

**1.1 Introduction**


Turbo Data Systems, Inc. (TDS) currently processes parking citations for the City of Garden Grove 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 about the opportunity to continue working with the City of Garden Grove. We understand what the City of Garden Grove needs and we are confident that TDS is **still** the best fit for you.

TDS proposes to continue providing the City of Garden Grove with a comprehensive, flexible processing and management solution for parking. It is important to us that you are able to enjoy the benefits of having a citation processing center that will handle all of your needs efficiently and effectively while increasing collections.

Our approach has a proven record of some of the highest collection rates in our industry at the lowest total net cost to our customers. **With TDS, the City of Garden Grove will keep a higher percentage of its citation revenue.**

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:	Cloud Services
<ul style="list-style-type: none"> <li>■ Online Appeals – Paperless Appeals</li> <li>■ Administrative Adjudication Services</li> <li>■ Permit Management and Fulfillment</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>■ Data Entry</li> <li>■ Payment Processing</li> </ul>	<ul style="list-style-type: none"> <li>■ Web Inquiry</li> <li>■ E-Commerce Credit Card Payments</li> <li>■ Real Time Public Inquiry</li> <li>■ <b>ReportNet</b> - Reporting Online</li> <li>■ ticketPRO Reporter</li> <li>■ Turbo Insights Dashboard</li> <li>■ Visual Analysis Reports</li> </ul>
	<p style="text-align: center;"><b>Mobile Solution</b></p> <div style="text-align: center;">  </div> <p>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.

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 ticketwriters interface with convenient public parking services such as 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 agency. Processing and Collection procedures and timelines vary by vendor. With TDS Processing and Collections procedures, City of Garden Grove net citation revenue exceeds that obtained by other processing companies. Each step, from citation issuance, notice mailing, DMV holds, and finally delinquent collections and FTB collections, results in your agency achieving the highest collection revenue at the lowest processing costs.

## **1.2 Brief History**

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 100% woman-owned, and we are a certified State of California small business serving over 130 California municipalities and colleges. All of our clients have experienced the reliable, flexible and innovative solutions that TDS offers.

TDS parking customers range in size and 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. We offer your agency stability, and a quality of service that will be hard to find in the marketplace, no matter the price.

**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 – getaPERMIT Parking Permit Management
- 2016 – eCitations for moving violations
- 2017 – eCitations for Admin/Code Enforcement violations
- 2018 – Electronic Fare Evasion issuance with ticketPRO Mobile and nFORCER hardware
- 2019 – Turbo Insights Analytics Dashboard

1.3 References

TDS currently provides parking citation processing services to over 130 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 the City of Garden Grove and or/have recently contracted with TDS. Attachment D is at the end of the proposal with required forms.

[Redacted]

[Redacted]

[Redacted] has been a TDS client since [Redacted]. They issue approximately 37,000 citations annually. TDS provides the following parking citation processing services to [Redacted]

<ul style="list-style-type: none"> <li>■ In-state Citation Processing</li> <li>■ Nlets Out-of-state Citation Processing</li> <li>■ Credit Card Payment Processing</li> <li>■ <b>eAppealsPRO</b> paperless appeals</li> <li>■ <b>ticketPRO Magic</b> ticket writers</li> </ul>	<ul style="list-style-type: none"> <li>■ Hearing Officer Services</li> <li>■ Innovative Collection Services</li> <li>■ Franchise Tax Board Services</li> <li>■ Permit LPR enforcement</li> <li>■ Permit Management and Fulfillment</li> </ul>
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[Redacted]

[Redacted]

[Redacted] partnered with TDS in [Redacted]. Their prior processing agency was [Redacted]. [Redacted] TDS configured processing services, **ticketPRO Magic** ticket writers 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:

<ul style="list-style-type: none"> <li>■ In-state Citation Processing</li> <li>■ Nlets Out-of-state Citation Processing</li> <li>■ <b>eAppealsPRO</b> paperless appeals</li> <li>■ Credit Card Payment Processing</li> </ul>	<ul style="list-style-type: none"> <li>■ Innovative Collection Services</li> <li>■ Franchise Tax Board Services</li> <li>■ <b>ticketPRO Magic</b> ticket writers</li> </ul>
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[Redacted]

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

[Redacted]  
[Redacted]

[Redacted] is a repeat customer. After processing with TDS from [Redacted] they returned to TDS in [Redacted] after a contracted term with [Redacted]. The city issues 100,000 citations annually using 32 *ticketPRO* mobile enforcement. These are some of the services we provide:

<ul style="list-style-type: none"> <li>■ In-state Citation Processing</li> <li>■ Nlets Out-of-state Citation Processing</li> <li>■ Payment Collection</li> <li>■ <i>ticketPRO Magic</i> ticket writers</li> </ul>	<ul style="list-style-type: none"> <li>■ Credit Card Payment Processing</li> <li>■ <i>eAppealsPRO</i> paperless appeals</li> <li>■ Innovative Collection Services</li> <li>■ Franchise Tax Board Services</li> </ul>
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[Redacted]

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

[Redacted]  
[Redacted]

[Redacted] joined TDS in [Redacted]. They issue an average of 35,000 parking citations yearly. These are some of the services we provide to the city:

<ul style="list-style-type: none"> <li>■ In-state Citation Processing</li> <li>■ Administrative Citation Processing</li> <li>■ Adjudication Processing</li> <li>■ <i>eAppealsPRO</i> paperless appeals</li> </ul>	<ul style="list-style-type: none"> <li>■ Credit Card Payment Processing</li> <li>■ Innovative Collection Services</li> <li>■ Franchise Tax Board Services</li> </ul>
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[Redacted]

[Redacted]

[Redacted] joined TDS in [Redacted]. Issuance in the first year was 23,000. TDS has assisted the City with our services and technology as the City's needs have increased. [Redacted] now issues over 80,000 citations a year. [Redacted] achieves an 86% collection rate. TDS provides the following services to the [Redacted]:

- |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                          |
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| <ul style="list-style-type: none"> <li>■ In-state Citation Processing</li> <li>■ Out-of-state Citation Processing</li> <li>■ Credit Card Payment Processing</li> <li>■ <i>ticketPRO magic</i> ticket writers</li> <li>■ <b>Permit Management and Fulfillment</b></li> </ul> | <ul style="list-style-type: none"> <li>■ <i>eAppealsPRO</i> paperless appeals</li> <li>■ Franchise Tax Board Services</li> <li>■ Innovative Collection Services</li> <li>■ Hearing Examiner Services</li> <li>■ <b>ParkMobile integration</b></li> </ul> |
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[Redacted]

[Redacted]

[Redacted] joined TDS in [Redacted]. They issue an average of 30,000 parking citations and 2,500 administrative citations yearly. TDS provides the following citation processing services to the city:

- |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>■ In-state Citation Processing</li> <li>■ Out-of-state Citation Processing</li> <li>■ Administrative Citation Processing</li> <li>■ <b>Permit Management</b></li> <li>■ <i>ticketPRO magic</i> ticket writers</li> </ul> | <ul style="list-style-type: none"> <li>■ <i>eAppealsPRO</i> paperless appeals</li> <li>■ Adjudication Processing</li> <li>■ Innovative Collection Services</li> <li>■ Franchise Tax Board Services</li> </ul> |
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1.4 TDS Organization 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.



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1.5 Corporate Officers

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1.6 Key Associates

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- Program Maintenance/Development
- Technical Training & Support
- Processing Support
- Database Management
- Server Management
- In-House Technical Support

[Redacted]

[Redacted]

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

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**Parking Citation Processing****2.1 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 Agency's database. Each caller has the option of hearing the information in English, Spanish, Korean or Vietnamese.

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, City of Garden Grove 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 Agency'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 Agency and TDS staff.

**2.2 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 7:30 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 by key personnel. 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.

### **2.3 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 Agency 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.

### **2.4 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.

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

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 Agency), 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 Agency. These entries can be entered by the Agency or by TDS upon request.

**Payment Plans:** TDS will have a payment plan to support new AB503 legislation. The plan will take into consideration indigent and non-indigent individuals. Plan requests will be submitted to the Agency for review/approval/denial. TDS will mail correspondence of the Agency decision. Payment Plans will support recurring payments, waive fees for indigent, length of plan and minimum payments due. If a plan defaults prior, the system automatically resumes the citation process (DMV, Collections, etc.). TDS will provide required Agency specific online information or city link for AB503 indigent payment plans on pticket.com.

**Depositing of Agency Funds:** TDS will scan checks and deposit parking funds into the City's bank account. This method is safe, secure and efficient. Check scanning hardware and software is provided by each Agency.

Alternatively, the TDS Bank Management Service is available, where a trust account is set up in the City's name to accept all parking monies. With this option, TDS will pay the surcharges each month on the City's behalf, pay the TDS invoice, and ACH the net amount to the City, with a full reconciliation, once per month. TDS will also receive and process any NSF checks, and will write and reconcile any refund checks necessary for the parking process.

### **2.5 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. Both credit card processing platforms (Web & Phone) are 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.

### 2.6 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.

### 2.7 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.

**2.8 DMV Registration Holds/Releases**

TDS has the ability to inquire/update DMV records and Disabled Placards on demand based on a request by the Agency. 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 Agency for reconciliation

**2.9 Processing of Administrative Review Requests**

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 public Website - [pticket.com](http://pticket.com)
- Public can appeal online with the ability to upload photos and documents
- Agency can perform paperless online reviews and decisions through [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 Agency 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

Agency 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.

**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.

### 2.10 eAppealsPRO – Online and Scanned Appeals

Through our online review system, the Agency 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.

List of prior citations, original citation image (paper ticket), appellant documents, phone notes, agency 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 accessible 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 Agency. Results can be filtered by violation, decision reason, etc. Additional documents may be added for appeals continuing to the hearing level.

### 2.11 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.



**2.12 Hearing Officer Coordination**

TDS staff will coordinate with the City 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 will notify the agency and Hearing Officer of any hearing reschedules.

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

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

**2.13 Client Online Access – ticketPROWeb**

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.

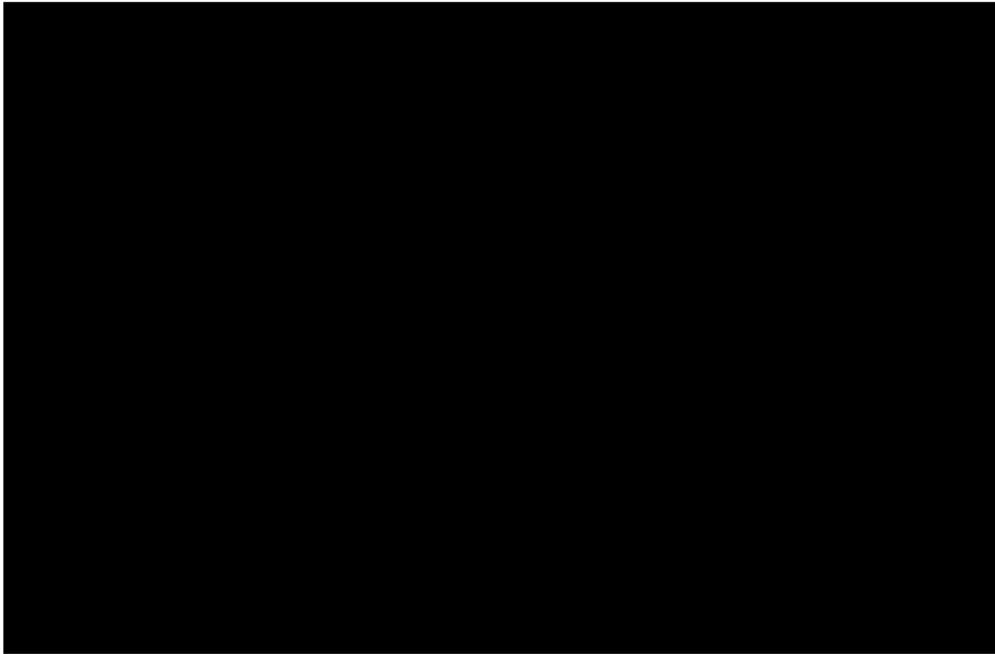
ticketPROWeb allows retrieval of information by citation, license plate with wild-card search, name and VIN. The search results can be sorted or used to select individual citation details, plates or registered owner names. Results can be filtered by citation status types of All, Open, Delinquent and 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
- Notices Mailed and Dates
- DMV Vehicle Make
- DMV Registration Expiration
- DMV Registered Owner Name/Address
- Responsible Party Name/Address
- Contesting Dates and Results
- Payment Status and Due Dates
- Payment and Collections History
- DMV Vehicle VIN

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



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#### **2.14 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.

**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:

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, resulting in payments that normally would remain uncollected.

### 2.15 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.

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 Agency. The Agency 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 Agency.

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.

### 2.16 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 an Agency-determined schedule. All mailings are imprinted with the post net barcode and FIM markings as requested by the USPS.

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.

INCLUDED NOTICE FORM INFORMATION	
■ Issuing Agency & Description	■ Amount Due Before Due Date
■ Phone Number for Inquiries/Questions	■ Amount Due After Due Date
■ Registered Owner Name & Address	■ Consequences of Late Payment
■ Vehicle State & License Plate Number	■ Consequences of No Payment (DMV Hold)
■ Vehicle Registration Expiration Date	■ Scofflaw/Repeat Offender Repercussions
■ Vehicle Make/Color/Full VIN	■ Payment Mailing Address
■ Citation Number, Issue Date & Time	■ Return Envelope
■ Violation Location	■ Payee Name
■ Notice Mailing Date	■ Inquiry/Payment Website Address
■ Violation Description	■ Instructions to Clear/Contest Citation
■ Due Date	

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

**2.17 Subcontracting**

TDS has contracted with [REDACTED] 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. [REDACTED] us mail out over 35,000 letters and notices each week. Their main production facilities are in [REDACTED] and serve many clients including municipalities. They provide a backup facility for printing and mailing.

Working with [REDACTED] 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.

**2.18 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 system database includes all pertinent fields required for processing. The following is a partial list:

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</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 Agency 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 Agency 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 Agency. Dismissals, suspensions and extensions are processes that can be performed either by Agency staff or by TDS.

**TDS scans all manual citations and they can be easily accessible by the Agency using our ticketPROWeb and Online Appeals systems.**

TDS files all hard copy citations and can provide these documents upon request by the Agency.

**2.19 Reporting - ticketPROWeb**

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.

TDS will provide the Agency 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 Agency. Frequency of reports generated can be on a one time only basis, monthly, weekly or as the Agency desires.

Using the Internet, authorized Agency 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 five (5) years.

**2.20 ticketPRO Mobile Enforcement**

We are pleased to offer our latest advancement in ticket issuance technology, *ticketPRO magic*. This is an Android app that runs on a rugged, water-resistant Smartphone with 4G technology. There are various hardware choices to meet your needs. A two-piece option with a smartphone and printer or an all-in-one model. We also offer an AT&T and a Verizon option to match the best coverage in your city.

*ticketPRO magic* has capabilities never offered before in citation issuance products. The concept is revolutionary and incomparable to other solutions in the parking industry. It is based on a smart-app design to take advantage of the native smartphone technologies and features. This is not a mobile browser-based that is dependent on a 100% powerful signal. With our solution, we have seen an increase of 24% in issuance volume. Below is a short list of the many features:

- **Advanced On-Board LPR** – No need to type in Plate, Make or Color. Enforcement simply snaps a photo, verify, and the information is filled in on the citation. With a single picture snap, the app will handle seven different steps, hence saving the officer precious time. We have reduced the time to issue a ticket down to 15-20 seconds depending on the type of violation.
- **Permit Lookups and History** - With TDS' Permit Management, Physical and Virtual parking permits are reported by TPM and Tannery Creek ALPR solution.
- **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 and no batch process will be required. Furthermore, the public can pay or appeal their citation immediately after issuance. This improves customer service and lessens the burden of having to wait a few days before someone can pay their ticket.
- **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. City staff can

easily add plates with specific instructions and the officer will be alerted immediately when the same plate is used.

- **Real-Time Meter and Permit Lookup** - Meter and permit information from the Agency 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.
- **Real-Time data sharing to all units** - All units can share citation data information, even if issued within minutes by another handheld.
- **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 units on the same day to allow for continual chalking enforcement, even after shift changes.
- **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 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.
- **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.
- **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.
- **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.

**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.

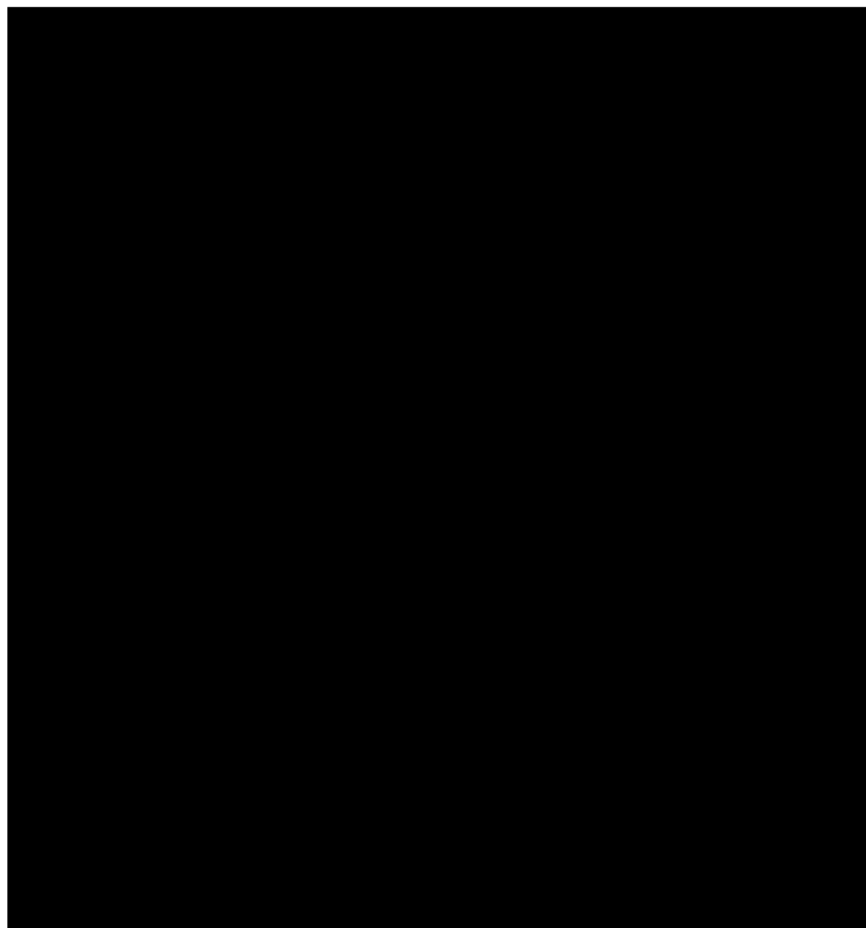
Calling or email directly from device

- Remote Control/In-field Support
- Unattended Software Deployment & Upgrade
- Quick & Easy Recovery
- Hot Swap Program to ensure continuous operation
- Phone/email Support
- Proactive Notifications from device to support team



**2.21 Systems Interfacing and Integration**

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





**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 [REDACTED]. 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 Agency 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 [REDACTED].

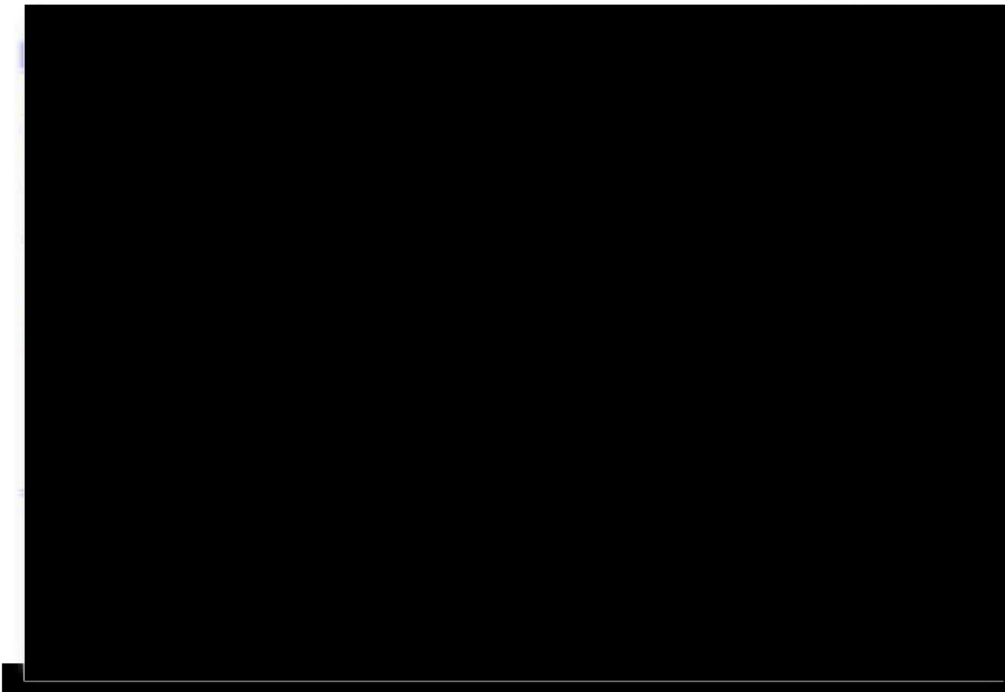
**Multi-Space Meters** – TDS' ticketPRO magic Mobile is compatible with [REDACTED] meters. TDS currently supports Garden Grove's [REDACTED] installation and offers a convenient access to PCOs in the field.

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



Pticket.com is a public web site that is customized for each customer with branding capabilities. It provides the public with online inquiry, payment capability, and online appeal access to contest their parking citations. Information provided to the public includes:

- Citation information
- Adjudication information
- Contesting information
- Pay single or multiple citations



**PROPRIETARY & CONFIDENTIAL**

Citizens accessing the [www.pticket.com/gardengrove](http://www.pticket.com/gardengrove) website will find only specific information related to City of Garden Grove citations. No other agency data will be displayed. City of Garden Grove agency graphics (logos, banners, etc.) are used to compliment the agency web site or identity. It includes several web pages with content unique to the Agency. These pages are customized to reflect the desired information about your parking program; contesting, payment options, parking forms, etc.

Data security is provided using the highest industry SSL encryption. [pticket.com](http://pticket.com) is PCI compliant. An address link can be placed on the Agency'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 Agency 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 Agency 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.

**2.23 Pending Litigation**

TDS is not involved in any pending litigation.

3.1 Partnership and Affiliation

TDS is proud of our accomplishments and longevity in the parking industry in the state of California. Our affiliation with the CA DMV and the CPPA goes back to over 30 years. We have a strategic partnership with NLETS and are member of other industry trade organizations.



*strategic partners and affiliations*



**3.2 Internet, Security and Data Backup**

**Network Infrastructure:** TDS' network and security infrastructure provides secure access to all systems including Agency 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 e-commerce web sites 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 or in some cases hourly depending on the critical nature of the data. In addition real-time site-to-site replication, other 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. Coupled with our site-to-site real-time replication, off-site media backup storage, and contractual agreement with other facilities, we are able to continue business operation in case of an outage or major disaster.

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.

### 3.3 File Storage

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

**3.4 Implementation Plan**

The City of Garden Grove is already a TDS customer for parking citation processing 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 your city staff and residents.

For new services and hardware upgrade, TDS will:

- Provide an on-site user training, manuals for implementation
- Additional training will be available online as needed
- Prepare and maintain system documentation
- Implement a fully tested, functional system
- TDS will attend all meetings requested by the City of Garden Grove.

**"ATTACHMENT C"  
PROPOSAL PRICING**

**PROPOSAL**

THE HONORABLE MAYOR AND CITY COUNCIL  
CITY OF GARDEN GROVE  
11222 ACACIA PARKWAY  
GARDEN GROVE, CALIFORNIA 92840

To: THE HONORABLE MAYOR AND CITY COUNCIL

The undersigned having carefully examined the Plans and Specifications for:  
**PARKING CITATIONS SYSTEMS MANAGEMENT PER SPECIFICATIONS, HEREBY PROPOSE** to furnish all labor, materials, equipment and transportation, and do all the work required to complete work in accordance with the Plans and Specifications for the sum price of:

**NOTE: THIS FORM MUST BE SUBMITTED WITH PROPOSAL**

All specifications are to be inclusive within the pricing below:

PUBLIC WORKS DEPARTMENT - (APPROX 25,000 AUTOMATED/YEAR)

POLICE DEPARTMENT AND CODE ENFORCEMENT - (APPROX 1,500 AUTOMATED,  
3,000 HANDWRITTEN/YEAR)

Cites Issued (Automated)	\$ <u>0.55</u> /cite includes citations & envelopes
Cites Issued (Handwritten)	\$ <u>0.80</u> /cite
Notice of Intent mailed	\$ <u>0.18</u> /notice plus postage
Additional Collection Letters (optional) <sup>1</sup>	\$ <u>30%</u> / of amount collected
Out of State Processing*	\$ <u>30%</u> / of amount collected
Conversion (one time charge)	\$ <u>0.00</u> No conversion required
Hardware and maintenance fee	\$ <u>90.00</u> /per device per month (\$540 for 6 units)
FTB collection hold	\$ <u>2.50</u> /account + 15% of amount collected
AB 503 Payment Plan Processing	\$ <u>10.00</u> / Approved Plan

<sup>1</sup>Collections letters and postage are at no cost to Agency. Other notice letters and correspondence will be mailed at Notice of Intent rate

\*Charges for Out of State processing should only include the cost of collecting fines that have not been paid within thirty (30) days of the date of issuance and/or Out of State processing notice expired timeline.

**Adjudication Service**

Review Notice	\$ <u>1.18</u> per notice plus postage
Hearing Schedule Notice	\$ <u>1.18</u> per notice plus postage
Hearing Officer	\$ <u>30.00</u> per hearing
	\$ <u>200.00</u> minimum/hearing date

It is understood and agreed that:

- (a) No verbal agreement or conversation with any officer, agent or employee of CITY, either before or after the execution of the Agreement shall affect or modify any of the terms or obligations of this Proposal.
- (b) CITY will not be responsible for any errors or omissions on the part of the undersigned in making up his bid, nor will bidders be released on account of errors.
- (c) The undersigned hereby certifies that this Proposal is genuine and is not sham or collusive, or made in the interest or in behalf of any person not herein named, and that the undersigned has not directly or indirectly induced or solicited any other bidder to put in a sham bid, or any other person, firm or corporation to refrain from bidding, and that the undersigned has not in any manner sought, by collusion, to secure for himself an advantage over any other bidder.
- (d) The undersigned is licensed in accordance with the Laws of the State of California.
- (e) All proposals shall be signed in ink by the President, Chief Executive Officer, or individual authorized to act on behalf of the company, with current Power of Attorney if applicable. The name and mailing address of the individual making the proposal must be provided.

CONTINUED NEXT PAGE



Check below where appropriate:

Partnership: That \_\_\_\_\_ are partners, doing business under the firm name of \_\_\_\_\_ and that the co-partnership makes the accompanying proposal.

Corporation: That \_\_\_\_\_ of Turbo Data Systems, Inc. make the accompanying proposal.

Individual: That \_\_\_\_\_ is the bidder and makes the accompanying proposal.

Turbo Data Systems, Inc.

COMPANY NAME  
18302 Irvine Blvd. #200

ADDRESS  
Tustin, CA 92780

CITY - STATE - ZIP CODE  
714-573-5757

TELEPHONE

CALIF CONTRACTORS LICENSE NUMBER

AUTHORIZED SIGNATURE / DATE

## 4.1 Pricing Details for Parking

<b>Fee per Electronic Parking Citation Issued</b> Automated Citations and Envelopes are included		<b>\$0.55 per citation</b>
<b>Added Fee per Manual Parking Citation Issued</b>		<b>\$0.80 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)	
✓	Multi-Lingual 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	
✓	Scan and remote deposit checks into Agency's Bank account	
✓	<a href="http://www.pticket.com/gardengrove">www.pticket.com/gardengrove</a> Web pages customized for the Agency	
✓	Database maintenance / Daily system backups	
✓	Secure, online access for Agency Staff to citation database; Agency 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>\$0.18 per notice mailed (Plus 1<sup>st</sup> class postage)</b>
Includes: all forms, envelopes, return envelopes and printing. Reminder notices are mailed 21 days after issuance or per agency timeline.		
<b>Other Correspondence, Notices &amp; Letters</b>		<b>\$0.18 per notice mailed (Plus 1<sup>st</sup> class postage)</b>
Includes: all forms, envelopes, and printing. 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>\$1.18 per letter mailed (Plus 1<sup>st</sup> class 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>Included</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 Agency staff using the <a href="#">eAppealsPRO</a> 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 Agency. Includes Hearing services, scheduling and coordination. Documents for Court provided to agency when required.		
<b>Payment Plans</b>		<b>\$10.00 per Approved Plan</b>
Payment plan supports AB503 legislation. All payment plan mailings will be at the Correspondence rate. Note: 4 payment plans have been Approved to date for Garden Grove in FY2018		

<b>Hearing Examiner Services</b>	<b>\$30 per Hearing (\$200 minimum per visit)</b>
<ul style="list-style-type: none"> <li>· Conduct fair and impartial on-site, written and phone hearings.</li> <li>· Perform the hearing examiner services at a date and time mutually agreed upon.</li> <li>· Ensure hearing examiners comply with training requirements for the position.</li> <li>· Ensure hearings are completed in a timely manner.</li> <li>· Customer to provide facility for hearings.</li> </ul>	
<b>Out-of-State Processing</b>	<b>30% of amount collected</b>
TDS absorbs costs to retrieve out of state registered owner information. <b>Nlets</b> electronic access for all 50 states.	
<b>Franchise Tax Board Collections</b>	<b>*\$2.50 per account plus 15% of amount collected</b>
TDS pursues otherwise uncollectible accounts by retrieving social security numbers from a third party, mailing required pre-intercept letters (no letter 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>	
<b>Innovative Collection Services-ICS</b>	<b>30% of amount collected</b>
Applies to citations a minimum 90 days past issue date. Additional penalties applied, and up to two letters mailed from Innovative at no cost to the Agency. Includes taking toll-free phone calls from ICS customers and other follow-up efforts. Payments collected at DMV will not be billed this fee.	
<b>Credit Card Payments (Internet and Phone/IVR)</b>	<b>No Charge to Agency</b>
A <b>\$3.95</b> convenience 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).	
<b>Banking Options – Agency may choose from the following</b>	
<b>Option-1: Remote (Scan) Check Deposits</b>	<b>No Charge to Agency</b>
<ul style="list-style-type: none"> <li>· Electronic deposits (scanning checks) into Agency's existing bank account incurs no monthly fee.</li> <li>· Same day funding credit for bank deposits.</li> <li>· Scanned check images available for investigations.</li> </ul>	
<b>Option-2: TDS Bank Management</b>	<b>\$75/month plus bank fees/supplies</b>
<ul style="list-style-type: none"> <li>· Process all parking deposits into a separate account setup for Agency</li> <li>· Scanned check images available for investigations.</li> <li>· \$3.50 fee per NSF/Chargeback and refund will be billed to Agency</li> <li>· Write and send monthly surcharge check to the county based on reporting</li> <li>· Write a check to TDS for services rendered</li> <li>· Reconcile the account monthly and provide monthly reconciliation of all activities in the account</li> <li>· Write a check to Agency monthly for the balance of the funds</li> </ul>	
<b>Option-3: Courier Bank Deposits</b>	<b>\$100/month</b>
Courier deposits to Agency's bank will incur this fee.	

**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.

**4.2 ticketPRO magic System**

Monthly Lease	Unit Cost
Hardware, Software, Maintenance, Support & Data Plan	\$90/mo.

Initial One-Time Fees	Unit Cost
ticketPRO Magic Software Setup/Configuration: Initial setup and installation of software with Agency specific information	Waived

Lease Details – Rugged Smartphone/Printer with 4G Data Plan	
Item & Description	Rate
<b>Smartphone: Rugged Smartphone</b> // 5.0" Color touch-screen // 12-megapixel // 64 GB Storage // Military spec. MIL-810G rated	Included
<b>ticketPRO Magic Software and License</b>	Included
<b>ticketPRO Magic Software Maintenance and Support:</b> Remote servicing and updates // Fast phone replacement swap // user support including Remote Connect assistance // email support for Agency requests	Included
<b>Managed 4G Data Plan</b>	Included
TDS will provide hand-held equipment, maintenance, repair or replacement, as necessary for defective equipment.	
<b>Agency is responsible for Lost/Stolen/Damaged Replacement (Smartphone only):</b> A fully configured smartphone with ticketPRO Magic software is eligible for two replacements in a 12 month period with a deductible fee (\$150 per replacement). With each replacement, a \$100 fee will apply for setup/configuration of replacement phone.	Included
<b>Bluetooth Printer:</b> Includes Lithium-Ion Battery // AC Charger // Belt Clip // Configured to Agency's ticketPRO Magic system // Additional accessories, spare battery, quad battery charger, case with shoulder strap, are available	Included
<b>Printer Extended Warranty:</b> Parts & Labor // TDS will provide a loaner unit while unit is in repair // Excludes shipping costs to TDS // Excludes batteries and accessories // Lost or stolen printers will replaced with same or equivalent at full retail price.	Included

- Sales tax will be applied to all items listed
- Citations and Envelope supplies are included
- At the end of the lease, all equipment will be returned to TDS in good working order. If equipment is not returned, the lease will revert to a month to month lease with 30 days' notice required prior to turning the equipment in.
- Early Termination Fees will apply at the rate of \$1008/unit reduced by \$42/month for 24 months.
- Rugged Smartphone and printer hardware are subject to availability.
- TDS may subscribe to various 3rd party software services for the purpose of automating input of information while writing the ticket. These services may include Google Maps, location services GPS, LPR services, and VIN lookups. TDS reserves the right, should these services terminate, to disable those services in the software. These services are integrated in to the software for convenience and do not affect the issuance of citations.

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

**PROPRIETARY & CONFIDENTIAL**