

## EXHIBIT "B"

## COMPENSATION RATES AND CHARGES

Notwithstanding the requirements of Section 2.2 of the Agreement, the Consultant is not required to identify hourly rates for services performed under this Agreement. Rather, the Consultant will submit invoices to the City based on completion of the "Performance Tasks" identified below, for which, upon approval of completion by the City's Authorized Representative, the City will pay the Consultant within 30 days after approval of each invoice the corresponding lump sum payment, as set forth below, subject to the not-to-exceed limit in Section 2.1 of the Agreement:

**Performance Task:****Lump Sum Payment Amount:**Manual Parking Citation Processing:

\$0.55 per citation

Services for the above-mentioned items include:

- On-site data entry of manually written citations performed within 48 hours of receipt.
- On-site quality assurance verification of manually entered citations.
- Scanning of all manually written citations onto our network for storage and ease of retrieval.
- Bi-monthly shredding of manually written citations.

Electronic Parking Citation Processing:

\$0.42 per citation

Services for the above-mentioned items include:

- Automated citation transmission into Consultant's Citation Management Solution 24/7.
- Automated confirmation email detailing successfully transmitted citations.
- Automated transmission of photos attached to citations.

Courtesy Notice:**\$1.01 per citation**

Services for the above-mentioned item include:

- Semi-custom Courtesy Notice that is printed on an 8 ½ x 11" piece of paper and provided in a window envelope sent to the registered owner of a vehicle.
- All notices are attached to the citation online and are viewable via the web.
- All notices sent via 1st Class Mail.
- All notices include a return envelope in which the responsible party may submit payment.
- This cost will increase as the US Postal Service increases the 1st Class postage rate.
- This charge is only incurred if the individual does not pay off the windshield and a notice is sent to the individual.

Out-of-State Parking Collections:

22% of revenue collected

- This fee will cover all expenses associated with obtaining out-of-state registered owner information and will be due when a citation is paid.
- Consultant is a recognized Strategic Partner with NLETs; should the City have an assigned ORI; Consultant will request usage of the ORI for reference/audit purposes only. Consultant utilizes its own ORI for transactional purposes.
- This fee is not combined with any other contingency fee. For example, if a citation is rolled to a delinquent status, only 22% of revenue collected will be charged.
- If Consultant does not collect on a citation that is issued to an out of state plate, the City does not owe this fee.

Delinquent Collections Parking and Administrative:

22% of revenue collected  
or  
**\$12.50 per citation paid**

- For Parking Citations, this fee will be assessed when a citation is ninety (90) days past the citation issue date, assuming a first notice has been sent to the registered owner and the citation is not on hold for any reason or when a 2nd notice is sent if sooner than 90 days.
- All notices are sent via First Class mail and all notices are printed on an 8 ½ x 11” sheet of paper and folded into a window envelope; in addition, a window envelope is provided for the recipient to return payment.
- All notices are attached to the citation online and are viewable via the web.
- If Consultant does not collect on a citation that is delinquent, the City does not owe this fee.
- Notices will be sent via 1st Class Mail, and Consultant will be responsible for the cost incurred.

Franchise Tax Board Processing:

SSN Look-up

\$2.00 per SSN

- This fee will be assessed to lookup a social security number associated with a registered owner and address.
- This charge is charged per unique SSN, not per citation.

FTB Processing:

\$10.00 per citation sent to FTB

- This is a flat fee of \$10.00 per citation sent to Franchise Tax Board for processing, regardless of whether the citation is collected; provided however, at City’s election, **Consultant shall charge a fee equal to 15% of the dollar value collected at the Franchise Tax Board instead** of the flat fee of \$10 per citation sent to the FTB. If the City selects the 15% fee structure, the fee will be contingency based versus a flat fee of \$10.00 per citation sent to FTB.

Adjudication:

Parking 1st Level Review Hold & Scanning of Review Request

\$0.50 per citation

- Consultant will review all documentation received by the Appellant and determine whether the request received within the required timeframe.
- If the request was received within the required timeframe, Consultant’s Adjudication Department will place the citation on an Administrative Review Request Hold and scan all received documentation into the Citation Management Solution so that it is displayed on the web for the City’s Staff.
- If the request is received outside the required timeframe, the City will have the option to proceed as though the request was received within the timeframe or it may elect to have Consultant send a “time expired letter” rejecting the appeal.

Hearing Hold, Scanning and Scheduling of Hearing:

\$0.50 per citation

- Consultant will review all documentation received by the Appellant and determine whether the request received within the required timeframe.
- If the request was received within the required timeframe, Consultant’s Adjudication Department will place the citation on an Administrative Hearing Request Hold and scan all received documentation into the Solution so that it is displayed on the web for the City’s Staff and the Hearing Officer.
- If the request is received outside the required timeframe, the City will have the option to proceed as though the request was received within the timeframe or it may elect to have Consultant send a “time expired letter” rejecting the appeal.
- Consultant will work with the designated Hearing Officer to schedule the Hearing based on either a pre-determined schedule or an ad hoc basis, depending on the City’s schedule.

## Attachment 1

### Hearing Disposition:

\$85.00 per Hour

- Consultant's independent, certified, insured hearing officers will be provided to perform in-person, phone and written hearings.
- Each hearing request will be reviewed, heard or read and all required research will be performed.
- The Hearing Officer will enter a judgment into the Citation Processing System for viewing by the City, Appellant and Consultant.
- Hearings will be scheduled as needed. Typically, up to 2 hearings per hour can be accommodated.
- The City will incur costs associated with mileage as defined by Federal guidelines.
- Consultant will work with the City to arrange for the use of a conference room at a City location or the City may elect to have citations heard at a centralized location within the County.

### Hearing Schedule & Disposition Letters:

**\$1.06 per letter**

- Consultant will send a custom disposition letter to the Appellant via 1st Class Mail.
- All letters are attached to the citation online and are viewable via the web.
- Disposition letters will be sent Monday – Friday.

### Miscellaneous Correspondence:

**\$1.06 per letter**

- Consultant will send all miscellaneous correspondence via 1st Class Mail.
- All letters are attached to the citation online and are viewable via the web.
- Miscellaneous letters will be sent Monday – Friday.

### Assembly Bill 503:

**\$5.00 or \$2.00 per Request**

- Consultant will receive, process and scan all Indigent Payment Plan Requests
- Consultant will review and approve or deny each request received
- If approved, Consultant will setup and manage each payment plan
- Consultant will store all scanned documentation for the life of the contract
- If Consultant performs the above-mentioned tasks, the charge will be \$5.00
- If Consultant simply receives and scans requests for Indigent Payment Plans and the City reviews each request, renders a decision and, if approved, sets up and manages each plan, the charge will be \$2.00.

(OPTIONAL)

### Joint/Escrow Banking Services:

**\$160.00 per account per month**

Services for the above-mentioned item include:

- Daily deposits of funds to the City's escrow account.
- Online, real-time reconciliation reports that tie directly to the bank statement.
- Processing of all credit card chargebacks and Insufficient Funds.
- Month-end reconciliation of all funds collected.
- Disbursement of County / State Surcharges at month-end.
- Payment of Consultant's invoice.
- Disbursement of the net remittance to the City.
- Scanning of all payments directly to joint bank account daily using remote check deposit.
- The City will be responsible for the purchase of banking supplies, including checks and endorsement stamps; these fees typically run \$200.00 per year.

(OPTIONAL)

### Chargebacks and NSF's:

**\$2.71 per issued instance**

- Consultant will process credit card chargebacks and NSF's when notified of each occurrence.
- Once processed, Consultant will send a custom letter to the individual detailing the returned item and the amount due on the citation.

(OPTIONAL)

Refunds:

\$2.71 per issued instance

- Consultant will process refunds when notified of each need.
- In the event the City utilizes Joint Banking, Consultant will verify, generate and send each refund due.
- Refunds will be issued weekly.
- Refunds will be sent via 1st Class Mail.

Online Access for the Public:

Included

The Public 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 City allows).

Online Access for the City's Staff:

Included

Access to the City's data is based on unique usernames and passwords assigned to each individual who requires access to the system. Consultant 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 Consultant. Our Solution is setup to maintain a complete audit trail for each and every transaction in the system so that 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 City 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 and Refunds.
- Reduce or increase violation amounts, dismiss citations, void citations and place a citation 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 City 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.
- Print a receipt with or without registered owner information.

Reporting:

Included

- Consultant offers 23 reports online for our Clients to generate, print and re-print 24/7. Consultant provides real-time reports that can be generated for any timeframe required and 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 as long as the City 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 City were to request a report that was not already available, Consultant would work with the City to design the report and provide it to the City at no cost.

Manual Payment Processing: Included

- Manually received payments (checks, cash, money orders and credit card payments sent via US Mail) are received at our PO Box in Newport Beach where a bonded and insured courier picks up the mail daily and delivers it to our Newport Beach office.
- On-site Mail Department opens, sorts and batches the payments before providing them to our on-site Data Entry Department.
- After double-blind entry of each payment, the citations are updated by our Quality Assurance team.
- Payments are then provided to our Accounting Department where daily deposit slips are completed and provided to a bonded, insured courier who takes them to the bank.

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.
- Consultant is a recognized Strategic Partner with NLETs and has access to registered owner information nationwide through the NLETs service.
- Access to this system requires the use of the City's ORI for tracking purposes only; Consultant will utilize its own ORI for actually acquiring the out of state data.
- Turnaround time for acquisition of out of state registered owner information using NLETs is same day.

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

- Consultant 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 collections and more.
- All calls are recorded to quality assurance and recordings can be sent to the City at any time for review.
- Consultant's IVR is bi-lingual and accessible via several toll-free numbers; the IVR provides real-time information to the caller regarding current status, including the amount due.
- The IVR accepts VISA, MasterCard, Discover, and American Express.

Web Presence: Included

- Consultant's Solution is 100% web-based and Section 508 Compliant and is provided at: [www.CitationProcessingCenter.com](http://www.CitationProcessingCenter.com); this is a generic website in the sense that it is not City branded. This website allows for the City and the City's Patrons to access citations online.
- If the City prefers to have an City branded website, one in which the look and feel mimics that of the City's website, Consultant can and will provide this feature to the City.

Conversion: Included

- Consultant will convert the citations currently with the City's existing vendor at no cost to the City.
- Citations that have not had a payment and do not have a registered owner will immediately be sent to the appropriate DMV so as to obtain a registered owner.

Credit/Debit Card Processing: \$3.50 per transaction

- Consultant is PCI Compliant and provides for the ability to pay via Visa, MasterCard, Discover, and American Express on our website, [www.CitationProcessingCenter.com](http://www.CitationProcessingCenter.com), via our toll-free, bi-lingual Customer Service Representatives, and via our toll-free, bi-lingual IVR Solution.
- There is no charge to the City for credit/debit card processing; however, the Patron is charged \$3.50 per transaction; this means the Patron can pay for a single or many citations at once and incur a single \$3.50 fee.

## Attachment 1

Parking Citation Payment Plan Processing: \$10.00 per transaction

- An administrative fee will be assessed to Patrons who wish to participate in a payment plan.
- The administrative fee will be added to the City's invoice and once the 1<sup>st</sup> payment plan installment is paid by the Patron, the administrative fee will be reimbursed to the City.
- This fee will cover the cost of the payment plan initiation, and the cost of a confirmation letter that is sent to the Patron confirming the details of the payment plan.
- The City will have the ability to determine whether Payment Plans are accepted and if so, what the parameters for payment will be.

Credit Card Chargeback Processing: \$33.50 per transaction

- If a chargeback occurs, a fee will be charged to the Patron for the processing of the chargeback.
- No fee will be charged to the City.

(OPTIONAL)

DETAILED ANDROID PRICING – Subject to Change 90 days from date of below Costs

3 Year Lease Price

Samsung Galaxy S or A Series + & 3" Printer: \$53.00 per unit per month

OR

Purchase Price

Samsung Galaxy S or A Series + & 3" Printer: \$1,435.00 per unit

OR

3 Year Lease Price

N5Z1 Handheld Ticket Writer: \$125.00 per unit per month

OR

Purchase Price

N5Z1 Handheld Ticket Writer: \$3,200.00 per unit per month

Handheld Software Licensing:

\$150.00 per unit per year

This fee covers all software licensing and upgrades provided to the City.

Handheld Software Maintenance:

\$20.00 per unit per month

This fee covers complete repair and replacement of any handheld unit damaged for any reason. There is no deductible charged to the City. Upon notification of damage, we simply prepare a unit to be GLS/FedEx'd to the City for replacement. Please note Data Ticket does not cover shipping charges.

Data Plan:

~\$50.00 per unit per month

This fee will be a passed through from the selected cellular provider.

Training:

Included

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.

Cost Increases:

Postal Rate Increase Offset – If postal rates increase during the term of the agreement, associated 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 this Agreement.