediately to offset the effect of the actual postal rate increase.

CPI Increases – *There will be NO CPI increases for the duration of the agreement.*

Other:

Credit / Debit Card Processing Fee – Citizens who elect to pay using a credit / debit card will incur a single \$3.50 processing fee for each transaction. Citizens will have the ability to pay for multiple citations at the transaction level, thus incurring a single \$3.50 fee for as many citations that require payment.