Addendum No. 3 to RFP 15-89

CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: All Parties on Record with the City of Somerville as Holding RFP 15-89
        Ticket Processing Services

From: Alex Nosnik, Assistant Director, Purchasing

Date: April 16, 2015

Re: Answers to Questions

Addendum No. 3 to RFP 15-89

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

X
_____

Name of Authorized Signatory
Title of Authorized Signatory

1. **Reminder of Due Date of RFP: Proposals are due on 4/29/15 at 11 am.**
2. **The purpose of this Addendum is to provide a copy of the current Ticket Processing contract.**

Addendum No. 3 to RFP 15-89

Attachment
Current Ticket Processing Contract
Contract #130157

CONTRACT
BY AND BETWEEN
THE CITY OF SOMERVILLE ACTING THROUGH
THE PURCHASING DEPARTMENT
AND
PROFESSIONAL ACCOUNT MANAGEMENT, LLC

Contract No.: *130157*

Contract Amount: $ 1,500,000.00

P.O. No.: *2013 26 82*   *2013 26 83*

P.O. Amount: $ *240,000·00*

       & 100,000·00

Bid No.: 12-61

Contract Period: 9/01/2012 to 8/31/2015

Contract For: Parking Violations Processing

Vendor: Professional Account Management, LLC
633 W. Wisconsin Avenue, Suite 1600
Milwaukee, WI 53203
414-847-3700

ACCORDING TO THE SPECIFICATIONS CONTAINED HEREIN

This vendor believes that this contract contains proprietary information and requests that it be notified of any and all public records request relating to this contract and its contents.

SUPPLY AND SERVICES CONTRACT
BY AND BETWEEN
THE CITY OF SOMERVILLE
AND
PROFESSIONAL ACCOUNT MANAGEMENT, LLC
633 W. WISCONSIN AVENUE, SUITE 1600
MILWAUKEE, WI 53203
414-847-3700

This Contract made this 1st day of September, 2012, by the City of Somerville, acting through its Purchasing Department (hereinafter, the "City") and Professional Account Management, LLC (hereinafter, the "Vendor").

WHEREAS, the City seeks the following supplies/services:

Parking Violations Processing (hereinafter, the "supplies/services"); and

WHEREAS, the City has followed an formal sealed bid procedure (RFP No. 12-61, Re-Bid) to solicit competition pursuant to G.L. c. 30B, §6, (See **Appendix B – Notice to Bidders/Copy of Ad** attached and made a part hereto); and

WHEREAS, the Vendor was found to be the lowest responsive and responsible Vendor (See **Appendix C – Proposal Page** attached and made a part hereto); and

NOW THEREFORE, the City and the Vendor in consideration of mutual covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, agree as follows:

ARTICLE I. VENDOR'S SERVICES/SUPPLIES

The Vendor shall provide the Services and/or Supplies described in **Appendix D**, Scope of Services/Specifications, attached and made part hereof.

ARTICLE II. TERM AND/OR DELIVERY

A.   Term.

1.   The term of this Contract shall commence on the day and year first written above.

2.   The Vendor shall complete the Services and/or furnish the supplies, by August 31, 2015 (the" Completion Date"). If this Contract is for Supplies, the Vendor agrees to deliver the Supplies upon receipt of an approved Purchase Order.

3.   The term of this Contract may be extended at the sole discretion of the City, through written notice to the Vendor.

B .   Delivery (Applicable to Supplies Only).

1.   The Supplies are to be delivered F.O.B. to:

2.   If this Contract is for Supplies, the City may at its sole discretion amend this Contract for a maximum of twenty five percent (25%) of the original Contract amount in the event that the awarding authority finds that it is in the best interests of the City. Any additional Supplies must be billed at the same unit price as the original proposal. (Quoted or Non-Exempt Sole Source Agreements may not exceed $24,999, including amendments and extensions).

ARTICLE III. PRICE AND/OR COMPENSATION

A.   Price (Applicable To Supplies Only).

1.   In case of an error in extension prices quoted herein, the unit price will govern.

2.   The Supplies and the unit price for the Supplies are listed in **Appendix C**, attached and made a part hereto.

B.   Payments.

1.   During the initial term of this Contract, the City agrees to pay the Vendor a total not to exceed $ 1,500,000.00 for Services rendered and/or Supplies received as specified in **Appendix C** .

2.   The City reserves the right to increase the quantity of Services and or Supplies in accordance with G.L. c. 30B.

3.   The City shall make no payment for a Supply or Service prior to the execution of this Contract.

4.   Payments to the Vendor will be made within sixty (60) days from receipt of a detailed invoice.

C.   Invoicing.

1.   Final invoices from the Vendor are due no later than ninety (90) days from the Completion Date. Any invoice received past the ninety (90) day date will not be paid.

2.   If this Contract is extended, invoices related to the extension period are due no later than ninety (90) days from the Extended Completion Date. (Quoted or Sole Source Contracts may not exceed $24,999, including any amendments or extensions.)

ARTICLE IV.   DEFAULT; TERMINATION; REMEDIES

A.   Events of Default.

The following shall constitute events of default under this Contract:

1.   The Vendor has made any material misrepresentation to the City; or

2.   A judgment or decree is entered against the Vendor approving a petition for an arrangement, liquidation, dissolution or similar relief relating to bankruptcy or insolvency; or

3.   The Vendor files a voluntary petition in bankruptcy or any petition or answer seeking any arrangement, liquidation or dissolution relating to bankruptcy, insolvency or other relief for debtors; or

4.   The Vendor seeks or consents or acquiesces in the appointment of any trustee or receiver, or is the subject of any other proceeding under which a court assumes custody or control over the Vendor or of any of the Vendor's property; or

5.   The Vendor becomes the defendant in a levy of an attachment or execution, or a debtor in an assignment for the benefit of creditors; or

6.   The Vendor is involved in a winding up or dissolution of its corporate structure; or

7.   Any failure by the Vendor to perform any of its obligations under this Contract, including, but not limited to, the following:

(I)   failure to commence performance of this Contract at the time specified in this Contract due to a reason or circumstance within the Vendor's reasonable control,

(ii)   failure to perform this Contract with sufficient personnel and equipment or with sufficient material to ensure the completion of this Contract within the specified time due to a reason or circumstance within the Vendor's reasonable control,

(iii)   failure to perform this Contract in a manner reasonably satisfactory to the City,

(iv)   failure to promptly re-perform within reasonable time the Services or Supplies that were properly rejected by the City as erroneous or unsatisfactory,

(v)   discontinuance of the Services or Supplies for reasons not beyond the Vendor's reasonable control,

(vi)   failure to comply with a material term of this Contract, including, but not limited to, the provision of insurance and nondiscrimination; or

8.   Any other acts specifically and expressly stated in this Contract as constituting a basis for termination of this Contract.

B.   Termination Upon Default.

In the event of a default by the Vendor, the City, acting through its Chief Procurement Officer, may, at its option, terminate this Contract immediately by written notice of termination. Notwithstanding the above, in the event of a default by the Vendor, the City, acting through its Chief Procurement Officer, may give notice in writing of a default, which notice shall set forth the nature of the default and shall set a date, by which the Vendor shall cure the default. If the Vendor fails to cure the default within the time as may be required by the notice, the City,

acting through its Chief Procurement Officer, may, at its option terminate the Contract.

C. Termination For Convenience.

1. Notwithstanding any language to the contrary within the body of this Contract, the City may terminate this Contract, without cause at any time, effective upon the termination date stated in the notice of termination.

2. If the Contract is terminated under this subsection, the Vendor shall be entitled to be paid for Supplies and/or Services delivered and accepted prior to notice of termination at the prices stated in the Contract or bid documents. Any Supplies and/or Services delivered after notification of termination but prior to the effective termination date must be approved in writing in advance by the City in order to be eligible for payment. In no event shall the Vendor be entitled to be paid for any Supplies and/or Services delivered after the effective date of termination.

D. Obligations Upon Termination.

Upon termination of this Contract with or without cause, the Vendor shall immediately, unless otherwise directed by the City:

1. Cease performance upon the stated termination date;

2. Surrender to the City the Vendor's work product, which is deliverable under the Contract, whatever its state of completion; and

3. Return all tools, equipment, documents, correspondence, drawings, plans, models, or any other items whatsoever belonging to or supplied by the City;

E. Rights and Remedies.

1. The City shall have the right to:

    a) disallow all or any part of the Vendor's invoices not in material compliance with this Contract; and

    b) temporarily withhold payment pending correction by the Vendor of any deficiency; and

c) sue for specific performance or money damages or both, including reasonable attorneys' fees incurred in enforcing any Vendor obligations hereunder; and

d) pursue remedies under any bond provided; and

e) pursue such other local, state and federal actions and remedies as may be available to the City.

2. Any termination shall not effect or terminate any of the rights or remedies of the City as against the Vendor then existing, or which may accrue because of any default.

3. No remedy referred to in this subsection is intended to be exclusive, but shall be cumulative, and in addition to any other remedy referred to above or otherwise available to the City or Vendor at law or in equity.

4. The Vendor shall not gain nor assert any right, title or interest in any product produced by the Vendor under this Contract.

ARTICLE V. INSURANCE

The Vendor shall deposit with the City certificates of insurance issued by companies qualified to do business in the Commonwealth of Massachusetts in form and substance satisfactory to the City, with limits equal to or greater than those set forth in **Appendix E** attached hereto and made a part of this Contract. Such certificates shall name the City of Somerville as an additional insured and shall contain an endorsement requiring thirty (30) calendar days written notice to the City and the City's approval prior to cancellation or change in amounts, types or scope of coverage. The Vendor shall deliver to the City new certificates of insurance at least ten (10) calendar days prior to expiration of the prior insurance and shall furnish the City with the name, business address and telephone number of the insurance agent. Vendors who are sole proprietors and who do not carry workers' compensation coverage shall certify in writing that they do not have any employees.

ARTICLE VI. GENERAL PROVISIONS

A. **Governing Law.** This Contract shall be governed by the laws of the Commonwealth of Massachusetts.

B. **Complete Agreement.** This Contract supersedes all prior agreements and understandings between the parties and may not be changed unless mutually agreed upon in writing by both parties.

C. **Condition of Enforceability Against the City.** This Contract is only binding upon, and enforceable against, the City if: (1) the Contract is signed by the Mayor; (2) endorsed with approval by the City Auditor as to appropriation or availability of funds; (3) endorsed with approval by the City Solicitor as to form; and (4) funding is appropriated for this Contract or otherwise made available to the City.

D. **Taxes.** Purchases incurred by the City are exempt from Federal Excise Taxes and Massachusetts Sales Tax, and prices must exclude any such taxes. Tax Exemption Certificates will be furnished upon request. The City of Somerville's Massachusetts Tax Exempt Number is: **MO46 001 414**.

E. **Indemnification.** The Vendor agrees to take all reasonably necessary precautions to prevent injury to any persons or damage to property during the term of this Contract and shall indemnify and save the City harmless against all damages, loss or expense, including judgments, costs, attorneys' fees and interest resulting in any way, from any negligent or willful act or omission on the part of the Vendor, its agents, employees or sub-contractors or resulting directly or indirectly from the Vendor's performance under this Contract.

F. **Independent Contractor.** The Vendor is an independent contractor and is not an employee, agent or representative of the City.

G. **Assignment.** The Vendor shall not assign this Contract or any interest herein, without the prior written consent of the City.

H. **Sub-Contractors.** The Vendor shall not engage any other company, sub-contractor or individual to perform any obligation hereunder, without the prior written consent of the City.

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I. **Discrimination.** It is understood and agreed that it shall be a material breach of this Contract for the Vendor to engage in any practice which shall violate any provision of G.L. c. 151B, relative to discrimination in hiring, discharge, compensation or terms, conditions or privileges of employment because of race, color, religious creed, national origin, sex, sexual orientation, age, or ancestry.

J. **Severability.** In the event that any paragraph or provision of this Contract shall be held to be illegal or unenforceable, such paragraph or provision shall be severed from this Contract and the entire Contract shall not fail on account thereof, but shall otherwise remain in full force and effect.

K. **Notice.** The parties shall give notice in writing by one of the following methods: (I) hand-delivery; (ii) telegram; (iii) telecopier; (iv) certified mail, return receipt requested; or (v) federal express, express mail, or any other nationally recognized overnight delivery service.

    1. To the Vendor at the address set forth herein or the following
       Fax Number: 1-414-847-6700

    2. To the City addressed to:

       Name: Purchasing Director
       Address: Somerville City Hall
                    93 Highland Avenue
                    Somerville, MA 02143
       Fax No.:   1-617-625-1344

with a copy to: City Solicitor, City Hall, 93 Highland Avenue, Somerville, MA 02143; Fax No. (617) 776-8847.

Notice shall be effective on the earlier of (I) the day of actual receipt, or (ii) one day after tender of delivery.

L. **Captions.** The captions of the sections in this Contract are for convenience and reference only and in no way define, limit or affect the scope or substance of any section of this Contract.

M. **Additional Provisions.** Other conditions governing this Contract are set forth in the following appendices:

> Appendix A – Certificate of Good Standing/
> Certificate of Signature Authority
>
> Appendix B - Notice to Proposers/Copy of Advertisement
>
> Appendix C – Price Proposal Page
>
> Appendix D – Scope of Services
>
> Appendix E - Insurance
>
> Appendix F – Somerville Living Wage Ordinance
>
> Appendix G – Performance Bond

The above-described appendices are, by this clause, made an integral part of this Contract.

The Contract documents are to be read collectively and complementary to one another; any requirement under one shall be as binding as if required by all. In the event of any conflict or inconsistency between the provisions of this Contract and any of this Contract's documents, the provisions of this Contract shall prevail. In the event of any conflict or inconsistency between this Contract, the Contract's documents and any applicable state law, the applicable state law shall prevail.

ARTICLE VII. REPRESENTATIONS AND CERTIFICATIONS OF THE VENDOR

The Vendor hereby represents and certifies under the penalties of perjury:

A. **Organization.** The Vendor is a duly organized and validly existing corporation/ partnership/trust/sole proprietorship, other: ___Corporation___, (select one) and is qualified to do business and is in good standing in the Commonwealth of Massachusetts, with full power and authority to consummate the transactions contemplated hereby.

B. **Authority.** (Not applicable to Sole Proprietorship). This Contract has been duly executed and delivered on behalf of the Vendor by its president/ treasurer/ general partner/trustee/other: ___President___ (select one) to and in full

compliance with the authority granted by its organizational documents and its votes or resolutions, which authority has not been amended, modified or rescinded as of the date hereof.

C.   **Non-Collusion.** This Contract was made without collusion or fraud with any other person and was in all respects bona fide and fair. As used in this paragraph, the word, "person," shall mean any natural person, joint venture, partnership, corporation, or other business or legal entity.

D.   **Tax and Contributions Compliance.**   The Vendor is in full compliance with all laws of the Commonwealth of Massachusetts relating to taxes and to contributions and payments in lieu of taxes. The Vendor's federal tax identification number is: ███████████   The vendor certifies that it has provided the City with an accurate tax identification number (TIN). In the event that the City is fined by the IRS for an incorrect TIN provided by the vendor, the vendor agrees to reimburse the City for the amount of the fine.

E.   **Municipal Taxes and Liens.** The Vendor has paid all outstanding real estate, personal property or excise tax, water charges, fines and or any other municipal lien charges due to the City of Somerville.

F.   **Conflict of Interest.** The Vendor certifies that no official or employee of the City has a financial interest in this Contract or in the expected profits to arise therefrom, unless there has been compliance with the provisions of G. L. c. 43, § 27 (Interest in Public Contracts by Public Employees), and G. L. c. 268A, § 20 (Conflict of Interest).

G.   **Licenses and Permits:** The Vendor shall be in possession of all required licenses and permits for any activity which may occur from the Vendor's operations under this Contract. The Vendor shall submit copies of such licenses and/or permits upon request.

H.   **Debarment or Suspension.** The Vendor certifies that it has not been debarred or suspended under G. L. c. 29, § 29F, nor will it contract with a debarred or suspended subcontractor on any public contract.

ARTICLE VIII. WARRANTIES (APPLICABLE TO SUPPLIES ONLY)

A. The Vendor warrants that (1) the Supplies sold are merchantable, (2) that they are fit for the purpose for which they are being purchased, (3) that they are absent any latent defects and (4) that they are in conformity with any sample which may have been presented to the City.

B. The Vendor guarantees that upon inspection, any defective or inferior Supplies shall be replaced without additional cost to the City. The Vendor will assume any additional cost accrued by the City due to the defective or inferior Supplies.

C. The Vendor guarantees all Supplies for a period of one (1) year, or as otherwise specified in Appendix ___N/A___ .

ARTICLE IX. LIVING WAGE (APPLICABLE TO SERVICES ONLY)

If this Contract is for Services in the amount of ten thousand dollars ($10,000.00) or more, the Vendor must execute a "Living Wage Ordinance Compliance Form" (**Appendix F**) and hereby represents and certifies under the penalties of perjury that it complies with the provisions of the Somerville Living Wage Ordinance.
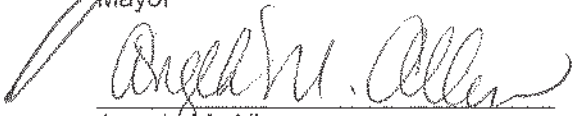
IN WITNESS WHEREOF, the City and the Vendor have executed this Contract as a sealed instrument as of the date first written above.

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<u>CITY OF SOMERVILLE</u>

I hereby certify that the total contract amount is $ _1,500,000·00_ and that an unencumbered balance of $ _340,000·00_ is available for the first fiscal year of this contract. I further certify that a sum of $ _340,000·00_ is hereby encumbered against the appropriate account for the purposes of this contract and as funds become available, I will encumber additional sums as are required under this contract.

_____
Edward Bean
City Auditor

_____
Joseph A. Curtatone
Mayor

_____
Angela M. Allen
Purchasing Director

_____
Matthew Dias
Director, Traffic & Parking

APPROVED AS TO FORM:

_____
Francis X. Wright, Jr.
City Solicitor

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VENDOR

Professional Account Management, LLC

X _____
Signature of Authorized Agent of Vendor

<u>Jason Johnston</u>_____
Printed Name of Authorized Agent of Vendor

<u>President</u>
Title of Authorized Agent of Vendor

<u>633 W. Wisconsin Avenue, Suite 1600</u>
Street Address of Vendor

<u>Milwaukee,   WI   53203</u>
City, State and Zip

▮▮▮▮▮▮▮▮▮▮▮

Tax ID #

FOR CORPORATIONS ONLY:

I certify that the individual signing on behalf of the corporation has the authority to bind the corporation.

_____
Cierk's Signature

Jeff Fischer
_____
Print or Type Clerk's Name

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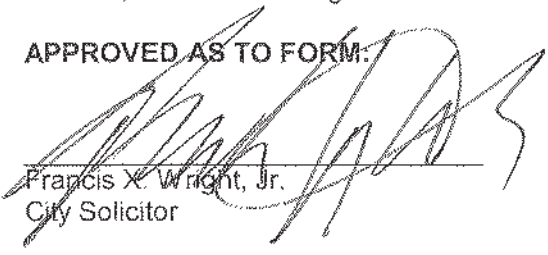
Appendix A

Certificate of Good Standing/
Certificate of Signature Authority

The Commonwealth of Massachusetts
Secretary of the Commonwealth
State House, Boston, Massachusetts 02133

William Francis Galvin
Secretary of the
Commonwealth

May 8, 2012

TO WHOM IT MAY CONCERN

I hereby certify that a certificate of registration of a Foreign Limited Liability Company was filed in this office by

PROFESSIONAL ACCOUNT MANAGEMENT, LLC

in accordance with the provisions of Massachusetts General Laws Chapter 156C on **March 20, 2000.**

I further certify that said Limited Liability Company has filed all annual reports due and paid all fees with respect to such reports; that said Limited Liability Company has not filed a certificate of cancellation or withdrawal; and that, said Limited Liability Company is in good standing with this office.

I also certify that the names of all managers listed in the most recent filing are: **NONE**

I further certify that the name of persons authorized to act with respect to real property instruments listed in the most recent filings are: **MICHAEL NICKOLAUS, NORMAN BROOKS, JASON R. JOHNSTON**

In testimony of which,
I have hereunto affixed the
Great Seal of the Commonwealth
on the date first above written.

Secretary of the Commonwealth

Processed By:TAA

duncan

7.5 CERTIFICATE OF AUTHORITY

Certificate of Authority

At a meeting of the Board of Directors of: Duncan Solutions, Inc

Held on: March 16, 2012   , at which a quorum was present, it was VOTED,

President
that: Jason Johnston   , Professional Account Management, LLC   of this company

is hereby authorized to execute contracts and bonds in the name of an on behalf of said

company, and affix its corporate seal thereto; and such execution of any contract or

obligation in this company's name on its behalf by such: Jason Johnston

under seal of this company shall be valid and binding upon this company.

A True Copy Attest:

Clerk/Secretary: _____
                        Signature

        Jeff Fischer
        Print Name

        Duncan Solutions, Inc
        Place of Business

I, Jeff Fischer   , hereby certify that I am the

clerk/secretary of the: Duncan Solutions, Inc

and that: Jason Johnston, President-Professional Account Management, LLC

is the duly authorized person of said company, and that the above vote has not been

amended or rescinded and that said vote remains in full force as of this date below.

        Jeff Fischer
        Clerk/Secretary

        May 9, 2012
        Date

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duncan

Appendix   B

Notice to Proposers
Advertisements

CITY OF SOMERVILLE

Notice of Request For Proposal For
Parking Violation Processing
RFP No. 12-61

The City of Somerville (the City) is soliciting proposals for Parking Violations Processing, from qualified service providers with demonstrable experience in the municipal area. The City will pay for these services on a monthly fee basis. The successful Proposer will be required to provide complete Parking Violations Processing services to the City's Traffic & Parking Department, for three (3) years, commencing: June 1, 2012 and ending May 31, 2015.

The successful proposer must be able to provide full range of services described in this document, must meet all minimum criteria, and must submit a completed proposal. All Proposers submitting a proposal must be familiar with and able to comply with all Massachusetts General Laws (MGL).

KEY DATES FOR THIS REQUEST FOR PROPOSALS

RFP Issued	**Monday, April 9, 2012**
Deadline for submitting questions on RFP	**Monday, April 23, 2012 – 4:30 PM**
Proposals due, proposals screened, evaluation begins	**Monday, April 30 2012 – 11:00 AM**
Anticipated Contract Award	**May 15, 2012**
Services commence	**June 1, 2012**

CITY OF SOMERVILLE
PURCHASING DEPARTMENT
RFP # 12-61

The City of Somerville, through the Purchasing Department invites sealed bids for:

Parking Violations Processing

An request for proposals (RFP) and specifications may be obtained at the Purchasing Department, City Hall, 93 Highland Ave., Somerville, MA, 02143 on or after: **Monday, April 9, 2012**. Sealed proposals will be received at the above office until: **Monday, April 30, 2012 at 11:00 AM** at which time sealed proposals will be opened. The Purchasing Director reserves the right to reject any or all proposals if, in her sole judgment, the best interest of the City of Somerville would be served by so doing.

The contract term shall be for three years from 6/1/2012 through 5/31/2015.

Please contact Karen Mancini, Asst. Purchasing Director, x3412, or email kmancini@somervillema.gov, for information and bid packages.

Angela M. Allen
Purchasing Director
617-625-6600 ext. 3400

4/11/12 The Somerville News

Services

AWARDING AUTHORITY:		BID NUMBER:
AGENCY: Somerville, City of Purchasing Department 93 Highland Ave. Somerville, MA 02143		RFP #12-61

CONTACT INFORMATION:

NAME: Karen Mancini	PHONE: 617-625-6600 ext. 3412 FAX: 617-625-1344	ADDRESS:
TITLE: Asst. Purchasing Director	EMail: kmancini@somervillema.gov	

DESCRIPTION:

Parking Violations Processing.

CONTRACT INFORMATION:

ESTIMATED RATE:	DURATION OF CONTRACT.	BID RELEASE DATE	BID RELEASE TIME	BID DEADLINE DATE:	BID DEADLINE TIME:
		4/9/12		4/30/12	11:00 A.M.

ADDITIONAL INFORMATION

Questions on the RFP must be submitted in writing by 4/23/12 at 4:30 P.M.

Appendix   C

Price Proposal

SOMERVILLE PARKING VIOLATION/COLLECTION AND MANAGEMENT PROCESSING PRICE SUMMARY FORM

PLEASE ENCLOSE PROPOSAL IN SEPARATE ENVELOPE AS INSTRUCTED IN "NOTICE TO PROPOSERS", SECTION "C".

ITEM	Year 1 6/1/2012 - 5/31/2013	Year 2 6/1/2013 - 5/31/2014	Year 3 6/1//2014- 5/31/2015
Tickets Issued	$0.99	$0.99	$0.99
Demand Notices	$0.50	$0.50	$0.50
Non-Mass. Ticket Demand Notices	$0.50	$0.50	$0.50
Resident Parking Permits	$0.25	$0.25	$0.25
Payment Processing	$0.50	$0.50	$0.50
Voided Ticket Processing	$0.99	$0.99	$0.99
Additional Pricing:			
Website	included in per ticket issued fee		
On-Line Permitting solution	$1.00 per transaction		
License Plate Reader Technology	included in per ticket issued fee		
Interface with kiosk	$0.15	$0.15	$0.15

Estimated Volume on Tickets issued 300,000 tickets

Equipment Optional:	Estimated #	Price per Item	Total	
Computers	21	$0	included in per ticket	fee
Laptops	3	$0	included in per ticket	fee
Printers	8	$0	included in per ticket	fee

New equipment would be required if awarded to a new vendor

Company Name: __Citation Management (Division of PAM, a Duncan Solutions Company)__

Signature of Person Submitting Bid: __Jason Johnston__

Address: __633 W. Wisconsin Street, Suite 1600 Milwaukee, WI 53203__

Tel #: __414-847-3700__   Fax #: __414-847-6700__

E-Mail: __jjohnston@duncansolution.com__ Date: __May 14, 2012__

ADDENDA #1 __JJ__ #2 __JJ__ #3 __JJ__ #4 _____ACKNOWLEDGED
Failure to acknowledge receipt of addenda may result in your proposal being rejected.

duncan

5. Summary Price Forms

Citation Management, a division of Professional Account Management LLC, a Duncan Solutions (Duncan) company, is delighted to submit the price, via our completed Price Summary Form, for the Parking Violation Processing services described in detail in Section 6 of our Proposal. Our submission was prepared as formatted in the Price Summary Form provided by the City. Please note that Lockbox processing of mail payments by Duncan and the AutoPROCESS cashiering module for processing of in-person payments by City staff as required by the RFP are included in our comprehensive per ticket processing fee. Therefore, to ensure that we are not contravening the format of the Price Summary From, as provided, we provide the following supplemental information regarding the web and IVR based fees and other proposed services.

- **Web and IVR Credit Card payment service fee** – We have provided options as requested by the City to include a comprehensive customer convenience fee which would relieve the City of all costs related to these payments and a no customer convenience fee option.

- **Kiosk Interface** – Based on the information provided, Duncan's proposed price assumes that the City will be responsible for provision and maintenance of the Kiosk device(s), all transaction fees assessed by the Kiosk services provider and all related payment processing fees s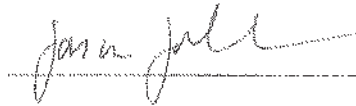uch as credit card discount fees, gateway fees, etc. However, if the City requires provision of a Kiosk(s) and the associated peripherals and services we are clearly prepared to do so. Our capability and proposal for doing so are described in Proposal Section 6.49. A price for this device can be provided at the City's request based on additional detailed specifications provided by the City.

- **"Consumer Facing" Web-based Permit Applications** - As indicated in proposal, Duncan has the ability to provide a consumer-facing website that will be fully integrated with the capabilities of AutoPROCESS Permit Issuance, Tracking and Management module. This offers the City's customers a consumer-oriented means of managing their "accounts" in conformance with privacy and security standards for personal information access and financial processing. We will provide the appropriate linkages to City portals. We have provided pricing for this feature based on our understanding through previous discussions with the City. In the event that we have misunderstood the City's directions we have also included a price option for Parking Permits without the customer-facing web site. Because other proponents may not have interpreted the responses to these questions as we did, we encourage the City to review and compare all technical submissions for compliance with this requirement, as clarified by the City.

ITEM	Year 1 6/1/2012 – 5/31/2013	Year 2 6/1/2013 – 5/31/2014	Year 3 6/1/2014 – 5/31/2015
Tickets Issued	$0.99	$0.99	$0.99
Demand Notices	$0.50	$0.50	$0.50
Non Mass Ticket Demand Notices	$0.50	$0.50	$0.50
Residential Parking Permits	$0.25	$0.25	$0.25
Payment Processing	$0.50	$0.50	$0.50
Voided Ticket Processing	$0.99	$0.99	$0.99
Additional Pricing:			
Website	(included in per ticket issued fee)	(included in per ticket issued fee)	(included in per ticket issued fee)
*On-Line Permitting Solution	$1.00 per transaction	$1.00 per transaction	$1.00 per transaction
License Plate reader Technology	(included in per ticket issued fee)	(included in per ticket issued fee)	(included in per ticket issued fee)
**Price per Kiosk Payment Transaction:	$0.15	$0.15	$0.15

Estimated Volume on Tickets Issued 300,000 tickets

*Assumes Duncan absorbs merchant services, gateway fees, system setup, website development and City will provide consumables and perform fulfillment

** The price quoted assumes that the City is responsible for provision and maintenance of the Kiosk units, all transaction fees assessed by the Kiosk services provider and all related payment processing fees such as credit card discount fees, gateway fees, etc.

Optional Equipment:	Estimated#	Price per Item	Total
Computers	21	$0 (included in per ticket issued fee)	$0 (included in per ticket issued fee)
Laptops	3	$0 (included in per ticket issued fee)	$0 (included in per ticket issued fee)
Printers	8	$0 (included in per ticket issued fee)	$0 (included in per ticket issued fee)

New Equipment would be required if awarded to a new vendor

*Web/IVR Credit Card Payment Service Fee Options	Fee to City	Fee to Customer Making Payment
Duncan provides systems and assumes all costs (gateway fee, credit card fees, etc.), transactions clear to Duncan account and customer convenience fee assessed	$0.00	$2.00 per transaction
Duncan provides systems, City pays credit card fees, transactions clear to City account, Duncan pays Gateway fees, no customer convenience fee assessed	$2.00 per transaction	$0.00

Company Name: Citation Management, a division of Professional Account Management LLC, a Duncan Solutions, Inc. Company

Signature of Person Submitting Bid:

Address: 633 W. Wisconsin Ave
Suite 1600
Milwaukee, WI 53203

Tel #: 414-847-3700   Fax #: 414-847-6700

E-Mail: jjohnston@duncansolutions.com   Date: May 14, 2012

ADDENDA #1 _____ #2 _____ #3 _____ #4 _____ Acknowledged

Failure to acknowledge receipt of addenda may result in your proposal being rejected.

Duncan officially acknowledges three (3) addendums for RFP 12-61.

- Addendum No. 1 (issued April 25, 2012)
- Addendum No. 2 (issued May 9, 2012)
- Addendum No. 3 (issued May 9, 2012)

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Appendix   D

Scope of Services
Proposal Documents

Prepared for the City of

SOMERVILLE, MASSACHUSETTS

Contract Enhancement Project Summary

Professional Account Management, LLC
A Duncan Solutions Company
633 W. Wisconsin, Ave., Suite 1600

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1. Web-based Parking Permit Renewal and Issuance Solution

Duncan will deliver an online solution for processing Residential Parking and Visitor Permit applications and renewals as noted in Sections 6.3.23 and 6.3.28 of our Proposal. The solution will be predicated upon a requirement for verification of permit holder eligibility for either permit renewal or new permit purchase and will include two organized back-office workflow queues integrated into AutoPROCESS to support validation of eligibility and fulfillment of approved permit orders by City staff.

2. AutoCITE X3 Hardware and Software Refresh

As detailed in Sections 6.3.11 through 6.3.16 of our Proposal, Duncan will replace the City's existing inventory of AutoCITE handheld issuance computers with thirty-two (32) new AutoCITE X3LTDISW 2D units equipped with:

- Lithium batteries
- 3 megapixel digital camera with flash
- Voice recording
- 2D Bar Code imager
- Wireless communication capability
- All required USB chargers, cables, connections, installation, etc

Duncan will also update the City's AutoISSUE issuance management software with the latest software version including the following features and functions as noted in Section 6.3.17 of our proposal:

- Ticket issuance and look up feature
- Search Mode (Plates & Vin & Permit) feature
- Warning issuance feature
- Special enforcement Hot List feature (Plate & VIN)
- Check digit on the ticket# (MOD 7 Service Center Standard)
- Time Limit marking function (Mark Mode)
- Barcode Scanner function (128c- Prefix & Ticket Number)
- Permit/License cross reference function
- Meter/Location Matrix
- Broker Meter reporting function
- Damaged Sign reporting function
- Officer Activity Logging function

- Visitor Information function
- OCR Scanline (Prefix /Ticket# and Fine)
- Warning tracking
- Manual Ticket Entry per form
- Over 48 hours log

Duncan will also provide and implement the AutoISSUE GIS Command and Control Center as noted in Proposal section 6.3.18. Citation location coordinates will be obtained by geo-coding addresses record from citation issuance activity. The following layers will be included:

- Officer Activity Layer
  - Coordinates are obtained by geo-coding address recorded from citation issuance activity
  - Filter by Officer, Beat, and Date Range
- Citation Layer
  - Coordinates are obtained by geo-coding address recorded from citation issuance activity
  - Filter by Officer, Beat, Ticket Status, and Date Range
- Inventory
  - Static view of meter inventory
  - Filter by Meter Number and Zone

3. Revamping of the Guest Pass Mark Recording Solution

Duncan is committed to the design, testing and implementation of a revised software solution for management of guest pass "marks". Our proposed solution centers the processes whereby "marks' are recorded and maintained in our AutoISSUE database and eliminates the need for transfers of "mark" data between AutoPROCESS and AutoISSUE. Duncan will work with the City to refine the solution design to meet the City's approval and then code, test and implement.

4. ParkSomerville Website Redesign

The project includes a complete overhaul of the existing website to keep pace with evolving website management technologies, user needs and constituent demands.

Specific enhancements that are included in the program enhancement project include:
- Revising the overall aesthetic of the website
- Optimization for performance on mobile devices
- Improving website copy and editorial in conjunction with Somerville staff

- Giving client the ability to update and edit that content at will
- Designing and implementing a main graphic slider that could include copy and links to interior pages
- Graphics and buttons that channel users to popular site pages (Permits, Visitor, FAQs, etc.)
- Creating elements on the home page for featured content (news flashes, videos, events, etc.)
- Creating an online form for constituents to report broken meters
- Creating an events' calendar that can be updated by the client
- Creating a ParkCard page
- Creating an online store where users can submit certain permit applications
- Potential to enter user email addresses through a signup form
- Real-time city traffic flow
- Live weather
- Revising keywords and SEO strategies for the site overall

Our project includes the above website features, plus meetings with the City to coordinate, up to 10 hours of editorial review and copy revisions, creating a test site, making final revisions, uploading to launch the site, and then on-going hosting. Plus we will provide startup training and up to 10 hours of coaching to the staff so that they are fully comfortable and able to use the site to its maximum capability.

5. Onsite Hardware Refresh

Duncan understands the City's desire to ensure that the various hardware components supplied by Duncan provide sufficient functionality and reliability to support operations during the new contract period. Accordingly, Duncan will undertake a technical review and on-site examination of the current equipment and share the results with the City. Should the parties agree that any existing components will provide sufficient functionality and reliability to support operations going forward these components will be retained and Duncan will replace all others. Such none of the existing components qualify for continued use, Duncan will replace them all.

The hardware components included in this requirement are:

Twenty-one (21) Terminals and Three (3) Laptops

Twenty-one terminals, including ten for cashiering, plus three laptops for on-line inquiry.

Eight (8) Laser Printers

Eight laser printers needed to produce screen prints from the above 21 inquiry computers and to allow authorized users to print system reports.

Eight (8) Cashiering Printers

Eight cashiering printers for check endorsements, receipts and journal printouts for use with the above cashiering terminals for use receipting parking violations and parking permits.

Wires

Duncan will provide computer wires and power cables to connect the above handhelds, terminals, and printers. Duncan assumes that the City will continue to provide the appropriate power connections, LAN connections, and high-speed internet access for each of the terminals and laptops to access the system.

6. Audio Recording of Adjudication Hearings

Duncan will provide the equipment required for Hearing Officers to capture audio recordings of in-person hearings, index a recording to a hearing, store and retrieve recordings locally and, if desired, upload a copy of the recording to the record in AutoPROCESS.

7. Duncan Provision of Mobile License Plate Recognition (MLPR) Solution

Duncan will provide the City with a Genetec Mobile License Plate Recognition system which will include a two-camera system, laptop, operating software, and related vehicle mountings and wirings all installed in a City vehicle. The hardware will be provided with return-repair warranty service for the length of our contract.

Duncan's solution includes the following key features:

- **Boot/tow software module**--The AutoPROCESS system currently provides a full-featured boot and tow software module that is integrated with the parking violation and parking permit database, as described in Proposal Section 6.3.31. We also recommend that the City nominate an individual in the office to act as the "Boot Dispatcher" to support the "Boot Crew" who is operating the vehicle with the MLPR so they may safely focus on driving, operating the MLPR system, and placing and removing boots.
- **Receive a daily scofflaw vehicle plate list**--from the violation database (AutoPROCESS) based on which plates are boot or tow eligible because of their outstanding tickets. At the City's option, the file will either be placed on a Duncan SFTP server for retrieval and/or emailed to the Boot Dispatcher at the City. The list may then simply be transferred to a portable USB storage device and loaded to the MLPR laptop by the Boot Crew.
- **Capability to identify boot and/or tow eligible vehicles ("scofflaws")**--based on matching the plates of the parked vehicles that are read by the MLPR against the list of plates on the scofflaw list.
- **Notification to City vehicle operator**—an on-screen and audible alert on the laptop will notify the Boot Crew of a seizure eligible plate.

- **Ability to verify real time boot/tow status**—by the Boot Crew contacting the Boot Dispatcher to verify the up-to-the-minute payment status on the scofflaw's tickets in AutoPROCESS.
- **Create a boot violation record and update the citations**—upon confirmation from the Boot Crew, the Boot Dispatcher will record that the vehicle has been booted into the AutoPROCESS boot/tow module, which will also link the boot record and any associated fees with the parking violations. Once the boot violation and related parking violations have been paid, the boot/tow module will also show that the Boot Dispatcher that the boot can be removed and to dispatch the Boot Crew for boot removal.

The Genetec MLPR solution will also include the software and hardware (wheel image camera) to support LPR-based time zone parking enforcement and the Permit White List enforcement option to support LPR-based enforcement of license plate specific parking permits.

Duncan will require that the City provide the exact year, make, model and trim of its designated booting vehicle in order for Duncan to order the necessary equipment

8. PayLock Services Integration

Duncan understands that the City has contracted or is in the process of contracting with a local company to provide PayLock's self-release booting services on a sub-contract basis. Upon receiving direction from the City, Duncan will engage the local company and PayLock to implement our standard AutoPROCESS web-services interface with the PayLock BootView system. This interface is currently in place in Montgomery County, MD and Berkeley, CA and has proven to provide the timely and accurate exchange of data between the two systems needed to support ongoing booting, payment and boot release activities.

9. Automated Payment Kiosk

Duncan understands that the City may opt to purchase and install an Automated Payment Kiosk to accept parking ticket payments. Upon request, Duncan will consult with the City and assist in selection of the Kiosk provider, determination of hardware and software specifications, establishing the proper interfaces between the Kiosk and AutoPROCESS, and design and implementation of payment reporting and reconciliation issues. Duncan will also consult with and advise the City on electronic payment security and work with the City and its Kiosk vendor to ensure that the final solutions meet, or exceed, all relevant

Executive Summary

Duncan Solutions offers the City a best-in-industry team, a proven ticket processing solution, and a strong track record of seamless transitions.

Citation Management, a division of Professional Account Management LLC, a Duncan Solutions (Duncan) company, is delighted to submit this proposal to provide Parking Violation Processing services to the City of Somerville, MA. Since 2005, Citation Management has been part of the new Duncan Solutions which has become the premier provider of integrated parking technologies and services in the U.S. As a part of Duncan, a company with annual revenues of $70 million, Citation Management now has access to the resources needed to better serve clients like Somerville. In addition to Citation Management, Duncan is comprised of the following market leading, on-street parking companies:

- **Duncan Technologies** – For over 75 years, Duncan has provided clients single-space parking meters.

- **Enforcement Technology** – For over 20 years, Enforcement Technology has been the leader in handheld ticket writing equipment and software. We design and build handhelds specifically for the parking business and have a market share of nearly 50 percent.

- **Reino Parking Systems** – Reino helped pioneer the multi-space parking business over 10 years ago and today offers cities around the world both "pay-by-space" and "pay-and-display" multi-space meter technology.

- **Law Enforcement Systems (LES)** – For more than 16 years LES has helped campus and municipal parking agencies maximize the recovery of violation and administrative fees. Their recent acquisition provides us with a new operational presence in Long Island City, NY.

Our Track Record of Success for Comparable Clients

To build on the past success of our legacy companies, Duncan has assembled the leading team in the parking industry, and municipalities are increasingly recognizing the value of such a corporate partner. In recent years, we have been selected to provide the same systems and services requested by the City – ticket processing, handhelds and system conversion – by some of the largest, most sophisticated, and most demanding clients in the country.

The addition of new clients to our base of ticket processing clients in 20 states gives us the most experience in the industry. While we have more than a dozen clients that issue between 100,000 and 1,000,000 annually (proving our capability to handle the City's volumes), we are not so big that Somerville will be lost amidst larger contracts and higher priorities. Somerville is our second largest east coast ticket processing client and will be treated and prioritized accordingly. Duncan's recent

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growth and sole focus on parking ensures that the City will continue to benefit from the investments and innovations we develop for the benefit of our continually growing parking portfolio.

Solution Overview

We have embraced the City's vision as articulated in its RFP and will provide a solution that will meet all of the City's requirements and will be underpinned by AutoPROCESS, our proven ticket processing system. From an operational perspective, our proposal exceeds the RFP requirements so as to deliver exceptional customer service to Somerville's constituents and visitors.

Comprehensive Processing Services are Underpinned by our AutoPROCESS System

AutoPROCESS runs on windows-based servers located in our processing centers and as a true Windows application. It is built on modern relational database structures. Somerville will benefit from the responsiveness and uptime of an AutoPROCESS instance that will be hosted and maintained by Duncan and securely accessed by the City over the internet. This model allows us to ensure data security while leveraging the power of our AutoPROCESS system and Oracle to provide a cost-effective, state-of-the art solution configuration. Operational statistics of Duncan's work performed using AutoPROCESS are provided in the table below.

Duncan Annualized Operational Statistics	
Items Handled Using AutoPROCESS	**Annual Totals**
Tickets Processed through AutoPROCESS	5,900,000
Lockbox Payments Processed (Transactions)	2,000,000
Client Revenues Processed (Value)	$100,000,000
IVR Calls	420,000
CSR Calls	240,000
Notices Sent	2,640,000
Hearings Scheduled	100,000
Boot and/or Tow Transactions	54,000
Permits Processed	350,000
Registered Owner Acquisition	2,400,000

Our AutoPROCESS system uses a hosted, ASP-model that ensures full scalability, high security, high availability, rapid response time and rapid disaster recovery. AutoPROCESS has the functionality required by Somerville. It is robust and processes millions of parking tickets (and hundreds of millions of online transactions) each year including one million tickets annually for the City of Milwaukee. As Milwaukee and Alexandria, VA have learned from experience and Montgomery County, MD., Pittsburgh and the Inglewood consortium concluded after rigorous proposal review processes, a ticket processing program with our AutoPROCESS system as its foundation, offers clients a more flexible, cost-effective solution which generates higher net ticket revenues.

AutoPROCESS is a web-based application accessed through a web browser. A number of protections are used to ensure the data is extremely secure and we have never had a security breach. Each user session initiates a 128-bit SSL encrypted connection to the application servers at Duncan's primary data center. Only screen images, not actual data, are delivered to the user's desktop via the web. This means that all sensitive information remains secure at Duncan's data center. Additionally, users

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experience exceptional response times. (less than one second). Furthermore, Duncan's payment processing systems are audited quarterly by a third-party security company and meet PCI compliance regulations.

AutoPROCESS runs in a server environment, not on a mainframe. Unlike a mainframe system where true, immediate disaster recovery (i.e., a back-up mainframe) is prohibitively expensive, Duncan offers a full business continuity approach including comprehensive disaster recovery at a secondary site. For recovery purposes, database archive logs are multiplexed to multiple storage locations. In addition, daily backups of the Oracle database and the transaction logs are transported to secondary Oracle standby databases at our disaster recovery data center. This means that Duncan can recover from an outage in a matter of minutes and update all of a day's transactions in a matter of hours.

AutoPROCESS runs on a modern Oracle database and is easily customized to meet City specific requirements. Extensive use of definable parameters and rules tables allow the application to be quickly and accurately configured during implementation. Following implementation, the structure of the application and the database make it easy to customize any module to meet the City's changing needs without relying on the time-consuming process of having COBOL programmers review, modify, compile, test and release new lines of code.

AutoPROCESS has a true, easy-to-use management reporting tool that offers our staff and City personnel access to all management reports online in an electronic format. The server-based architecture allows users to write their own reports which can be run in real-time against the production database so that up-to-the-minute program information is at the City's fingertips immediately. Additionally, if other City systems require information from AutoPROCESS, custom APIs are available for third-party application integration.

To execute permit-related activities, City staff are provided with access to our proven AutoPROCESS Permit Issuance, Tracking and Management module. This module handles all aspects of parking permit issuance and tracking including cash register sales, over the counter issuance, occupancy verification, automated renewal notices, and controlled batch entry for mail-based processing. Key features of this module include:

- Housing an inventory of RPP districts and the regulated streets within these districts;

- Full integration with the AutoPROCESS violation processing module, enabling the resolution of parking tikcets issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking tickets;

- Financial controls for the tracking and reconciliation of fees collected;

- Ability to generate notices for use in renewal or informational mailings;

- Integration with the AutoPROCESS cashiering module, allowing outstanding balances for parking tickets and new permit sales to take place in one transaction;

- Configurable to match existing permit data entry flow, for easy transition; and

- Allows for the interface with other systems, such as accepting payments via payroll deduction through periodic file import and/or export.

In keeping with our philosophy of accountability, we image all incoming correspondence as well as manual tickets. These documents become part of the ticket record and the resulting accessibility and workflow management tools will improve efficiency for program and City staff. We also accept web-
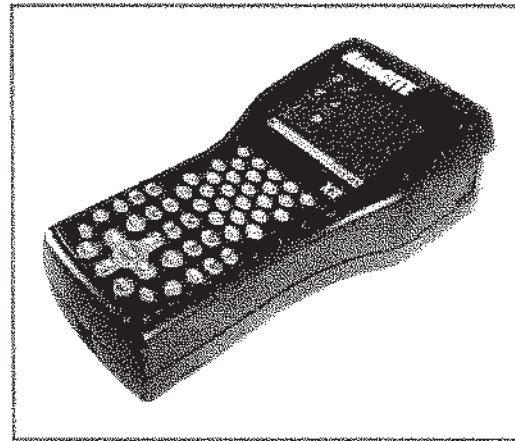
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based correspondence and inquiries. We have established a link on the City's parking website to allow citizens to complete an online form for the most common inquiries (e.g., meter outage, sign complaint, etc.). By using an online form, all of the required information will be submitted to allow us and the City to promptly investigate the issue. This further simplifies citizen interaction with the parking program and will promote the technology based service orientation the Mayor is looking to achieve.

In keeping with technology driven service delivery, and after discussions with the City, we also will send parking-related email notifications to citizens who opt to provide their email address. This is a fast and inexpensive way to deliver exceptional customer service. These emails can include general information (e.g., upcoming parking restrictions or street closures) or specific ticket information. For example, we can send email reminders to citizens whose parking tickets are unpaid and are about to incur a late fee. These emails would include a link to the Internet payment site so they can easily satisfy their ticket obligation. We can also send responses to incoming correspondence via email; as with all correspondence, these responses will be noted in AutoPROCESS. Finally, we can communicate with parking permit holders via email to notify them when their permits must be renewed.

Best-of-Breed Handheld Issuance Solution

Duncan AutoCITE X3 Handheld

Duncan will provide 32 AutoCITE X3 handheld for parking enforcement officer (PEO) ticket issuance. AutoCITE is the ultimate parking ticket issuance device system. First developed over 25 years ago by a former law enforcement officer, the AutoCITE performs all of the tasks required by a PEO in the field in one, handheld device. Now used by over 600 parking enforcement departments worldwide, the AutoCITE is a lightweight, rugged, weather resistant, one-piece portable computer with an integrated thermal printer capable of supporting a variety of enforcement functions. It has been proven to operate in the harsh winters, high humidity and drastic temperature fluctuations of cities such as Milwaukee and Chicago.

The AutoCITE X3 model is the latest generation parking enforcement handheld from Duncan, providing continued reliability, improved performance, flexibility and additional functionality in a number of key areas:

- The X3 uses an industry-standard Windows CE operating system, which is a strong and solid platform to support new applications;

- The X3 provides a large, full-color, back-lit, touch-screen interface in addition to a full, backlit keyboard for maximum visibility and usability;

- Wireless real-time ticket upload ensuring that constituents will have the convenience of paying or disputing their tickets as soon as the ticket is written and there will be no need to wait until the units have synced with the host PC

- The handhelds also wirelessly communicate with the City Duncan VM multi space parking kiosk. This integration between the handheld and the meter allow for greater accuracy and efficiency in enforcement of overtime meter violations

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- Our built-in thermal printer has always been a key user convenience and device differentiator – flat packs of paper are easy for PEOs to carry around, change in the field, plus the paper does not curl on the windshield like paper in rolls does.

The AutoCITE X3 automates many tasks, such as recalling the correct date, time and ticket number. It then provides for ease of use by PEOs with multiple options for navigating and entering data, including touch screen capability (finger or stylus), pre-loaded button drop down lists (streets, vehicle make, violations, etc.), button selections, and key pad data entry. PEOs will have the ability to select from common notes and remarks, override some or all of the select text, or manually enter notes or remarks from scratch using the keyboard.

Errors in violation data are reduced through the use of standardized data in stored lists, which frequently require just one key stroke for entry, and through configurable edit routines (mutually agreed upon during system configuration), as data is entered and prior to finalizing and printing the ticket. To further support the administrative review and adjudication process, we are providing digital image and voice recording capability to gather addition information regarding the validity of an issued parking violation. Violation information as well as digital images and voice files are securely stored in the AutoCITE for later transfer to the AutoISSUE citation issuance system and, ultimately, to AutoPROCESS.

In addition to making it easier for a PEO to issue accurate tickets, AutoCITE handhelds provide powerful tools to support the overall parking enforcement program. For example, each day the violation processing system configures "hot sheets" of scofflaw vehicles that are eligible to be booted/towed. In addition, we have established procedures to automatically load lists of stolen plates and special parking permissions. These lists can be loaded to the AutoCITEs on a daily basis.

AutoISSUE is the software that supports and manages the AutoCITE handhelds. AutoISSUE is an intermediate environment that serves to collect and format electronically-entered tickets and enforcement data, including associated images and voice recordings, for subsequent processing. A full audit trail of all uploads and downloads is maintained within AutoISSUE for review and research purposes. Batch numbers are generated for all upload files, which are maintained for on-line review and research purposes. These capabilities ensure that all ticket data is posted to the violation database within 24 hours of receipt. AutoISSUE also offers many automated management features, such as an activity scheduler to automatically upload/download handhelds, run reports and transfer files.

Unparalleled Management Reporting

The AutoPROCESS application, because of its hosted architecture, offers numerous management reporting advantages over other ticket processing systems reporting capabilities. For instance, unlike mainframe-based processing systems' reporting tools, in which information is presented in rigid, pre-determined formats, and custom reports that require the time and expense of off-site system programming staff, AutoPROCESS allows City-authorized users to perform real-time, custom queries of all the information in the production database, providing accurate, up-to-the-minute program information to users. To the extent that "ad hoc" reporting is available in mainframe systems, it is based on a very limited subset of ticket information, which is downloaded into a separate "data warehouse" that is not user friendly, not complete, and not up-to-date. This presents serious deficiencies when, for example, the Mayor or a member of a Board or Commission requests complete and up-to-date information about an aspect of the parking program.

Management Dashboard
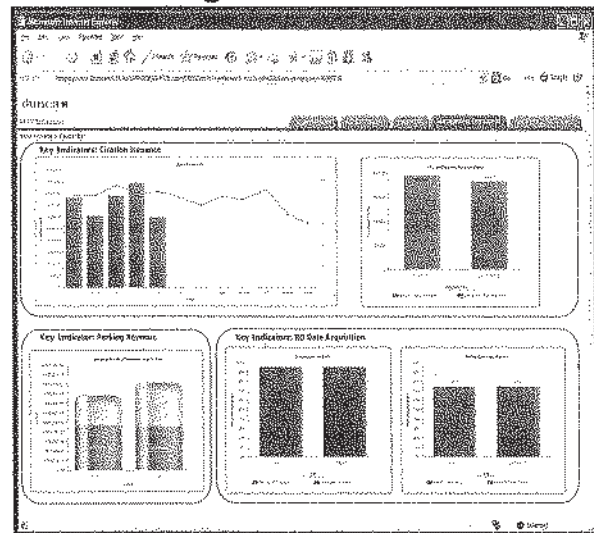
Duncan will deliver a management dashboard that provides summary level project information to executive

As a component of Duncan's reporting services we will continue to provide the City with a "management dashboard." This innovative functionality allows authorized City users access to a wealth of summary-level of program information directly from their desktop. We will continue to provide this feature to allow executive and management-level City personnel a direct window into the inner operations of the project, demonstrating our confidence in project operations and our commitment to building a collaborative relationship with the City.

The Key to Our Success will be Our People

To provide the type of solutions and products described above, our management team has expanded greatly in the last six years as we have attracted some of the leading professionals in the parking industry. They include the former Parking Administrator for the City of Clearwater, FL, the former Parking Administrator for the cities of Denver and Kansas City, and the former heads of ACS' parking ticket processing business, and parking management consulting practice. In addition, the former heads of ACS's West Coast operation, RMV Director, Information Technology Director and Systems support Director. Together they have over 100 years experience operating and/or supporting dozens of the most successful parking ticket processing programs in the country. We will continue to hire such experts to better serve our clients.

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A No Risk Proven Implementation Approach Ensures a Smooth and Timely Transition

With the core functionality of the City's system already in place, there is literally zero risk of the City to continue to partner with Duncan. Duncan's project plan for the City of Somerville will continue to build on our well-documented track record of well-planned and well-executed program transitions, utilizing experienced leaders and resources and applying lessons learned and best practices refined over 10 years and through more than 200 successful program implementations.

The steps required for our successful implementation will include the following:

- Site Surveys and Preparations for Installation and Operation of the System

- Installation of Upgraded Hardware and Software and System Initialization

- Perform Unit and Interface Tests

- Maintain Existing Development Test System for City Use in Training Personnel

- Refresh and Provide User Manuals

- Re-Train City Personnel

- Provide System Management Reports

Why Continue to Partner with Duncan?

The City's parking program touches thousands of citizens and visitors each year and generated nearly $6.9 million in parking fine revenue in the most recent fiscal year. We believe there is ample evidence that the City will be best served during the next contract term by continuing to partner with Duncan.

We will enhance existing functions designed to improve customer service, increase user productivity, reduce costs, and increase collections. Enhancements include integrating and offering on-line additional functions such as the RPP renewal application and permit payment option via the Internet. We will also offer the City new hand held ticket writing units. By integrating the handhelds with technology to support the Resident Permit Parking Program, officers will have the ability to authenticate permits thus saving the City additional time and money.

We encourage the City to consider the benefits of our services and products together, recognizing that the reliable revenue stream derived from the City's parking program is based on the advanced functionality and system security of our industry-leading parking solutions. Our proven expertise in registry name and address processing, non-renewal processing, and accuracy in noticing increases both the enforcement of the program and the parking revenues. Duncan offers dynamic system and services that will optimize the City's programs and minimize staffing requirements and costs. Being the incumbent, Duncan is offering a no risk - no revenue interruption solution with additional technologies.

Duncan's sole business is on-street parking. Our exclusive focus is on serving municipal parking programs and none of our resources will be diverted by unrelated businesses or concerns. In fact, Somerville will be our second largest east coast ticket processing client and will be treated accordingly. To demonstrate that we have the experience and capabilities to execute the City's scope of work, we have taken the liberty of providing the following "self-assessment" based on the RFP's comparative evaluation criteria.

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Duncan's Assessment		
Requirement	**Evidence of Compliance**	**Rating**
1. Processing Capability		
Interface capabilities with departments of motor vehicles:		
Handling of Data Requests – more than 5,000 registrant data requests made and received weekly	Duncan provides registrant request services for all of our violation processing clients. A representative sample of our capabilities from clients of varying size is presented below: ● **Milwaukee, WI:** 18,750 requests made and received weekly ● **Pittsburgh, PA:** 6,250 requests made and received weekly ● **Alexandria, VA:** 1,675 requests made and received weekly ● **Inglewood, CA:** 1,675 requests made and received weekly ● **Fairfax, VA:** 1,500 requests made and received weekly ● **Arlington, VA:** 750 requests made and received weekly	*Highly Advantageous*
Handling of Mark Transactions – more than 3,000 mark transactions attempted and successfully completed monthly	Duncan provides registration marking services for most of our violation processing clients. A representative sample of our capabilities from clients of varying size is presented below: ● **Milwaukee, WI:** 7,700 Mark transactions attempted and successfully completed monthly ● **Fairfax County, VA:** 520 Mark transactions attempted and successfully completed monthly ● **Alexandria, VA:** 240 Mark transactions attempted and successfully completed monthly ● **Inglewood, CA:** 10 Mark transactions attempted and successfully completed monthly	*Highly Advantageous*
Handling of Clear Transactions – more than 3,000 clear transactions attempted and successfully completed bi-weekly	Duncan Solutions provides registration marking services for most of our violation processing clients. A representative sample of our capabilities from clients of varying size is presented below:	*Highly Advantageous*

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Duncan's Assessment		
Requirement	**Evidence of Compliance**	**Rating**
	• **Milwaukee, WI:** 3,850 clear transactions attempted and successfully completed bi-weekly • **Fairfax County, VA:** 85 clear transactions attempted and successfully completed bi-weekly • **Inglewood, CA:** 240 clear transactions attempted and successfully completed bi-weekly • **Alexandria, VA:** 35 clear transactions attempted and successfully completed bi-weekly	
2. Documentation of annual processing (for at least two consecutive years) of newly issued violations.		

Processing more than 250,000 newly issued violations	Top volume violation processing projects:
	
	• **Inglewood, CA Consortium (65 municipalities):** 2,200,000. Including the following:
	    ○ **San Diego, CA:** 250,000 violations
	    ○ **Sacramento, CA:** 200,000 violations
	    ○ **Walnut Creek, CA:** 70,000 violations
	    ○ **Inglewood, CA:** 65,000 violations
	    ○ **Monterey, CA:** 50,000 violations
	
	• **Milwaukee, WI*:** 1,000,000 violations
	• **Pittsburgh, PA*:** 300,000 violations
	• **Arlington County, VA:** 220,000 violations
	• **Evanston, IL*:** 180,000 violations
	• **Alexandria, VA:** 90,000 violations
	• **Fairfax County, VA*:** 73,000 violations
	• **Fargo, ND:** 70,000 violations
	
	* In operation for over two years.
		Highly Advantageous

3. Documented experience with departments of motor vehicles in implementing the automated marking and clearing procedures for license-registration non-renewals.		
More than four years of	Duncan interfaces with various departments of	*Highly*

Duncan's Assessment		
Requirement	**Evidence of Compliance**	**Rating**
experience implementing the automated marking and clearing procedures with departments of motor vehicles	motor vehicles, including the Massachusetts RMV, for all of our violation processing clients. We have direct and indirect interfaces with all states where such interfaces with third parties are permitted by law. Sample capability profiles are presented below: ● **Wisconsin, Illinois, Indiana, Minnesota:** For more than 10 years, in support of our various projects in the State of Wisconsin, Duncan has maintained automated interfaces with the Wisconsin DMV and DMVs in surrounding states (IL, MI, IN, MN) since 1998. ● **Virginia:** More than four years ago, Duncan worked with the Virginia Department of Transportation (VDOT) and Fairfax County to develop an electronic interface with VDOT to process registration holds and releases automatically. Fairfax was the first jurisdiction in Virginia to establish this new process, and we have since rolled out the process to other Duncan clients in the State. In 2008, Duncan performed more than 150,000 registered owner information requests. ● **Pennsylvania:** Duncan has more than three years of experience directly interfacing with the Pennsylvania DMV.	*Advantageous*
4. Vendor must identify a designated Project Manager(s) for all aspects of the City of Somerville's contract.		
Project Manager with ticket processing experience - a project manager with more than three years of ticket processing experience	Ron Given has over 15 years experience in the ticket processing industry. Most recently, Mr. Given has served as a Duncan Project Manager for our Eastern Operations since 2010, during which time he has been responsible for the day-to-day management of numerous accounts and some of Duncan's most complicated and challenging project implementations.	*Highly Advantageous*
Project Manager with residential parking program experience - a project manager with more	Ron Given has acquired extensive experience with residential parking programs through his 15 years in the industry.	*Highly Advantageous*

	Duncan's Assessment	
Requirement	**Evidence of Compliance**	**Rating**
than three years of residential parking program (RPP) experience		

5. Documented ability to provide a Residential Permit Parking Program.

Three - five years experience providing a Residential Permit Parking Program	Duncan has implemented four residential and other permit parking programs for clients referenced below:
	
	• **Milwaukee, WI, 160,000 Permits per year:** Since 2002, Duncan has provided the City of Milwaukee permit parking services through our AutoPROCESS system. Highlights of our permit program for Milwaukee include:
	
	    o The functionality is fully integrated into our AutoPROCESS parking ticket processing module, enabling the resolution of parking violations issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking citations
	
	    o Motorists can pay for and receive parking permits at strategically located Kiosk payment stations which are fully integrated with Duncan's AutoPROCESS system permit module.
	
	    o AutoPROCESS' cashiering module accepts payments for outstanding balances for parking tickets and new permit sales in a single transaction
	
	• **Berkeley, CA 10,000 Permits per year respectively:** As a part of the Inglewood Consortium in 2007, Duncan implemented permit programs using AutoPROCESS in the City of Berkley.
	
	• **Montgomery County, MD; 90,000 per year:** Our most recent residential permit parking program began implementation in autumn 2008.
		Highly Advantageous

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Duncan's Assessment		
Requirement	**Evidence of Compliance**	**Rating**
6. References to support the information provided in comparative evaluation criteria #1 through #5.		
Positive response from Municipal References and Municipalities are of a uniformly high quality.	Our client references are Milwaukee, WI; Pittsburgh, PA; Alexandria, VA. Contact information is provided in Proposal Section 3.6.	*Highly Advantageous*
7. Sample Reports.		
Proposer's reports provide all the necessary information and are easy for Management & Staff to read.	AutoPROCESS allows authorized users to perform real-time, custom queries of all the information in the production database, providing accurate, up-to-the-minute program information to users, including ad hoc reports that can be developed at a client's desktop. Conversely, the reporting tools in a mainframe-based system present information in rigid, pre-determined formats and custom reports require time and expense for off-site system programming staff. To the extent that "ad hoc" reporting is available in mainframe systems, it is based on a very limited subset of ticket information, which is downloaded into a separate "data warehouse" that is not user friendly, not complete, and not up-to-date.	*Highly Advantageous*

Finally, since our inception, we have focused on operational best practices and the deployment of cost-effective technology to keep our cost structure low. While we have grown substantially, we have very low overhead that further keeps our costs down. We can pass these low costs on to our clients in the form of lower prices than they are used to paying. Most importantly, our track record demonstrates that we can meet all of the delivery requirements of this RFP at our proposed price without compromising the delivery of exceptional service to City citizens and staff.

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Summary

We recognize that Somerville's on-street parking management program has a long-standing reputation as a well-run operation. In fact, with annual issuance of over 175,000 tickets within slightly more than four square miles, the City's program is known as the "Gold Standard." Today, Duncan, with the resources and integration of Citation Management, Enforcement Technology, Duncan Technologies, Reino Parking Systems and LES is the leading innovator in the parking industry. We recognize the rapid pace of change in technology, and the increased expectations that citizens and municipalities have regarding customer service, ease of payment and cost efficiency. In response, we have assembled a set of services, systems, and people to help local governments meet these challenges for their parking operations. We believe strongly that Duncan and our entire team represent the best partner for the City of Somerville's parking program. We are absolutely committed to Somerville and all of our corporate resources, including our executives and top managers, will be focused on this contract to ensure it is a success and that we help the City elevate its program from gold to platinum status.

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3. Comparative Evaluation Criteria

Processing Capability

The Proposal shall provide all details regarding relevant experience and reputation with regards to: (a) effectiveness in violation processing, noticing and collections(b) management information systems; (c) effectiveness in interfacing, retrieving and processing registrant data from motor vehicle agencies; (d) interfacing and processing non-renewal mark and clear transactions to motor vehicle agencies.

3.1 PROCESSING CAPABILITY

The Proposer shall provide as evidence of interface capabilities with State Departments of Motor Vehicles:

Duncan is without peer in the acquisition of DMV registered owner (RO) data, which is essential to generating peak revenue from ticket processing and collections activities. Any effort to pursue delinquent parking ticket debt is contingent upon identifying the owner of the ticketed vehicle. For over twenty four years, Duncan has worked with DMVs across the nation to quickly obtain registered owner name and address information for the operation of parking ticket processing programs.

We have demonstrated capabilities through our DMV relationships, and have the capability of obtaining RO data from all 50 states, the District of Columbia, and Canadian provinces (where legal). Nationally, our DMV hit rate exceeds 85 percent, and in Massachusetts we exceed 90%.

The Duncan Team monitors our success rate for name and address acquisitions through a hit rate analysis. The "hit rate" represents the numbers of times a vendor receives an accurate name and address from the DMV as a percentage of the total number of requests for such information. This hit rate is vital to the financial success of our client's parking ticket processing program as each hit rate percentage point has the potential to translate into hundreds of thousands of dollars in revenues. We understand the importance of obtaining accurate registered owner information on a timely basis and the impact it has on revenue collection and overall program performance. As such, we continuously fine tune our processes and technical approaches so that we can ensure that our hit rates exceed industry standards.

As a strategic partner, the Duncan Team uses Nlets (National Law Enforcement Telecommunications System), in combination with direct DMV access and other DMV data sources to enhance acquisition of registered owner information. To that end, through our comprehensive program we provide DMV registered owner name and address acquisition services for all 50 States and the District of Columbia, provided the City can obtain the required authorizations from the registered owner sources. Our active relationships with all other DMVs have led to our personnel developing an in-depth knowledge of DMV rules and the methods to achieve efficient DMV interfaces.

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A -- HANDLING OF DATA REQUESTS

Processing Capability	
Handling Data Requests	
Duncan Self Assessment	**Highly Advantageous** Proposer has more than 5,000 registrant data requests made and received weekly.
	Advantageous: Proposer has between 4,000 - 5,000 registrant data requests made and received weekly.
	Not Advantageous: Proposer has between 3,000 - 4,000 registrant data requests made and received weekly
	Unacceptable: Proposer has less than 3,000 registrant data requests made and received weekly.
Supporting Information	Duncan provides registrant request services for all of our violation processing clients. A representative sample of our capabilities from clients of varying size is presented below: • **Inglewood, CA Consortia:** 21,790 requests made and received weekly • **Milwaukee, WI:** 18,750 requests made and received weekly • **Pittsburgh, PA:** 6,250 requests made and received weekly • **Alexandria, VA:** 1,675 requests made and received weekly • **Fairfax, VA:** 1,500 requests made and received weekly • **Arlington, VA:** 750 requests made and received weekly

B -- HANDLING OF MARK TRANSACTIONS

Handling of Mark Transactions	
Duncan Self Assessment	**Highly Advantageous:** Proposer has more than 3,000 mark transactions attempted and successfully completed monthly.
	Advantageous: Proposer has between 2,000 - 3,000 mark transactions attempted and successfully completed monthly.
	Not Advantageous: Proposer has between 1,000 - 2,000 mark transactions attempted and successfully completed monthly.
	Unacceptable: Proposer has less than 1,000 mark transactions attempted and successfully completed monthly.
Supporting Information	Duncan provides registration marking services for most of our violation processing clients. A representative sample of our capabilities from clients of varying size is presented below: • **Inglewood, CA Consortia:** 13,000 Mark transactions attempted and successfully completed monthly • **Milwaukee, WI:** 7,700 Mark transactions attempted and successfully completed monthly • **Fairfax, VA:** 520 Mark transactions attempted and successfully completed monthly • **Alexandria, VA:** 240 Mark transactions attempted and successfully completed monthly

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B — HANDLING OF CLEAR TRANSACTIONS

Handling of Clear Transactions		
Duncan Self Assessment	**Highly Advantageous:** Proposer has more than 3,000 clear transactions attempted and successfully completed bi-weekly.	✓
	Advantageous: Proposer has between 2,000 - 3,000 clear transactions attempted and successfully completed bi-weekly.	
	Not Advantageous: Proposer has between 1,000 - 2,000 clear transactions attempted and successfully completed bi-weekly.	
	Unacceptable: Proposer has less than 1,000 clear transactions attempted and successfully completed bi-weekly.	
Supporting Information	Duncan provides registration marking services for most of our violation processing clients. A representative sample of our capabilities from clients of varying size is presented below: • **Inglewood, CA Consortia:** Approximately 5,800 clear transactions attempted and successfully completed bi-weekly • **Milwaukee, WI:** 3,850 clear transactions attempted and successfully completed bi-weekly • **Fairfax, VA:** 85 clear transactions attempted and successfully completed bi-weekly • **Alexandria, VA:** 35 clear transactions attempted and successfully completed bi-weekly	

3.2 DOCUMENTATION OF ANNUAL PROCESSING

Documentation of annual processing (for at least two consecutive years) of newly issued violations:

Annual Processing Volumes		
Duncan Self Assessment	**Highly Advantageous:** Proposer processing more than 250,000 newly issued violations.	✓
	Advantageous: Proposer processing between 200,000 - 250,000 newly issued violations.	
	Not Advantageous: Proposer processing between 150,000 - 200,000 newly issued violations.	
	Unacceptable: Proposer processing less than 150,000 newly issued violations	
Supporting Information	As a nationwide leading provider violation processing services, Duncan processes more parking violations than nearly all of our competitors. Annually, we process approximately 5,900,000 violations across all of our clients. Three of our highest volume clients each process more than 300,000 violations per year; and six projects (including Oakland, San Diego, and Sacramento, in the Inglewood Consortia) each process more than 200,000 violations. A sample of our top nine clients, by volume accounts for more than 4.2 million violations. The list below shows a cross-section of Duncan's top volume citation processing projects: • **Inglewood, CA Consortia (65 municipalities):** 2,200,000. Including the following: ○ **San Diego, CA:** 250,000 violations ○ **Sacramento, CA:** 200,000 violations ○ **Walnut Creek, CA:** 70,000 violations ○ **Inglewood, CA:** 65,000 violations ○ **Monterey, CA:** 50,000 violations	

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Annual Processing Volumes
Milwaukee, WI: 1,000,000 violations   **Pittsburgh, PA**: 300,000 violations   **Arlington, VA**: 220,000 violations   **Evanston, IL**: 180,000 violations   **Alexandria, VA**: 90,000 violations   **Fairfax County, VA**: 73,000 violations   **Fargo, ND**: 70,000 violations   Of projects listed above, Milwaukee, Pittsburgh, Alexandria, Evanston, Fairfax County have each been in operation for over two years.

3.3 DOCUMENTED EXPERIENCE

Documented experience in implementing the automated marking and clearing procedures for license-registration non-renewals.

RMV Experience	
Highly Advantageous: Proposer has more than four (4) years of experience implementing the automated marking and clearing procedures	✓
Advantageous: Proposer has between 3 - 4 years of experience implementing the automated marking and clearing procedures.	
Not Advantageous: Proposer has between 2 - 3 years of experience implementing the automated marking and clearing procedures.	
Unacceptable: Proposer has less than two (2) years of experience implementing the automated marking and clearing procedures.	

Duncan interfaces with RMVs and DMVs for all of our violation processing clients, including the Massachusetts RMV (in support of the City of Springfield). We have direct and indirect interfaces with all states where such interfaces with third parties are permitted by law. Our active relationships with all other RMV/DMVs have led to our personnel developing an in-depth knowledge of RMV rules and the methods to achieve efficient RMV interfaces (e.g., automated, tape, disk or on-line). Our overall experience with state RMVs covers every state in the US with the limited exception of those which prohibit access to registered owner information by statute. (In such cases, Duncan maintains contacts to obtain access to this information in the future.)

A representative sample of our capabilities from clients of varying size is presented below:

- **Wisconsin, Illinois, Indiana, Minnesota**: More than ten years. In support of our various projects in the State of Wisconsin, Duncan has maintained automated interfaces with the Wisconsin DMV and DMVs in surrounding states (IL, MI, IN, MN) since 1998.

- **Virginia**: More than four years. Duncan worked with the Virginia Department of Transportation and the County to develop an electronic interface with the Virginia Department of Transportation (VDOT) to process registration holds and releases automatically. Fairfax County was the first agency set up to use the new process, and we have sionce rolled out the process ot other Duncan clients in the State. In 2008, Duncan performed more than 150,000 registered owner information requests with the VDOT.

- **Pennsylvania**: Duncan has more than three years of experience directly interfacing with the Pennsylvania DMV.

- **California**: Based on year-to-date figures gathered in support of our Inglewood Consortia project, Duncan estimates that we will process approximately 2.8 million registered owner requests in our first year.

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3.4 DESIGNATED PROJECT MANAGER

Vendor must identify a designated Project Manager(s) for all aspects of the City of Somerville's contract.

Duncan's Project Manager, Ron Given has supported more than 50 major parking projects for Duncan; his extensive experience will contribute to a smooth transition and a high-performing ongoing operation.

Duncan's veteran Project Manager, Ron Given is a results-driven manager with more than 15 years of proven experience in direct project management, development, and training in the parking industry. Comprehensive, in-depth experience across all Parking Project Management disciplines. He holds a firm grasp on all aspects of the parking industry, logistics management and with the ability to analyze existing operation, process and technologies to improve productivity and efficiency. Mr. Given has completed critical implementations for Duncan that has an annual violation generation of approximately 2 million citations per year. In total, Mr. Given has contributed to over 50 major projects.

3.4.A Ticket Processing Experience

a. Project Manager with ticket processing experience:

Project Manager	
Project Manager with Violation Processing Experience	
Highly Advantageous Proposer has identified a project manager with more than three (3) years of ticket processing experience.	✓
Advantageous: Proposer has identified a project manager with between 2 -3 years of ticket processing experience.	
Not Advantageous Proposer has identified a project manager with between 2 -3 years of ticket processing experience.	
Unacceptable: Proposer has identified a project manager with less than two (2) years of ticket processing experience.	

Ron Given has fifteen years experience in the ticket processing industry. Most recently, Mr. Given has served as Duncan Vice President East Coast from 2010 to present. As a Project Manager for the past five years, Mr. Given has been responsible for the day to day management of numerous accounts of varying sizes, as well as some of Duncan's most complicated and challenging project implementations. Recent highlights of Mr. Given's project management experience include the following:

- Mr. Given supports the management of Duncan's largest single East Coast ticket processing contract for Montgomery County, MD
- Mr. Given successfully completed numerous projects in high pressure situations and the East Coast office he oversees is responsible for the processing of almost 2 million citations annually.
- Mr. Given successfully implemented Duncan's newest ticket processing project in New Haven, CT

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3.4.B Residential Parking Program Experience

b. Project Manager with residential parking program experience:

Project Manager with Residential Parking Program Experience:	
Highly Advantageous: Proposer has identified a project manager with more than three (3) years of residential parking program experience.	✓
Advantageous: Proposer has identified a project manager with between 2 -3 years of residential parking program experience. .	
Not Advantageous: Proposer has identified a project manager with between 2 -3 years of residential parking program experience.	
Unacceptable: Proposer has identified a project manager with less than two (2) years of residential parking program experience.	

Ron Given has acquired extensive experience with Residential Parking Programs through his fifteen years in the parking industry, including five as a Project Manger. His Residential parking Program experience is highlighted below:

- **Montgomery County, MD, 2008 – Present:** Ron is an integral part of the management team for Duncan's Montgomery County project. The Residential Parking Program component of the Montgomery County project includes 200,000 residential parking permits.

- **Other Residential Program Experience:** While Mr. Given's most extensive Residential Parking Program experience is focused on Montgomery County, he has leveraged that experience to support the implementation of Residential Parking Programs in Berkley, CA, Milwaukee, WI, and Pasadena, CA.

3.4.5 Resume – Ron Given

Program Manager

Summary of Qualifications

As the program manager, Mr. Given will be committed to this project for its duration. This project will have executive-level oversight and Mr. Given will be backed by an operational and functionally experienced team of resources from Duncan. With more than 17 years senior level experience in municipal parking program operations, consulting and sales, Mr. Given works with customers to improve their on-street parking management and enforcement programs.

Professional Experience

Duncan Solutions, Inc., Vice President – Operations   *2009 – Present*

Manages East Coast operations office with responsibilities for client relationships, service delivery, contract performance, human resources, P&L, and office management.

Duncan Solutions, Inc., Vice President – Products and Solutions   *2007 – 2009*

Responsible for consulting, sales and account management for municipal customers in Southern and Eastern States. involving parking enforcement and metering solutions.

Citation Management, Business Development Manager   *2005-2007*

Recruited to provide key sales and operational support for citation management business. Consulted with internal clients to provide expertise, develop strategies, and implement best practices for operational/

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technical/ process efficiencies. Collaborated with diverse team of company professionals to secure new business in state and local government procurements. Supported large and strategic city contracts.

ACS State and Local Solutions, Senior Operations Analyst   *2000 – 2005*

Provided key sales and operational support across 3 lines of business, reporting to COO of parking and transportation unit and working on multimillion-dollar business development opportunities and operational performance improvement strategies. Scope of responsibility includes risk management, sales/marketing, client relationships, quality assurance, and solution development. Consult with internal clients to provide expertise, develop strategies, and implement best practices for operational/technical/process efficiencies.

Lockheed Martin-Tenix Joint Venture, Implementation and Quality   *1998 – 2000*
Assurance Manager

Relocated to Australia for 2-year overseas assignment as key member of 4-person company and contract start-up team. Reported to General Manager and Director of Operations; supervised staff of 4 analysts and served as primary liaison to government managers of $50 million fines management outsourcing contract, establishing productive client relations.

Lockheed Martin IMS, Various Positions   *1990 – 1998*

Managed $2 million, full-service parking ticket processing and customer service contract. Directed operational activities, budget, personnel, and client relationships, with focus on revenue and margin targets. Participated in series of $3-5 million public-sector contract procurements and implementations.

Education

BA, International Studies, Cum Laude; American University, Washington, D.C., Class of 1993

3.5 RESIDENTIAL PERMIT PARKING PROGRAM

Duncan will leverage our significant experience implementing and operating residential parking programs to ensure the seamless implementation and operation of such a program in the City of Somerville.

Duncan operates three successful residential permit parking programs and is currently in the process of implementing a fourth. Our longest standing residential permit program has been operational in the City of Milwaukee, WI since 2002, exceeding the City's three to five year requirement for a highly-advantageous evaluation. All of our residential permitting programs are managed by our AutoPROCESS citation processing application, the same application we have proposed to support the City of Somerville. Duncan has integrated permit issuance and renewal into the AutoPROCESS application to streamline operations and ensure that all permit and ticket information is accessible in a single database. Our experience is detailed in the table below.

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Ability to Provide a Residential Permit Parking Program

Duncan Self Assessment	**Highly Advantageous:** Proposer has provided documentation of 3 - 5 years experience providing a Residential Permit Parking Program.	✓
	Advantageous: Proposer has provided documentation of 1 -2 years experience providing a Residential Permit Parking Program.	
	Not Advantageous: Proposer has provided that a software program is available for a Residential Permit Parking Program.	
	Unacceptable: Proposer has no program available to provide a Residential Permit Parking Program.	

Supporting Information	Duncan is excellently positioned to provide the City of Somerville with its residential permit parking program. We have implemented four residential and other permit parking programs for clients across the nation. In the bulleted list below we describe our six years of experience with residential permit parking programs.
	
	 • **Milwaukee, WI, 160,000 Permits per year:** Since 2002, Duncan has provided the City of Milwaukee residential permit parking services through our AutoPROCESS system. Highlights of our permit program for Milwaukee include:
	    o The functionality is fully integrated into our AutoPROCESS parking ticket processing module, enabling the resolution of parking citations issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking citations;
	    o Motorists can pay for and receive parking permits at strategically located Kiosk payment stations which are fully integrated with Duncan's AutoPROCESS system permit module.
	    o AutoPROCESS' cashiering module accepts payments for outstanding balances for parking tickets and new permit sales in a single transaction;
	 • **Berkley and Oakland, CA; 60,000 and 10,000 Permits per year respectively:** As a part of the Inglewood Consortium in 2007, Duncan implemented permit programs using AutoPROCESS in the Cities of Berkley and Oakland.
	 • **Montgomery County, MD; 90,000 Permits per year:** Our most recent residential permit parking program began implementation in autumn 2008.	

3.6 REFERENCES

As demonstrated in the references below, Duncan's track record of successful performance covers every aspect of the City's scope of services, and meets or exceeds the City's standards for a highly advantageous evaluation.

To provide evidence in support the our response to the City's comparative evaluation criteria, Duncan is pleased to provide three references for operations that we have had the opportunity to support and perform over the past several years. These references include both long-term and relatively newer clients, but we believe you will find that each client is uniformly pleased with Duncan's service, expertise, and technology and that each has observed a material improvement in program operations since the beginning of our collaboration.

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City of Milwaukee, Wisconsin

Name	Cindy Angelos
Title	Parking Finance Administrator
Direct Phone	(414) 286-2404
Email Address	cindy.angelos@milwaukee.gov
Start Date	1998

Agencies Served — Department of Public Works, Parking Department, Police Department

Annual Issuance — 1,000,000 Citations

Services Provided
- Citation Processing and Delinquent Collections
- Customer Service and Citation Issuance Support
- Cashiering Work Stations
- 72 AutoCITE Handheld Devices

Duncan has been processing City of Milwaukee parking, traffic, and municipal citations since May of 1998. Our contract with the City includes the provision of all related software and hardware and to operate an AutoPROCESS network with more than 150 touch points across the City. Our systems support City Tow Desk and Tow Lot operations and we provide the facilities and staff for three decentralized payment sites. This is a full turnkey operation as we provide all hardware, software and operate all citation processing services including a call center and correspondence processing. We also provide 72 AutoCITE handhelds.

In 2007, we processed approximately one million citations and handled $20.5 million for the City. Since taking over responsibility for citation processing services in 1998, total parking citation revenue has risen from $11 million to $21 million in 2006. In 1997, the City's previous vendor collected $1.7 million in delinquent citations. Duncan systems and methodology have resulted in increased collections of delinquent citations every year since. In 2006, we collected $7.2 million in delinquent citations. On a monthly basis, our call centers handle over 40,000 customer service calls.

Since the initiation of Duncan services in Milwaukee, we have assisted the City in reengineering its parking enforcement activities and added several new features to add value to the parking management system. These include:

- Integration of the City's Night Parking Permit system to AutoPROCESS and expansion of the number of locations where permits may be purchased.
- Set up and implementation of payment kiosks at a number of key locations, which offer citizens the ability to purchase parking permits and/or pay parking citations at ATM-type devices.
- The integration of an Interactive Voice Response (IVR) system and Internet payment system to complement our other customer service features.
- Enhancement of the AutoPROCESS Boot/Tow module and addition of a customer-designed program to support the process of selling unclaimed vehicles at bid.
- Automation and management of the process for refunding overpayments.
- Implementation of a state authorized Tax Refund Intercept Program (TRIP) that has generated over $7.7 million since 2003.

Our contract with the City of Milwaukee also provides an example of another important element of Duncan experience – system conversion and implementation. On Wednesday, April 29, 1998 the City's former vendor, ACS (then Lockheed Martin IMS) ceased processing operations. At 7:00AM Friday, May 1, 1998 we picked up the conversion data (4,146,538 parking citation records) in New York, flew back to Milwaukee and began the conversion at 10:00AM. On Sunday, May 3rd at 10:00AM, the AutoPROCESS system had converted 543,245 open parking citation records dating back to January 1996. On May 4, 1998 the Milwaukee AutoPROCESS system began live production with over 150 workstations on a Windows NT/Oracle network throughout the City including nine POS cashiering workstations at three payment centers and the City Tow Lot. By May 7th the remainder of the old open parking citations (>600,000) dating back through 1991 from ACS were successfully converted to the Duncan database, thereby effecting a complete and successful transition to Duncan operational control.

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City of Pittsburgh, Pennsylvania

Name	Nancy Davis
Title	Parking Court Administrator
Direct Phone	(412) 560-7222
Email Address	ndavis@pittsburghparking.com
Start Date	2005

Agencies Served	Pittsburgh Parking Authority
Annual Issuance	300,000 Citations
Services Provided	• Citation Processing
	• Adjudication/Court Support
	• Delinquent Collections
	• Booting and Towing Services
	• Citation Issuance Interface

As the result of a highly competitive procurement, the City of Pittsburgh, PA awarded a broad-based parking management services contract to Duncan in March of 2005. The contract required us to provide for the operation of the Pittsburgh Parking Court; a full-featured citation management system; citation processing services; the development and operation of a booting and towing program; customer service features that included a call center, web-based and phone-based payment capabilities and multiple walk-in cashiering stations; and integration of AutoPROCESS with the City's existing handheld devices..

The City of Pittsburgh was mandated by the Pennsylvania State Legislature to remove parking ticket collection, adjudication and vehicle immobilization from the control of the City and to transfer these responsibilities to the Pittsburgh Parking Authority (PPA). The PPA had a requirement for a complete citation management system to include a full featured multi-functional payment system, parking court adjudication as well as a need to develop a complete booting and towing program. At the time, the PPA had no experience in the process of parking ticket management and was in need of a ground floor solution to help manage this new State-mandated requirement.

Duncan was awarded the contract with the understanding that we would be able to deliver all of the requirements of the RFP by the stated deadline of July 5, 2005. This deadline put our project management and implementation expertise to the test. We began work in mid-March and, with diligent cooperation from the City and were able to install all key components of the system over the 4th of July weekend. On July 5, 2005, the citation management system was operational.

On October 3rd, we implemented a fully integrated booting and towing program to enhance PPA's overall enforcement management program. To do so, we incorporated mobile license plate recognition (MLPR) technology to quickly and efficiently identify vehicles that are "boot eligible" per PPA defined scofflaw rules. Through the first month of operation, 175 scofflaw vehicles were booted or towed for outstanding parking citations. The PPA reported that, previously, the City was booting no more than 10 vehicles per month. This significant increase can be attributed to Duncan's operational expertise and the "toolkit" we developed for our operations on behalf of the PPA.

Prior to implementing Duncan ticket process and collection services, ticket payment revenue in Pittsburgh averaged $3 million per year. Through the implementation of our services, which included a secondary collection program and the introduction of the scofflaw booting program, Duncan has helped the PPA increase citation revenue to over $6 million in 2006.

We have continued to refine the operation and are working with the PPA on-site and remotely to improve their operations. Specifically, we moved the Pittsburgh Parking Court that we operate to a new, permanent location in the heart of Pittsburgh's Central Business District. In doing so, the PPA was able to take advantage of our parking management and operational expertise in developing the design and the layout of the new parking court and payment center.

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City of Alexandria, Virginia

Name	David Clark
Title	Treasurer
Direct Phone	(703) 838-4779
Email Address	david.clark@alexandriava.gov
Services	Delinquent Collections/Citation Processing/Handhelds
Start Date	2000

Agencies Served   Treasury Department, Police Department

Annual Issuance   90,000 Citations

Services Provided
- Citation Processing and Delinquent Collections
- Customer Service and Citation Issuance Support
- Administrative Adjudication
- 35 AutoCITE Handheld Computers

Through competitive procurement, Duncan, instead of the incumbent vendor, was awarded a parking citation management services contract with the City of Alexandria, VA in May of 2000. The contract required all the related software and hardware software and operation of processing services including a call center and correspondence processing; a full-featured citation management system; adjudication services; delinquent citation collections; and the provision of 35 AutoCITE handheld units.

Implementation of our services required that we integrate our cashiering solution with equipment and systems already in place at the City's Finance Division and impound lot. This integration effort offers an excellent example of our ability to interface AutoPROCESS with other systems already in place. Instead of operating our cashiering sites solely for the payment of parking citations, the City wanted to be able to accept those payments at the City's cashiering station in City Hall. Using the system provided by their prior vendor, Lockheed Martin IMS, accepting parking ticket payments at City Hall required the cashier to enter data into both the City cash register system and the Lockheed Martin IMS processing system. Since the Lockheed Martin system could not be integrated to the cash register system, the cashier had to get up and make two separate trips to the parking system terminal each time a customer wanted to pay a parking citation.

Duncan and the City both recognized that this was an unacceptable practice that needed to be remedied. Because both AutoPROCESS and the cash register system were Windows applications, we were able to work with the manufacturer of the cash register system to accomplish a true integration of the two products. Now, when a customer comes to the City Hall in Alexandria to pay a parking citation, the clerk processes the entire transaction in the cash register system their workstation. The payment is posted immediately to both AutoPROCESS and the City's system and detailed reports are produced to support daily cash balancing.

In 2004, we processed approximately 88,500 citations. While citation issuance has leveled to about 90,000 over the past several years, revenue generation continues to increase. Over the past four years, we have captured an average of $2.7 million in citation revenue for the City and anticipate continuing that trend in 2007. As a testament to our success in Alexandria, Duncan recently participated in a competative reprocurement in 2005 and was subsequently re-awarded the contract.

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3.7 SAMPLE REPORTS

AutoPROCESS provides a suite of reports that satisfy the City's standard reports requirements.

AutoPROCESS provides a powerful and comprehensive suite of standard reports for management review, analysis and decision support directly from the production database. As instructed, we have presented sample reports in Proposal Section 4.0, Standard Reports. The table below describes how Duncan's report suite meets the City's requirements for Standard Reports.

Sample Reports		
Duncan Self Assessment	**Highly Advantageous:** Proposer's reports provide all the necessary information and are easy for Management & Staff to read.	✓
	Advantageous: Proposer's reports provide all the necessary information and are easy for Management & Staff to interpret.	
	Not Advantageous: Proposer's reports provided are not easy for Management & Staff to interpret.	
Supporting Information	Duncan's sample reports can be found in Proposal Section 4.0, Reports. The	

City Required Report	Duncan Report Solution
1. Daily on-line Cashiering Report	Cash Drawer Summary Report, Cash Drawer Transaction Edit Report, Cash Drawer Adjustments Summary Report
2. Daily on-line Dispositions Report	Current Open Citations, Outstanding NSF Service Fees Report, Cleared Citations Report, Citation Closed Reason Report, Suspended Citations Report, Citations at Collection (if required)
3. Daily Reports on Pay by Phone Activity	Summary of Daily Payments Received, Payments Received Report, Citation Payments After Activity Report, Payment Batch Summary Report by Transaction Date
4. Daily Reports on Internet Payments	Summary of Daily Payments Received, Payments Received Report, Citation Payments After Activity Report, Payment Batch Summary Report by Transaction Date
5. Daily Reports of Computer Generated Processing & Updates	Citation Processing Activity Report
6. Split Plate Report	Paid Violation Split Report
7. Monthly Noticing Activity Report	Online display at citation level, Easy ad hoc at report

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Sample Reports

8.	Monthly Activity Summary Report	Citation Processing Activity Report
9.	Weekly Hot Sheet	Hot Sheet Report, Hot Sheet Report (Vehicle Only)
10.	Weekly Scheduled Hearing Report	Review Report, Contested Citation Report, Court Docket Report, Court Docket by Officer Report, Inquiry Statistics Summary Report
11.	Monthly Voided Ticket Report	Citation Closed Reason Report
12.	Monthly Missing Ticket Report	Ticket Book Issuance Summary Report
13.	Monthly Payment Collected Report	Payments Received Report, Payment Batch Summary Report, Citation Payments After Activity Report, Payment Batch Summary Report by Transaction Date
14.	Monthly Out of State Report	Out of State Plates Payments Report
15.	Monthly RMV Mark Report	DMV Holds Reconciliation, Citation R/O Activity Report
16.	Monthly RMV Clear Report	DMV Holds Reconciliation, Citation R/O Activity Report
17.	Annual Issuance by Violation Code Report	Violation Summary Report
	17.a Gross Ticket Revenue by Month and YTD	Provided via the Management Dashboard
	17.b Ticket Issuance by Month and YTD	Provided via the Management Dashboard
	17.c Overpayment Report	Citations with Credit Balances
	17.d Out of State Plate with Open Tickets	Out of State Plates Payments Report
	17.e Tickets with Disposition Code	Citation Closed Reason Report
	17.f Issuance by Violation Code	Violation Summary Report
	17.g Statistics for Open, Un-Noticed Tickets	Citations with R/O but 1st Notice Note Sent, Citations with R/O but 2nd Notice Note Sent
	17.h Aged Receivables	Citation Aging Report, Citation Aging by Year Report
	17.i Fully and Partially Paid Tickets by Last Notice	Citation Payments After Activity Report (Summary) Easy ad hoc report (Detail)
	17.j Summary Status Report on	Processing Activity Report

Sample Reports

	All Tickets Issued	
	17.k Aged Ticket Payment Report	Citation Aging Report, Citation Aging by Year Report
	17. l Aged Tickets with Associated Last Notice	Ad hoc report
	17. m Out of State Issuance by State	Ad hoc report
	17.n Activity Summary for Fiscal Year	Processing Activity Report
	17.o Payments by Fiscal Tear of Issuance	Payments Received Report
	17.p Issuance and Errors by Badge	Violation Summary Report by Officer, Officer productivity Report
	17.q Time Issuance by Agency/Badge	Officer Log Report
	17.r Monthly, Week by Week Issuance Breakdown	Ad hoc report
	17.s Collections Report	Payments Received Report
18.	Resident Parking Permit Renewal Report	Permit Payments Received Report, Permits Issued Detail, Permits Issued Summary,
19.	On-line Report Viewing Capability	Standard feature of Duncan's robust reporting solution.

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4. Standard Reports

Standard Reporting

AutoPROCESS provides a powerful and comprehensive suite of standard reports for management review, analysis and decision support directly from the production database. Key information provided from our standard reporting suite include ticket issuance reports, officer performance reports, open tickets, current balances, payments to date, hot-sheet eligible vehicles, aged-receivables, tickets subject to hearings, and many more. These reports can be printed on demand or on a schedule basis.

Ticket Processing Report Selection Example

Reports	Correspondence	Cashiering	Tools	Help		
Administrative	▶					
Boot	▶					
Citation Issuance	▶					
Citation Processing	▶		Citation Aging			
Court & Adjudication Processing	▶		Citation Aging By Year			
FTB From LES By Date - <0 - Details			Citation Closed Reasons			
FTB from LES By Date Range			Citation Processing Activity			
FTB From LES By Date Range - Detail			Citation R/O Activity Report			
FTB From LES By Date Range - Summary			Citations at Collection			
FTB NOT From LES By Date - <0 - Detail			Cleared Citations			
FTB NOT From LES by Date Range			Current Open Citations			
FTB NOT From LES By Date Range - Detail			Entered Citations			
Payment	▶		Habitual Letter Report			
Permit Processing	▶		Multiple Ticket Listing Report			
Processing Exceptions	▶		Senior Program Report			
Registered Owner	▶		Suspense Ticket Listing Report			
Towing	▶		Ticket Activity Summary Report			
			Transaction Analysis Extract Report			
Ad Hoc Reporting			Valid Ticket Listing Report			
Data Dictionary						

Our standard reports are accessible by authorized users, run in real-time and offer selection parameters that will ensure the City gets up-to-date information when needed to support day-to-day operational needs as well as organizational planning.

AutoPROCESS reports are immediately displayed on a user's desktop screen for validation prior to selecting an output option. As required, these reports can be printed in hard copy format, saved as a PDF for future reference, or exported to an external application (e.g. MS Excel or Word) for additional data manipulation, analysis, and reporting.

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In addition to selecting and running reports online by an authorized user, Duncan will work with the City to identify and schedule selected reports to be run on a routine basis, then distribute those reports in accordance with rules defined by the City. Output from these reports will be subject to report routing and distribution requirements which will be identified during project implementation. Subsequent to implementation, any changes in report generation and distribution requirements can be enacted to ensure reports are delivered in accordance with the needs of the City.

Each report screen provides a series of selection criteria specific to that report and is easily selected or modified by an authorized report system user. This selection information includes such information as the type of ticket, selected date and/or time range, such as daily, weekly, monthly, etc., and other parameters pertinent to the specific report such as issuing agency, issuing officer, violation code, etc. Included below is a sample report options selection screen.

Report Options Selection

AutoPROCESS' standard reporting functionality allows users to generate a variety of standard reports and provides the ability to customize certain report parameters.

Standard Report Samples

Because there are an abundance of available reports, Duncan has provided select sample reports from our standard report inventory for review by the City. All reports will be available to authorized users on

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their desktop PCs, available for saving in PDF format and/or printed locally on an available network printer or printed and distributed by Duncan, as may be required.

Violation Summary Report

						Page	1		

Data Type: Parking

Issue dates of 09/07/2009 through 09/11/2009   User ID: TZIMMER

Creation Date/Time   9/21/2009 7:10:25 AM

Agency: All

Violation	Vio Description	Fine Amount	Late Amount	Valid Count	% of Total Valids	Total Fines	% of Total Fines	Void Count	% of Total Voids
10.08.150	IMPEDING A LANE OF TRAFFIC	$38.00	$28.00	14	0.55%	$532.00	0.32%	0	0.00%
10.16.110	OBEDIENCE TO SIGNS & BARRIERS	$70.00	$60.00	20	0.78%	$1,400.00	0.85%	0	0.00%
10.28.030	ABANDONED/USING STREET FOR	$260.00	$250.00	1	0.04%	$260.00	0.16%	0	0.00%
10.28.040A	OVER 18 INCHES FROM CURB	$60.00	$50.00	18	0.70%	$1,080.00	0.65%	0	0.00%
10.28.040B	PARKED WRONG WAY ON 2-WAY	$60.00	$50.00	16	0.62%	$960.00	0.58%	0	0.00%
10.28.060	ANGLE PARKING UNLOADING-	$42.00	$32.00	1	0.04%	$42.00	0.03%	0	0.00%
10.28.080	NO STOPPING/PARKING IN SIGNED	$40.00	$30.00	2	0.08%	$80.00	0.05%	0	0.00%
10.28.130	PARK OF COMM. VEH. 7,000 TO	$260.00	$250.00	2	0.08%	$520.00	0.31%	0	0.00%
10.28.180	ONE HOUR ZONE	$70.00	$60.00	9	0.35%	$630.00	0.38%	0	0.00%
10.28.190	TWO HOUR ZONE	$70.00	$60.00	132	5.15%	$9,240.00	5.60%	0	0.00%
10.28.210	FOUR HOUR ZONE	$70.00	$60.00	7	0.27%	$490.00	0.30%	0	0.00%
10.28.240	NO PARKING CERTAIN HOURS	$63.00	$53.00	67	2.62%	$4,221.00	2.56%	0	0.00%
10.28.250	NO PARKING ANYTIME	$70.00	$60.00	23	0.90%	$1,610.00	0.98%	0	0.00%
10.36.020	PARKING OVER SPACE MARKINGS	$55.00	$45.00	17	0.66%	$935.00	0.57%	0	0.00%
10.36.050	METER VIOLATION - EXPIRED	$55.00	$45.00	1442	56.31%	$79,365.00	48.06%	1	50.00%
10.36.080	METER - OVERTIME	$55.00	$45.00	4	0.16%	$220.00	0.13%	0	0.00%
10.36.100	METER - EXPIRED - OFF STREET	$55.00	$45.00	25	0.98%	$1,375.00	0.83%	0	0.00%
10.40.020A3	NO PARKING RED ZONE	$80.00	$70.00	146	5.70%	$11,680.00	7.07%	0	0.00%
10.40.020A4	NO PARKING GREEN ZONE	$80.00	$70.00	7	0.27%	$560.00	0.34%	0	0.00%
10.40.060	NO PARKING YELLOW ZONE	$80.00	$70.00	137	5.35%	$10,960.00	6.64%	0	0.00%
10.40.070	NO PARKING - WHITE ZONE	$80.00	$70.00	66	2.58%	$5,280.00	3.20%	0	0.00%
10.40.110	NO PARKING - TAXI ZONE	$50.00	$40.00	1	0.04%	$50.00	0.03%	0	0.00%
10.44.120A	RESIDENTIAL PERMIT PARKING	$80.00	$70.00	86	3.36%	$6,880.00	4.17%	0	0.00%
10.56.390	PARKED IN CROSS WALK	$50.00	$40.00	4	0.16%	$200.00	0.12%	0	0.00%
21113 A	PARKING ON PUBLIC GROUNDS	$65.00	$55.00	2	0.08%	$130.00	0.09%	0	0.00%
21211 B	OBSTRUCTION	$45.00	$35.00	1	0.04%	$45.00	0.03%	0	0.00%
22500	IMPROPER PARKING	$110.00	$100.00	2	0.08%	$220.00	0.13%	0	0.00%
22500 C	NO PARKING - SAFETY ZONE	$85.00	$75.00	1	0.04%	$85.00	0.05%	0	0.00%
22500 E	NO PARKING - DRIVEWAY	$85.00	$75.00	7	0.27%	$595.00	0.36%	0	0.00%
22500 F	NO PARKING - SIDEWALK	$100.00	$90.00	40	1.56%	$4,000.00	2.42%	0	0.00%
22500 H	NO PARKING - DOUBLE PARKED	$75.00	$65.00	32	1.25%	$2,400.00	1.45%	0	0.00%

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Violation Summary by Officer Report

Page 1

Data Type Parking

Issue dates of **09/07/2009** through **09/11/2009**   User ID: **TZIMMER**

Creation Date/Time: 9/21/2009 7:14:06 AM

Agency All

					% of All Voids.	2.77%
Officer Name: 347					% of All Voids	0.00%
Officer ID: 347					% of All Fines	2.66%

Violation	Vio Description	Fine Amount	Late Fee Amount	Valid Count	% of Officer Valids	Officer Fines	% of Officer Fines.	Void Count	% of Officer Voids
10 16 110	OBEDIENCE TO SIGNS & BARRIERS	$70.00	$60.00	1	1.41%	$70.00	1.60%	0	0.00%
10 28 210	FOUR HOUR ZONE	$70.00	$60.00	2	2.82%	$140.00	3.19%	0	0.00%
10 28 280	NO PARKING ANYTIME	$70.00	$60.00	1	1.41%	$70.00	1.59%	0	0.00%
10 36 050	METER VIOLATION - EXPIRED	$55.00	$45.00	42	59.15%	$2,310.00	52.62%	0	0.00%
10 40 020A)	NO PARKING - RED ZONE	$80.00	$70.00	4	5.63%	$320.00	7.29%	0	0.00%
10 40 060	NO PARKING - YELLOW ZONE	$80.00	$70.00	1	1.41%	$80.00	1.82%	0	0.00%
5204	CURRENT TAB NOT ATTACHED	$70.00	$60.00	20	28.17%	$1,400.00	31.89%	0	0.00%

| Officer Totals: | | | | 71 | | $4,390.00 | | 0 | |

						% of All Valids	1.17%
Officer Name: **ADAMS, CALVIN**						% of All Voids	0.00%
Officer ID: **329**						% of All Fines	1.06%

Violation	Vio Description	Fine Amount	Late Fee Amount	Valid Count	% of Officer Valids	Officer Fines	% of Officer Fines.	Void Count	% of Officer Voids.
10 28 040A	OVER 18 INCHES FROM CURB	$60.00	$50.00	1	3.33%	$60.00	3.43%	0	0.00%
10 36 050	METER VIOLATION - EXPIRED	$55.00	$45.00	16	53.33%	$880.00	50.29%	0	0.00%
10 36 100	METER - EXPIRED - OFF STREET	$55.00	$45.00	8	26.67%	$440.00	25.14%	0	0.00%
5200	LICENSE PLATE MISSING	$90.00	$80.00	1	3.33%	$90.00	5.14%	0	0.00%
5204	CURRENT TAB NOT ATTACHED	$70.00	$60.00	4	13.33%	$280.00	16.00%	0	0.00%

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Officer Log Report

		Page: 1

Data Type: **Parking**

Issue dates of **09/07/2009** through **09/08/2009**   User ID: **TZIMMER**

Creation Date/Time: **9/21/2009 7:16:44 AM**

Agency: All

Officer Name **ALEXANDER, STEPHANIE**
Officer ID **322**

Issue Date **9/8/2009**   Agency
Beat

Issue Time	Elapsed	Citation No.	Location	Violation	Vio Fine	State	License Plate
14:46	00:00	639491367	550-1 11TH ST	10 36.050	$55.00	▇▇▇▇▇	

Sector Totals: Valid Count: 1   Void Count: 0 $55.00

Officer Totals: Valid Count: 1   Void Count: 0 $55.00

Officer Name **DUENAS, GARCIELA**
Officer ID **325**

Issue Date **9/8/2009**   Agency
Beat

Issue Time	Elapsed	Citation No.	Location	Violation	Vio Fine	State	License Plate
10:12	00:00	1601607663	673 RAND AV RAND	10 36.050	$55.00		
10:40	00:28	1601607674	478 SANTA CLARA AVE	10 36.050	$55.00		
10:42	00:02	1601607685	472 SANTA CLARA AVE	10 36.050	$55.00		
10:45	00:03	1601607696	456 SANTA CLARA AVE	10 36.050	$55.00		
10:48	00:03	1601607700	408 SANTA CLARA AVE	10 40.020A1	$80.00		
10:53	00:05	1601607711	432 SANTA CLARA AVE	10 36.050	$55.00		
10:57	00:04	1601607722	3205 GRAND AVE	10.36.050	$55.00		
11:17	00:20	1601607733	500 WICKSON AV WICK	22514	$100.00		
11:24	00:07	1601607744	650 WALKER AV WALK	10.40.020A1	$80.00		
11:59	00:35	1601607755	3195 LAKEPARK LOT LAKEPL	21113.A	$65.00		
12:29	00:30	1601607766	3227 LAKESHORE AVE	10 36.050	$55.00		
12:39	00:10	1601607770	3342 LAKESHORE AVE	10 40.020A1	$80.00		
12:42	00:03	1601607781	3333 LAKESHORE AVE	10 36.050	$55.00		
12:44	00:02	1601607792	3333 LAKESHORE AVE	10 36.050	$55.00		
12:47	00:03	1601607803	3359 LAKESHORE AVE	10 36.050	$55.00		
12:56	00:09	1601607814	3417 LAKESHORE AVE	10 36.050	$55.00		

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Officer Productivity Report

Page: 1

Data Type: Parking	Creation Date/Time: 9/21/2009 7:18:09 AM
Issue dates of 09/07/2009 through 09/08/2009	User ID: TZIMMER

Agency: All

Officer Name.	Officer ID	Valid Count:	% of all Valids:	Void Count.	% of All Voids:	% of Valids for Officer.
Officers In Officer Table						
ALEXANDER, STEPHANIE	322	1	0.26%	0	0.00%	100.00%
DUENAS, GARCIELA	325	36	9.21%	0	0.00%	100.00%
EDGERLY, DAVID	1	1	0.26%	0	0.00%	100.00%
HILL, JEFF	334	16	4.09%	0	0.00%	100.00%
LIVINGSTON, KEITH	307	41	10.49%	0	0.00%	100.00%
MALBREAU, LINDA	313	46	11.76%	0	0.00%	100.00%
MICHELLE, BARBER	256	51	13.04%	0	0.00%	100.00%
MONTALVO, LAKEISHA	270	41	10.49%	0	0.00%	100.00%
ROSE, ARTESHA	205	38	9.72%	0	0.00%	100.00%
SMITH, SHIRNELL	228	27	6.91%	0	0.00%	100.00%
USSERY, MONIQUE	308	39	9.97%	0	0.00%	100.00%
WRIGHT, DUVON	282	52	13.30%	0	0.00%	100.00%
Report Totals:		391		0		

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Processing Activity Report

Page: 1

Data Type: Parking

Creation Date/Time: 9/21/2009 7:25:57 AM

Transaction dates of 09/01/2009 through 09/19/2009   User ID: TZIMMER

Agency: All

Citation Activity	Number	Value
Citations - Entered		
AutoCite Citation	0	$0.00
Manually Entered Citation	16219	$1,036,871.00
Skeletal Citation	489	$0.00
Subtotal Citations Entered	16708	$1,036,871.00
Citations - Reactivations		
Voids - Reinstated	0	$0.00
Dismissals - Reversed	3	$153.00
Waived - Reversed	4	$205.50
Subtotal Citation Reactivated	7	$358.50
Citations - Removed		
Voided	43	$2,924.00
Dismissed	233	$15,133.00
Waived	252	$19,872.50
Skeletal Citation Matches	275	$0.00
Subtotal Citation Removed	803	$37,929.50
Total Citation Activity	15912	$999,300.00
Fines and Fees Added		
Fines Added	8	$1,040.00
Late Fees Added	28453	$1,278,770.00
NSF Fees Added	0	$0.00
Other Fees Added	8760	$345,063.00
Total Fines and Fees Added	37221	$1,624,873.00
Fines and Fees Removed		
Fines Removed	8	$192.00
Late Fees Removed	2313	$135,704.00
NSF Fees Removed	0	$0.00
Other Fees Removed	72	$2,734.00
Total Fines and Fees Removed	2393	$138,630.00
Total Change from Citation Activity and Added Fees		$2,485,543.00

Payment Activity	Number	Fine	Late Fee	NSF Fee	Service Fee	Total $
Citation - Payments						
Fully Paid	11961	$700,173.89	$217,628.20	$300.00	$49,572.00	$967,673.89
Partially Paid	858	$7,832.04	$17,705.37	$125.00	$4,675.66	$30,338.07
Over Payments	450	$27,081.00	$0.00	$0.00	$0.00	$27,081.00
Subtotal Payments	13269	$735,086.73	$235,333.57	$425.00	$54,247.66	$1,025,092.96
Outside Payments	6129	$344,125.73	$165,343.57	$350.00	$41,156.76	$550,976.06
Citation Payments Rescinded						
Payment Reversals	76	$4,320.50	$860.00	$0.00	$339.00	$5,519.50
NSF Reversals	0	$0.00	$0.00	$0.00	$0.00	$0.00
Subtotal Rescinded Payments	76	$4,320.50	$860.00	$0.00	$339.00	$5,519.50
Refunded Overpayments	24	$4,271.69				$4,271.69
Payments	13169	$726,494.54	$234,473.57	$425.00	$53,908.66	$1,015,301.77
Total Fees Paid		0				$0.00
Gross Revenue(Total Payments - Total Fees Paid)						$1,015,301.77
Adjustments Uncollectable Fines and Fees		0				$0.00
Net Database Change(Total Change from Activity and Added Fees - Total Payments - Adjustments)						$1,470,241.23

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Citation Aging Report

Data Type: Parking
Includes All Dates

Creation Date/Time: 9/21/2009 7:34:57 AM
User ID : TZIMMER

Page.   1

Agency: All

Category	Current	31 - 90	91 - 1YR	1YR - 2YR	2YR - 3YR	Over 3YR	Total
California							
On DMV Hold							
Number:	0	0	38,628	34,509	10,208	32,964	116,309
Dollar Amount:	$0.00	$0.00	$6,406,078.59	$5,367,535.60	$1,602,134.95	$5,242,140.62	$18,707,889.8
Not On DMV Hold							
With R/O							
Number:	11,411	34,807	67,196	75,460	96,824	655,135	940,833
Dollar Amount:	$736,035.00	$4,141,431.25	$10,765,917.0	$11,613,619.4	$14,937,197.8	$92,443,077.2	$134,636,277.
Without R/O							
Number:	1,551	3,423	10,784	14,962	17,080	80,399	128,199
Dollar Amount:	$101,717.00	$222,913.00	$589,677.00	$718,454.32	$986,156.85	$5,215,467.38	$7,834,374.36
Out of State							
With R/O							
Number:	294	1,018	3,017	3,013	2,588	18,776	28,706
Dollar Amount:	$18,869.00	$114,486.00	$438,354.00	$404,553.00	$290,892.00	$2,449,163.26	$3,716,097.26
Without R/O							
Number:	420	851	3,068	2,560	2,799	9,312	19,010
Dollar Amount:	$27,116.00	$55,407.00	$157,938.00	$117,479.00	$132,111.00	$441,669.50	$931,720.50

Totals:

	Current	31 - 90	91 - 1YR	1YR - 2YR	2YR - 3YR	Over 3YR	Total
Number:	13,676	40,099	122,693	130,504	129,499	796,586	1,233,057
Dollar Amount:	$882,537.00	$4,534,217.25	$18,447,964.7	$18,221,641.3	$17,948,491.4	$105,791,508	$765,826,359

Summary	Number	Dollar Amount
Active In Process:	1,233,057	$165,826,359.77
Suspended Processing:	54,027	$3,928,773.15
All Others (Paid, Void, etc):	1,608,891	$0.00
	2,895,775	$169,755,132.92

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Payments Received Report   Sorted by Agency   Page: 5

Data Type   Parking

Transaction dates of   09/02/2009 through 09/02/2009   User ID.   TZIMMER   Creation Date/Time: 9/21/2009 7:40:46 AM

Agency.   All   User ID: All Users

Citation Number	Payment Source	Violator Name	Payment Date	Issuing Agency	Payment Amount	Non Cash Credits	Total Credits	Batch ID
824989220	OTC		09/02/2009	C	$162.00	$0.00	$162.00	oaklandreg01
828004272	OTC		09/02/2009	D	$101.00	$0.00	$101.00	oaklandreg01
832096946	OTC		09/02/2009	D	$198.00	$0.00	$198.00	oaklandreg01
833145632	IVR		09/02/2009	D	$145.00	$0.00	$145.00	1307187833145632
833464797	OTC		09/02/2009	D	$236.00	$0.00	$236.00	oaklandreg01
819032683	MAIL		08/17/2009	M	$-162.00	$0.00	$-162.00	PP090902.007
827617153	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg01
827617153	OTC		09/02/2009	M	$-162.00	$0.00	$-162.00	PP090902.018
827617164	OTC		09/02/2009	M	$-198.00	$0.00	$-198.00	PP090902.018
827617164	OTC		09/02/2009	M	$198.00	$0.00	$198.00	oaklandreg01
829553109	OTC		09/02/2009	M	$-162.00	$0.00	$-162.00	PP090902.018
829553109	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg01
830119479	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg01
831337727	OTC		09/02/2009	M	$37.00	$0.00	$37.00	oaklandreg01
831763801	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg02
831804812	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg01
832383882	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg01
832493955	WEB		09/02/2009	M	$37.00	$0.00	$37.00	7078125190529
832595258	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg01
832936070	OTC		09/02/2009	M	$100.00	$0.00	$100.00	oaklandreg01
833002586	OTC		09/02/2009	M	$162.00	$0.00	$162.00	oaklandreg01
142414751	MAIL		08/26/2009		$45.00	$0.00	$45.00	P090901.002
150116090	WEB		09/02/2009		$80.00	$0.00	$80.00	23283125192964
150814293	OTC		09/02/2009		$141.00	$0.00	$141.00	oaklandreg01
153609688	MAIL		08/17/2009		$-118.00	$0.00	$-118.00	PP090902.006
154502836	OTC		09/02/2009		$153.00	$0.00	$153.00	oaklandreg01
1600090730	OTC		09/02/2009		$152.00	$0.00	$152.00	oaklandreg01
1600090730	OTC		09/02/2009		$-152.00	$0.00	$-152.00	PP090902.018
1600090966	MAIL		08/17/2009		$55.00	$0.00	$55.00	P090902.001
1600111225	WEB		09/02/2009		$169.00	$0.00	$169.00	12423125192637
1600148715	MAIL		08/17/2009		$55.00	$0.00	$55.00	P090902.006
1600235000	WEB		09/02/2009		$152.00	$0.00	$152.00	7971251913576
1600283024	OTC		09/02/2009		$152.00	$0.00	$152.00	oaklandreg01
1600337939	IVR		09/02/2009		$152.00	$0.00	$152.00	2622403636499004
1600429132	IVR		09/02/2009		$152.00	$0.00	$152.00	2873742016004201
1600597932	IVR		09/02/2009		$236.00	$0.00	$236.00	2732227160059793
1600680833	OTC		09/02/2009		$-101.00	$0.00	$-101.00	PP090902.018

Payment Batch Summary Report By Transaction Date   Page   11

Data Type   Parking

Transaction dates of   09/02/2009 through 09/02/2009   User ID   TZIMMER   Creation Date/Time: 9/21/2009 7:44:25 AM   *City Of Oakland*

Agency   All

Batch Number.	Date.	Cash		Check		Money Orders		Credit Cards		ATM / Debit		Total	
		Trans.	Amount.	Trans.	Amount.	Trans.	Amount.	Trans.	Amount.	Trans.	Amount.	Trans.	Amount.
P090901.006	09/02/2009	0	$0.00	20	$1,220.00	0	$0.00	0	$0.00	0	$0.00	20	$1,220.00
P090902.001	09/02/2009	0	$0.00	100	$6,071.00	0	$0.00	0	$0.00	0	$0.00	100	$6,071.00
P090902.002	09/02/2009	0	$0.00	102	$6,236.00	0	$0.00	0	$0.00	0	$0.00	102	$6,236.00
P090902.003	09/02/2009	0	$0.00	100	$5,920.00	0	$0.00	0	$0.00	0	$0.00	100	$5,920.00
P090902.005	09/02/2009	0	$0.00	100	$6,030.00	0	$0.00	0	$0.00	0	$0.00	100	$6,030.00
P090902.006	09/02/2009	0	$0.00	103	$6,041.00	0	$0.00	0	$0.00	0	$0.00	103	$6,041.00
TP090924.004	09/02/2009	0	$0.00	2	$0.00	0	$0.00	0	$0.00	0	$0.00	2	$0.00
Toaklandreg02	09/02/2009	0	$0.00	0	$0.00	0	$0.00	0	$0.00	2	$0.00	2	$0.00
oaklandreg01	09/02/2009	46	$4,092.00	6	$550.00	1	$30.00	8	$696.00	20	$2,571.00	75	$7,836.00
oaklandreg02	09/02/2009	55	$4,707.00	16	$1,311.00	0	$0.00	16	$1,617.00	9	$627.00	96	$8,262.00
Report Totals:		95	$8,799.00	968	$57,695.30	1	$30.00	372	$32,737.00	31	$5,598.00	1469	$102,469.30

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Citation Closed Reasons Report

Page 1

Data Type: Parking

Creation Date/Time: 9/21/2009 7:46:46 AM

Issue dates of **09/01/2009** through **09/04/2009**   User ID: **TZIMMER**

Agency: All

Closed Due To: **Dismissed**

Closed Reason: **PLS SEE 1601503890 PD AND CORRECTED ON TIME**

Citation No.	Issue Date	License	State	Closed Date	Value
1601584515	09/01/2009	6GSF318	CA	09/11/2009	$90.00

Group Totals: Count   1 $90.00

Closed Due To: **Suspended**

Closed Reason: **Review Request Accepted**

Citation No.	Issue Date	License	State	Closed Date	Value
1601523302	09/04/2009			09/19/2009	$80.00
1601593291	09/01/2009			09/19/2009	$55.00
1601657145	09/01/2009			09/19/2009	$55.00
1601605740	09/01/2009			09/19/2009	$80.00
1601557226	09/01/2009			09/11/2009	$80.00
1601599624	09/01/2009			09/11/2009	$70.00
1601522436	09/01/2009			09/19/2009	$100.00
1601616391	09/01/2009			09/19/2009	$55.00
1601576410	09/01/2009			09/11/2009	$80.00
1601627462	09/04/2009			09/19/2009	$262.00
1601434663	09/04/2009			09/19/2009	$100.00
1601434656	09/04/2009			09/14/2009	$55.00
1601557915	09/04/2009			09/14/2009	$80.00
1601624990	09/04/2009			09/19/2009	$90.00
1601447956	09/04/2009			09/11/2009	$80.00
1601608904	09/03/2009			09/19/2009	$55.00
1601591762	09/03/2009			09/19/2009	$65.00
1601608761	09/03/2009			09/11/2009	$55.00
1601522930	09/03/2009			09/11/2009	$80.00
1601591703	09/03/2009			09/11/2009	$55.00
1601642864	09/03/2009			09/11/2009	$55.00
1601579184	09/01/2009			09/19/2009	$55.00
1601581892	09/01/2009			09/11/2009	$63.00
1601522484	09/01/2009			09/11/2009	$80.00
1601591084	09/01/2009			09/11/2009	$55.00
1601582010	09/01/2009			09/19/2009	$55.00
1601552863	09/01/2009			09/19/2009	$65.00
1601552864	09/01/2009			09/19/2009	$70.00
1601618592	09/02/2009			09/11/2009	$90.00

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Citation R/O Activity Report

Page: 1

Data Type: Parking

Creation Date/Time: 9/21/2009 7:23:49 AM

Transaction dates of **09/01/2009** through **09/19/2009**   User ID: **TZIMMER**

Agency: All

Suspensions and Extensions	Total Number	(Rolled) (Back)	In-State Number	(Rolled) (Back)	Out-of-State Number	(Rolled) (Back)
Extensions Granted	0		0		0	
Stopped Processing	1222		1166		56	
R/O Activity						
1st Notices Sent	15000	(60)	14440	(56)	560	(4)
2nd Notices Sent	7150	(34)	6841	(31)	309	(3)
3rd Notices Sent	0	(0)	0	(0)	0	(0)
Review Notices Sent	462	(1)	450	(1)	12	(0)
Hearing Notices Sent	77	(0)	76	(0)	1	(0)
Partial Payment Notices Sent	135		133		2	
NSF Notices Sent	0		0		0	
Renter Updates	8		6		2	
Lessee Updates	0		0		0	
2nd Owner Updates	77		75		2	
2nd Address Updates	0		0		0	
DMV Registration Holds Requested	20057		20057		0	
DMV Registration Holds Rejected	7895		7895		0	
DMV Registration Holds Placed	12114		12114		0	
DMV Registration Holds Released	606		606		0	
R/O Info Received - 1st R/O	14324		13747		577	
R/O Inquiries Rejected	13776		12725		1051	
R/O Inquiries Sent	27501		25981		1520	

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Out of State Plates Payment Report

Page: 1

Data Type: Parking

Creation Date/Time: 9/21/2009 7:50:20 AM

Effective dates of **09/01/2009** through **09/04/2009** User ID: **TZIMMER**

Agency All

Citations with Inquiry Status: IR - R/O info response received

Citation	Citation Date	License Plate	State	Inquiry Date	Total Bail	Late Fees	NSF Fees	Payment Batch No	Payment Date	Payment Amount	Dismissed Amount	Balance Due
834896094	12/22/08			03/16/09	$157.00	$74.00	$0.00	COLLECT	09/01/09	$157.00	$0.00	$0.00
1600056095	04/28/09			07/14/09	$78.00	$48.00	$0.00	27721211600	09/01/09	$78.00	$0.00	$0.00
1601504542	08/18/09			08/20/09	$80.00	$0.00	$0.00	28977125182	09/01/09	$80.00	$0.00	$0.00
836302291	12/20/08			03/31/09	$45.00	$0.00	$0.00	29991125182	09/01/09	$45.00	$0.00	$0.00
838067582	05/31/09			07/06/09	$162.00	$112.00	$0.00	29991125182	09/01/09	$162.00	$0.00	$0.00
839103056	08/10/09			09/08/09	$63.00	$0.00	$0.00	29594398391	09/01/09	$63.00	$0.00	$0.00
827437030	04/01/09			05/11/09	$179.00	$95.00	$0.00	27685518374	09/01/09	$179.00	$0.00	$0.00
1601296662	07/21/09			07/23/09	$150.00	$70.00	$0.00	oaklandreg01	09/02/09	$150.00	$0.00	$0.00
1601483741	08/15/09			08/24/09	$55.00	$0.00	$0.00	22582125187	09/02/09	$55.00	$0.00	$0.00
838266418	07/14/09			08/27/09	$63.00	$0.00	$0.00	29221568382	09/02/09	$63.00	$0.00	$0.00
1600679021	04/06/09			04/20/09	$198.00	$93.00	$0.00	12031251922	09/02/09	$198.00	$0.00	$0.00
838995047	06/23/09			08/10/09	$116.00	$63.00	$0.00	12031251922	09/02/09	$116.00	$0.00	$0.00
833619150	08/05/08			09/12/08	$162.00	$77.00	$0.00	12031251922	09/02/09	$162.00	$0.00	$0.00
1601128406	06/23/09			07/13/09	$127.00	$72.00	$0.00	14433125195	09/02/09	$127.00	$0.00	$0.00
1601503982	08/19/09			08/26/09	$80.00	$0.00	$0.00	P090903.006	09/03/09	$80.00	$0.00	$0.00
834740302	09/26/08			04/07/09	$162.00	$77.00	$0.00	76001251988	09/03/09	$162.00	$0.00	$0.00
834796468	09/21/08			04/07/09	$162.00	$77.00	$0.00	76001251988	09/03/09	$162.00	$0.00	$0.00
834912846	07/22/09			09/08/08	$70.00	$0.00	$0.00	27030125199	09/03/09	$70.00	$0.00	$0.00
1601483855	08/15/09			08/17/09	$55.00	$0.00	$0.00	27667125199	09/03/09	$55.00	$0.00	$0.00
838050521	05/29/09			07/13/09	$138.00	$85.00	$0.00	28555168380	09/03/09	$138.00	$0.00	$0.00
834920768	07/31/09			09/01/09	$40.00	$0.00	$0.00	30703125200	09/03/09	$40.00	$0.00	$0.00
830647235	02/25/08			06/15/08	$162.00	$77.00	$0.00	88771252008	09/03/09	$162.00	$0.00	$0.00
1601552514	08/31/09			09/02/09	$55.00	$0.00	$0.00	19511252029	09/03/09	$55.00	$0.00	$0.00
834674390	09/22/08			11/03/08	$148.00	$77.00	$0.00	COLLECT	09/04/09	$55.00	$0.00	$0.00
838975159	07/03/09			08/04/09	$116.00	$53.00	$0.00	27705125207	09/04/09	$116.00	$0.00	$0.00
838456179	07/27/09			08/20/09	$63.00	$0.00	$0.00	29344558384	09/04/09	$63.00	$0.00	$0.00
834912694	07/18/09			08/25/09	$40.00	$0.00	$0.00	60061252101	09/04/09	$40.00	$0.00	$0.00

Group Totals: 27 Citations with Inquiry Status: IR - R/O info response received $1,523.00

Citations with Inquiry Status: IQ - R/O info request sent

Citation	Citation Date	License Plate	State	Inquiry Date	Total Bail	Late Fees	NSF Fees	Payment Batch No	Payment Date	Payment Amount	Dismissed Amount	Balance Due
1601497343	08/18/09			08/22/09	$55.00	$0.00	$0.00	oaklandreg02	09/01/09	$55.00	$0.00	$0.00
1601482315	08/12/09			08/17/09	$100.00	$0.00	$0.00	29767125178	09/01/09	$100.00	$0.00	$0.00
839110239	08/19/09			08/27/09	$63.00	$0.00	$0.00	18147125183	09/01/09	$63.00	$0.00	$0.00
1601560100	08/19/09			08/22/09	$55.00	$0.00	$0.00	13606125191	09/02/09	$55.00	$0.00	$0.00
839036979	07/30/09			08/22/09	$55.00	$0.00	$0.00	29509948390	09/02/09	$55.00	$0.00	$0.00
838166219	07/27/09			08/22/09	$63.00	$0.00	$0.00	29434608381	09/02/09	$63.00	$0.00	$0.00
834920780	07/31/09			08/22/09	$70.00	$0.00	$0.00	12253125200	09/03/09	$70.00	$0.00	$0.00

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Hotsheet Report

Data Type: Parking

Creation Date/Time: 9/21/2009 7:55:03 AM

Issue dates of **09/01/2009** through **09/04/2009**   User ID: TZIMMER

Plate		Name	
State	CA	Address	

Citation No.	Issue Date	Location	Violation	Vio Description	Fine	Amount Due
1601626725	09/03/2009	5303 MANILA AVE	10.36.050	METER VIOLATION - EXPIRED	$55.00	$55.00
837940455	05/12/2009	5463 KALES AVE	10.28.240	NO PARKING CERTAIN HOURS	$53.00	$179.00
1606292783	02/11/2009	5303 MANILA AVE	10.36.050	METER VIOLATION - EXPIRED	$45.00	$152.00
836864260	02/09/2009	5462 KALES AVE	10.28.240	NO PARKING CERTAIN HOURS	$53.00	$179.00
85141	12/11/2007	MANILA AVE	10.36.050	METER VIOLATION - EXPIRED	$35.00	$118.00
153721925	09/04/2007	5465 MANILA AVE	22500.B	NO PARKING - CROSSWALK	$30.00	$78.00

	Citations:	6		Total Amount Due:	761.00

Plate		Name	
State	CA	Address	

Citation No.	Issue Date	Location	Violation	Vio Description	Fine	Amount Due
1601599801	09/02/2009	1350 EAST 34TH ST	10.40.020A1	NO PARKING RED ZONE	$80.00	$80.00
1601599812	09/02/2009	1350 EAST 34TH ST	5204	CURRENT TAB NOT ATTACHED	$70.00	$70.00
838963026	06/22/2009	1340 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$63.00	$148.00
838963037	06/22/2009	1340 E 34TH ST	5204	CURRENT TAB NOT ATTACHED	$70.00	$163.00
838950300	06/21/2009	1350 E 34TH ST	5204	CURRENT TAB NOT ATTACHED	$70.00	$163.00
838137091	04/06/2009	1323 MAC ARTHUR BLVD	10.28.240	NO PARKING CERTAIN HOURS	$53.00	$179.00
838137102	04/06/2009	1323 MAC ARTHUR BLVD	5204	CURRENT TAB NOT ATTACHED	$60.00	$198.00
837172578	03/23/2009	1311 MAC ARTHUR BLVD	10.28.240	NO PARKING CERTAIN HOURS	$53.00	$179.00
837172589	03/23/2009	1311 MAC ARTHUR BLVD	5204	CURRENT TAB NOT ATTACHED	$60.00	$198.00
837173513	03/19/2009	1300 MAC ARTHUR BLVD	10.28.240	NO PARKING CERTAIN HOURS	$53.00	$179.00
837173524	03/19/2009	1300 MAC ARTHUR BLVD	5204	CURRENT TAB NOT ATTACHED	$60.00	$198.00
836958617	02/09/2009	1338 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$53.00	$179.00
835681814	12/08/2008	1340 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$53.00	$179.00
834632095	09/22/2008	1340 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
834454581	09/09/2008	1333 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
834287113	08/26/2008	1337 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
833707094	08/12/2008	1337 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
834195076	07/21/2008	1311 MAC ARTHUR BLVD	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
833398687	06/23/2008	1342 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
833270790	06/09/2008	1342 E 34TH ST	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
833500240	05/19/2008	1323 MAC ARTHUR BLVD	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
831917163	05/15/2008	1311 MAC ARTHUR BLVD	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00
831139430	04/08/2008	1417 E 33RD ST	10.28.240	NO PARKING CERTAIN HOURS	$48.00	$162.00

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Citations With Credit Balances

Page: 1

Data Type: **Parking**

Creation Date/Time: **9/21/2009 7:58:56 AM**

Transaction dates of **09/01/2009** through **09/04/2009**   User ID: **TZIMMER**

Agency: **All**

Citation No..	1600544654	Registered Owner Name:		
Citation Date. 3/26/2009	License Plate.	Total Fines: $117.00		Balance Due. -$10.00

Payment Batch Number	Payment Amount	Dismissed Amount	Other Credits	
TP090728 001	$55.00	$0.00	$0.00	

Citation No..	1600949571	Registered Owner Name:		
Citation Date. 5/28/2009	License Plate.	Total Fines: $50.00		Balance Due. -$80.00

Payment Batch Number	Payment Amount	Dismissed Amount	Other Credits	
30695125191287	$130.00	$0.00	$0.00	

Citation No .	1600990134	Registered Owner Name:		
Citation Date. 6/19/2009	License Plate.	Total Fines: $45.00		Balance Due. -$10.00

Payment Batch Number	Payment Amount	Dismissed Amount	Other Credits	
P090903 004	$55.00	$0.00	$0.00	

Citation No	1601000273	Registered Owner Name:		
Citation Date: 6/1/2009	License Plate.	Total Fines: $70.00		Balance Due. -$112.00

Payment Batch Number	Payment Amount	Dismissed Amount	Other Credits	
24267598339650	$182.00	$0.00	$0.00	

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Citations with R/O but 1st Notice Not Sent

Data Type: Parking

Issue dates of **09/01/2009** through **09/02/2009**   User ID   TZIMMER

Creation Date/Time   9/21/2009 8:03:05 AM

Citation No.	Issue Date	Last Late Fee Set	Last Late Fee Set Date	Due Date	Late Notice 1 Status Date	Late Notice 1 Due Date
1601615520	09/01/2009	0		09/22/2009		
1601594761	09/01/2009	0		09/22/2009		
1601593490	09/01/2009	0		09/22/2009		
1601591073	09/01/2009	0		09/22/2009		
1601617021	09/02/2009	0		09/23/2009		
1601602241	09/02/2009	0		09/23/2009		
1601585236	09/02/2009	0		09/23/2009		
1601588354	09/02/2009	0		09/23/2009		
1601587543	09/02/2009	0		09/23/2009		

Items Listed: 9

Suspended Citations

Data Type: Parking

Suspend dates of **09/01/2009** through **09/01/2009**   User ID   TZIMMER.

Creation Date/Time   9/21/2009 8:05:00 AM

Citation No.	Issue Date	Suspend Date	Suspend By	Suspend Reason
830117191	08/07/2009	09/01/2009	JARNOLD	Review Request Accepted
827581704	04/24/2009	09/01/2009	DMITCHELL	Review Request Accepted
1601446662	08/29/2009	09/01/2009	AUTOMATE	SUSPENSE RECORD: Missing License And Vio
1601587654	08/31/2009	09/01/2009	AUTOMATE	SUSPENSE RECORD Missing Violation Code
1601587643	08/31/2009	09/01/2009	AUTOMATE	SUSPENSE RECORD Missing Violation Code
1601587551	08/31/2009	09/01/2009	AUTOMATE	SUSPENSE RECORD Missing Violation Code
1601587514	08/31/2009	09/01/2009	AUTOMATE	SUSPENSE RECORD Missing Violation Code
1601568964	08/28/2009	09/01/2009	AUTOMATE	SUSPENSE RECORD Missing Violation Code

Represented Record Count: 127

Contested Parking Citation Report

Page: 1

Data Type: **Parking**

Creation Date/Time: **9/21/2009 8:06:47 AM**

Effective dates of **09/01/2009** through **09/01/2009**   User ID: **TZIMMER**

Agency: **All**

Name:

Address:

DOB:

Hearing Date: **9/1/2009**
Hearing Time: **12:00 AM**
Plate:
Hearing Type: **WRITTEN**

Driver's License:

Citation	Issue Date	Issue Time	Make	Vio Code	Violation	Location	Badge	Fine	Pen	Red	Pd	Due	Amend
833586424	07/31/2009	12:02 PM	HOND	10.3	METER VIOLATION -	5300-1 COLLEGE	240	35	0	35	0	0	

Open Violation Count: **1**

Total Amount Due: **$0.00**

Amended Amount Due:

For City Attorney Use:

Signed For The Office Of The City Attorney:

Date: _____   Court Number: _____

For Municipal Court:

Name: _____   (Please Print)

Address: _____   City: _____   State: _____   Zip: _____

Date Of Birth: _____   Drivers License: _____

I Accept Full Responsibility For The Citations Listed Above

Signed: _____   Date: _____

In accordance with the RFP, we have included a list of reports where our standard reporting suite will address our understanding of the City's immediate reporting needs.

• **Ticket Issuance and Control Reports**	EXAMPLE REPORTS VIOLATION SUMMARY REPORT VIOLATION SUMMARY BY AREA REPORT VIOLATION SUMMARY BY OFFICER REPORT VIOLATION PRINT-OUT TICKET BOOK SUMMARY REPORT TICKET BOOK DETAIL REPORT
• **Towing Reports**	Example Reports TOW AUTHORIZATION/ CONFIRMATION REPORT PLACARDED VEHICLES ON STREET REPORT VEHICLES MISSING DISPOSITION INFORMATION VEHICLES TO BE DISPOSITIONED REPORT VEHICLES RELEASED STILL ON LOT REPORT VEHICLES RELEASED REPORT VEHICLES TOWED INTO LOTS REPORT VEHICLES WITH NO OWNER INFORMATION REPORT
• **Processing and Collection Reports**	Example Reports CLEARED TICKETS REPORT DMV HOLDS RECONCILIATION REPORT CURRENT OPEN TICKETS REPORT TICKETS WITH CREDIT BALANCES REPORT OUTSTANDING NSF SERVICE FEES REPORT TICKET R/O ACTIVITY REPORT HOTSHEET REPORT TICKET AT COLLECTION REPORT TICKET CLOSED REASONS REPORT PAYMENTS RECEIVED REPORT PAYMENT BATCH SUMMARY REPORT LATE PAYMENTS REPORT OUT OF STATE PLATES PAYMENT REPORT CONTESTED PARKING TICKETS REPORT PERMIT ISSUED SUMMARY REPORT CASH DRAWER DETAIL/SUMMARY REPORT CASH WORKSTATION SUMMARY REPORT CASH DRAWER TRANSACTION EDIT REPORT CASH DRAWER ADJUSTMENT SUMMARY REPORT ACKNOWLEDGE REPORT COLLECTION ACCOUNT ACTIVITY REPORT ACCOUNT STATUS AGING RECEIVABLES REPORT RETURNED DEBT/CANCELLATION REPORT LETTERS SENT REPORT OVERPAYMENTS REPORTS MOVING LISTED & PAYMENT BY STATE CORRESPONDENCE REPORT
• **Monthly Summary Management Reports**	TICKET PROCESSING ACTIVITY REPORT TICKET AGING REPORT SUMMARY OF DAILY PAYMENTS RECEIVED REPORT MONTHLY ACTIVITY STATEMENT COLLECTION ACTIVITY REPORT: REGRESSION REPORT MONTHLY SUMMARY

While we believe our existing standard reports will address the City's needs, we look forward to working with the City to design and develop additional reports as may be required. As such, Duncan will continue to work with the City to finalize additional reporting requirements that best meets the City's needs.

4.1 AD-HOC REPORTING REQUIREMENTS

Our ticket processing system includes a powerful yet user-friendly and fully integrated Ad-hoc report writing tool—Shazam Report Wizard—that allows authorized users and Duncan project support staff to search and analyze data by creating reports from the master database in real-time. These reports can be printed directly at a user's local or network printer.

Shazam Reports Wizard

The AutoPROCESS ad-hoc reporting application provides a user friendly tool for authorized users to create customized reports using up-to-date data from their own desktops.

The sample screen above reflects the simplicity of this Ad-hoc process in the identification of the source data tables, selected fields as well as data selection parameters such as date ranges. These Ad-Hoc reports queries can also be stored for subsequent use and accessed directly from the AutoPROCESS reports menu.

Our Ad-hoc reporting system performs real-time queries against current data in the AutoPROCESS Oracle database. Systems that do not store all of their data in a true Relational Database Management

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System (RDBMS) frequently export their data to an RDBMS to support Ad-hoc report creation. In this scenario, the Ad-Hoc data requested may be inaccurate if the reporting database has not been updated. This is not an issue with our Ad-hoc reporting tool. Data files created by these reports can also be exported to spreadsheet or word processing programs for further analysis and review.

At the City's request, we can train appropriate City staff in the use of the integrated Ad-hoc report writing tool and provide initial assistance in the creation of Ad-hoc reports.

Forms, Journals and Procedures

Duncan works closely with our clients to prepare or modify forms for such items as manual citations. We strive to ensure these forms are easy to complete and easy to process by data entry personnel. Most input forms are imaged to our document imaging system for any required data entry and future reference.

Manual citations are typically a multi-part form with a copy for the violator, a copy for imaging and data entry.

The actual data entry screens are configured to the input document format based on mutual agreement with each municipality. Included below is an example of a data entry screen for manual citations.

These configurable entry panels include user defined edits as well as drop down menus to help ensure accurate input of information from source documents when handwriting is difficult to read or interpret.

Manuals and Documentation

User-friendly documentation and helpful customer service are essential for any technology component or system to be effective in the field, and Duncan's includes a wide range of documentation and user support resources, as described below.

Duncan will provide appropriate manuals, documentation and forms including:

- **Manuals and Procedures**—Duncan provides a wide variety of installation and support manuals describing our products, their use and ongoing support procedures. Both electronic and hard copies of operating manuals will be provided for the City. These manuals, in appropriate quantities, will be provided to the City as a part of our training and implementation process. This shall also include manual which explain each component of the implemented solution, functional manuals facilitating how to use equipment and the system to perform related job responsibilities.

- **On-line Documentation and Help**—In addition to providing installation and support manuals, Duncan's on-line information systems and our AutoCITE handhelds include built in Help facilities that offer on-line, as needed support for information system and handheld device users.

- **Forms**—As part of the overall program, a number of forms are used to facilitate information sharing both internal to program operations and external with customers of the City. These forms will be provided as part of our documentation package and include but are not limited to forms related to the adjudication process and flyers with instructions on how to contest tickets.
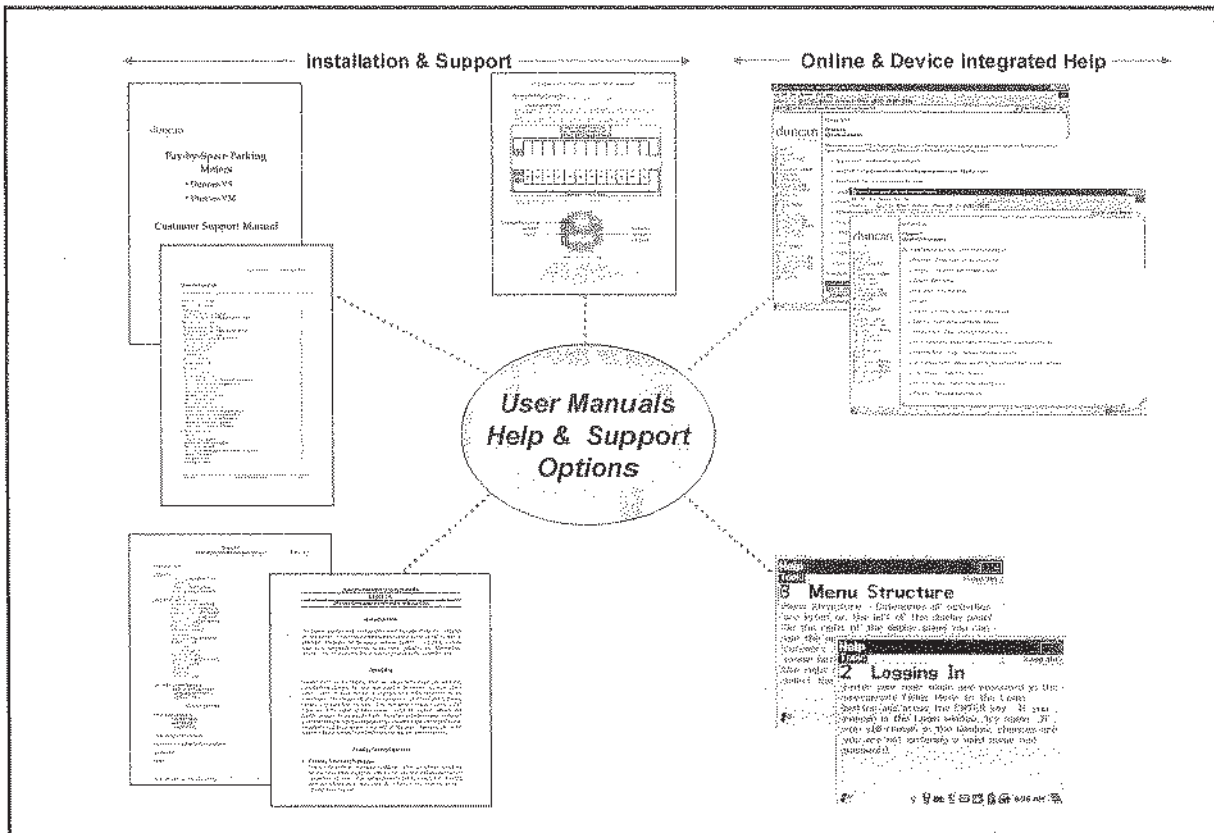
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Duncan's product and service solutions come complete with a wide array of user documentation and support resources, including installation and user manuals, troubleshooting guides, online help directories, and customer service resources.

Any changes in manuals, procedures, documentation and forms that directly impact the City will be provided to the City on a routine basis. Duncan agrees to update required documentation for material changes to the system or required operational practices. Depending on the nature of the change, this could be immediate or it may occur within 30 days of a change.

6. Plan of Services

Duncan is pleased to present a plan of services that meets all of the City's requirements, the vast majority already in place today, and is focused on implementing strategic enhancements.

Duncan Solutions is excited to have the opportunity to present our proposed Plan of Services for the City of Somerville's parking violations processing program. After carefully considering the City's current operation and analyzing the City's RFP, we have crafted a plan of services that we believe best meets the needs of the City of Somerville. In the pages that follow, we present our solution to the City's plan of services requirements. As requested in section 3.6,

> ### Highlights
>
> ➤ Organization—Duncan's program team is comprised of parking management experts who, in partnership with the City, can propel the City's program to the next level of service
>
> ➤ Conversion—Duncan's solution is in place today and requires no lengthy or risky conversion, transition, or drain on City staff or resources
>
> ➤ Scope of Services—Duncan's solution includes a detailed response to each of the City's specifications, and features our proven, integrated AutoPROCESS violation processing application that is already deployed

Duncan has included within our Plan of Services our organizational details and conversion plan; therefore our response is structured in the following manner:

- **6.1 Organization**—Duncan's proposed organisation features a parking management team with both local Somerville experience and decades of violation processing industry experience. Our proposed program manager has over 20 years of experience implementing, managing and enhancing violations processing projects for clients across the nation. Our operations manager similarly has more than 20 years of back-office and customer service experience processing violations and payments, including many years supporting the City of Somerville. Corporate Support and Steering Committee Teams will augment the program team and consult with the City on its program.

- **6.2 Conversion**—Much of Duncan's proposed plan of services is already deployed in the City, meaning that that the City can forgo a lenghy and risky conversion of violation and permit data and business process rules and criteria and instead focus it's resources on the new system and service enhancements necessary to bring the violation processing program to the next level for constituents.

- **6.3 Scope of Services**—Beyond simply acknowledging that we will meet the Scope of Services laid out in RFP section 5, Duncan has also included a detailed proposal response to each of the Specifications here. Our approach to the scope of work is built around Duncan's integrated AutoPROCESS violation processing application. A proven, robust and flexible application, AutoPROCESS currently handles over 6 million violation transactions for municipalities across the nation. We are confident that we can accommodate all of the City's requirements.

6.1 ORGANIZATION

Duncan's organization for the City of Somerville features a management team with decades of violations processing experience, including recent, relevant experience working directly with the City to provide service excellence to City staff and their consitituents.

Duncan's existing program organization blends a proven organizational model with leaders and managers who have considerable experience in municipal parking violations management and Somerville-specific

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experience. This proven, qualified team has the knowledge and will be equipped with the tools to execute a successful project conversion and to enhance the City's violation processing services.

The City will be served by a dedicated Program Manager, Ron Given, who manages all of the Duncan's resources that service the City of Somerville on a day-to-day basis. Since 2010 Mr. Given has worked closely with the City and Traffic and Parking Department staff to support the parking violation processing program. He also has over twenty years experience working in the violation processing service industry, working with urban municipalities of comparable size and scope.

Tim Wendler, Vice President of Operations, leads Duncan's Steering Committee. The Steering Committed is comprised of parking violation processing industry thought leaders and subject matter experts, who support the City and the Program Management team. Mr. Wendler managed the initial Duncan implementation for the City in 2009 and continues to serve as the primary point of contact on the contract.

Our organization not only promotes efficient delivery of processing services, it ensures that the City has a designated contract and operational points-of-contact that direct a highly responsive, well-staffed team to expertly perform all elements of the scope of work. Experienced functional managers lead important functions, such as lockbox, data entry, document imaging and noticing operations. The program staff, steering committee, corporate resources and individuals that comprise them are identified in the organization chart below and profiled in the following paragraphs.

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Somerville Team

*Collections contract interface
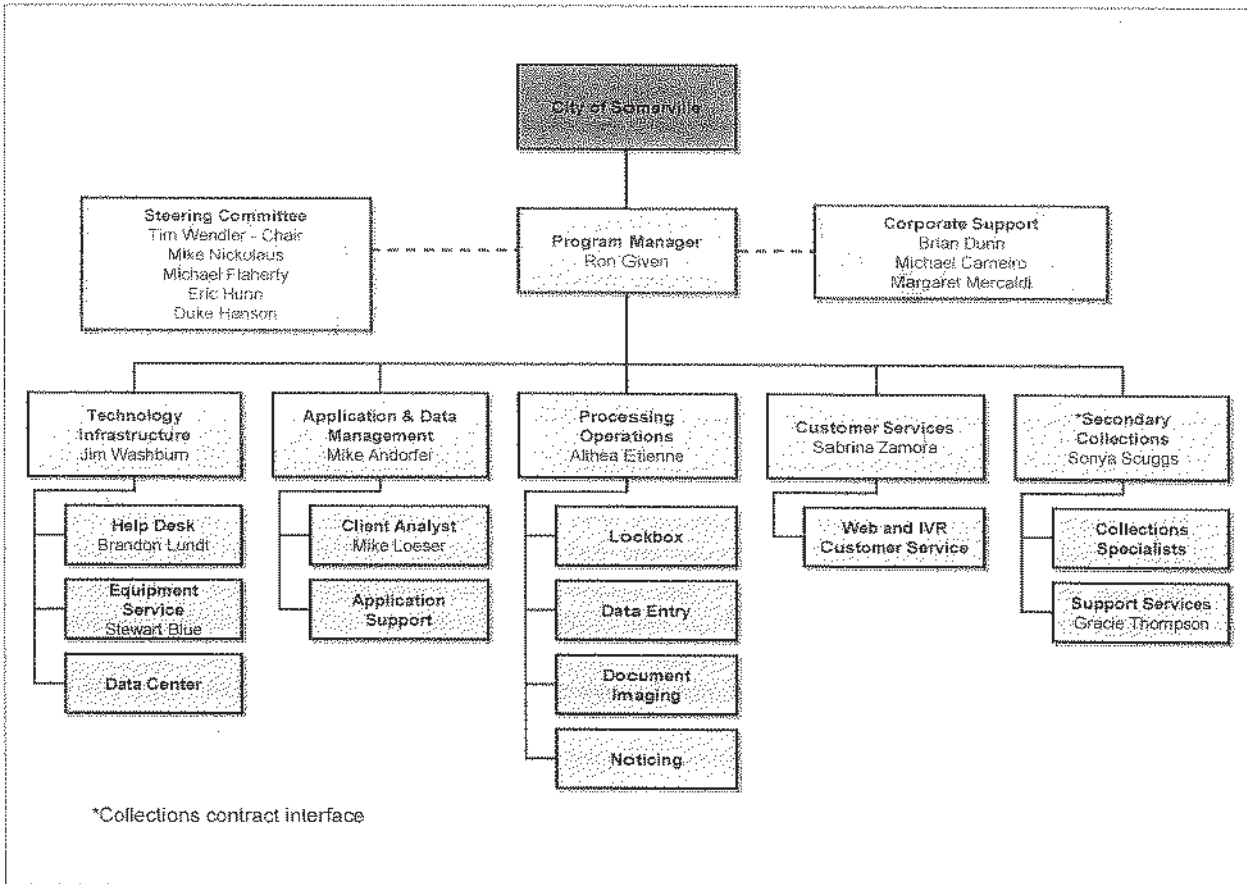
Duncan's management team for the Somerville citation processing and collection services operation offers a depth of experience and a dedication to the needs of the City that is unmatched by any other provider.

Program Management Team

Duncan is proud to present an extremely experienced and capable program management team for the Somerville violations processing contract. Our team features two key managers with nearly thirty years of directly related experience between them, including relevant experience with Somerville's violations processing operation. Their qualifications are described below.

- **Ron Given, Program Manager**—Mr. Given is a municipal parking violations processing subject matter expert with over 20 years experience. Mr. Given has managed many successful implementations and on-going operations for municipalities large and small on the East Coast of the U.S. as well as overseas, including programs for Somerville, MA, Washington, DC, Montgomery County, MD, Annapolis, MD, Alexandria, VA, Fairfax County, VA, Raleigh, NC, New Haven, CT and the State of Victoria, Australia. Mr. Given joined Duncan in 2005. Prior to joining Duncan, Mr. Given spent 15 years in the parking violation processing business unit of Xerox (formerly ACS and Lockheed Martin). Mr. Given manages all aspects of service delivery to the City and coordinates corporate and partner resources. Mr. Given is based in our East Coast processing center located in Silver Spring, MD and is in Somerville on a monthly basis.

- **Althea Etienne, Operations Manager**—Ms. Etienne is an experienced back-office operations manager for large-scale municipal parking violation programs. Althea manages day to day operations at Duncan's East Coast office, including lockbox, data entry, document imaging and noticing. Ms. Etienne also coordinates service delivery with other departments and vendors to ensure all daily processing requirements are met in an accurate and timely manner. Prior to joining Duncan, Ms. Etienne managed key start-up and on-going processing operations in Boston, New York and Philadelphia for Xerox and PRWT Services.

Corporate Specialist Support

Our program management team receives strong support from industry specialists in our corporate organization. They will be apprised of program issues, City requests, and project statuses and will expeditiously address any challenges that require additional specialist attention. This includes, but is not limited to the allocation of additional corporate resources to help ensure success. A brief description of each of their backgrounds and experience are included below.

- **Margaret Mercaldi, Chief Information Officer**—Ms. Mercaldi has enjoyed an almost thirty year career in technical project management and application support. She is currently Duncan's Chief Technology Officer, and is responsible for the systems highlighted in this Proposal. Ms. Mercaldi joined Duncan following a 25 year career as a technical architect and senior technology manager for ACS (now Xerox). At ACS, Ms. Mercaldi played key roles in the development and support of the company's Ticket Information Management System (TIMS) as well as eTIMS, their Emergency Medical Systems, and Court Systems, serving as the lead architect for major enhancement projects. Her insight has been extremely beneficial in transitioning clients from ACS to Duncan's suite of solutions. Programming language and database management expertise includes Java, J2EE, WebSphere, MQSeries, Oracle, SQL, and more. Technical skills include Windows platforms, client-server and mainframe environments, web-based technologies, internet services, mobile wireless applications, imaging, and electronic workflow.

- **Mike Carneiro, Registry Data Acquisition**—Mr. Carneiro is a veteran of registry of motor vehicles systems and operations in Massachusetts and nation-wide. Mr. Carneiro implements, operates and maintains the critical registry relationships and service interfaces, most importantly for name and address acquisition and registry stops, which are paramount to the City's violation processing program. Mr. Carneiro also fostered and maintains Duncan's strategic relationship with the National Law Enforcement Telecommunications System (Nlets) to make available additional registry data avenues for those cities that are interested. Mr. Carneiro came to Duncan in 2007 from Xerox, where he established their registry systems and operations over a period of 20 years.

- **Brian Dunn, Supplemental Services**— Mr. Dunn is responsible for managing many internal corporate operations relating to violations processing, collections, and customer service operations. He has been with the company since 1997. Prior to that time he held responsible positions in the financial services industry. Mr. Dunn was a key player in our largest customer implementations (Milwaukee, WI and Pittsburgh, PA) and has driven several value added enhancements for our clients, including our IVR and Internet payment systems. Mr. Dunn assigns and directs key personnel for configuration, data management, and ongoing business application support.

Steering Committee

In addition to the key staff above with direct responsibility for the City's parking violation processing contract, we will leverage members of our growing team of parking experts to benefit the City. We have assembled a Program Steering Committee of experienced parking professionals to consult with

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City and assist the dedicated Duncan program and corporate teams in any way that they can and ensure that all of the organization's resources are available when necessary.

* **Tim Wendler, Vice President Operations, Steering Committee Chair**—Mr. Wendler is an experienced violations processing and information technology professional. Mr. Wendler has led successful engagements for dozens of municipal clients, including Somerville, MA, New Haven, CT, Norwalk, CT, 70 Inglewood, CA Consortium clients, Evanston, IL, Fargo, ND, Pittsburgh, PA, Clearwater, FL, Baltimore, MD and Montgomery County, MD. Mr. Wendler joined Duncan in 2000. Prior to joining Duncan, Mr. Wendler spent several years in the public sector serving as a liaison among the Racine County Circuit Court and the administrative heads of the County Departments. Mr. Wendler will be responsible for contract management and corporate-level resources and activities necessary to successfully support the project. Mr. Wendler is located in our Milwaukee Headquarters office.

* **Mike Nickolaus, President and CEO, Duncan Solutions**—Mike spent 15 years with Lockheed Martin IMS/ACS including running their parking ticket processing business. He had management responsibility for two dozen parking ticket processing contracts which issued 15 million tickets annually. Under his leadership, the business won and successfully implemented ticket processing contracts with Montgomery County, St. Louis, Detroit, Dallas, Beverly Hills, Santa Monica, West Hollywood, and others. Mike is intimately aware of the requirements of implementing and operating programs comparable to the City of Somerville.

* **Michael Flaherty, COO, Duncan Solutions**— Mr. Flaherty has over 20 years of executive management experience in the State and Local government industry. He has a wealth of experience in operations management, technical project management and oversight, business innovation and strategic process improvement. Currently, Mr. Flaherty is responsible for ensuring that Duncan's clients realize policy goals through successful parking program implementation.

* **Eric Hunn, Payments and Collections**--Mr. Hunn is a seasoned collections professional with more than 21 years of experience in the industry. During his career Mr. Hunn spent 15 years managing municipal violations processing and collection contracts, including the Cities of Providence, Boston, Philadelphia, Denver, Los Angeles, Dallas, Cleveland, San Francisco, the States of Arizona and New Jersey, and over 50 others. He has experience managing collection operations in support of key segments of the industry including banking, financial services, credit cards, purchased debt, student loans and medical. His knowledge of call center operations, dialing strategies, skip tracing, and related analytics will be used to devise strategies for revenue improvement and increased case closure rate.

* **Duke Hanson, Regional Vice President, Duncan Solutions**—Mr. Hanson has had a 33-year career in parking and transportation. His decade of work in the public sector included six years with the District of Columbia's Bureau of Parking. As a key member of this Bureau's original management team, he helped design and implement procedures for the District of Columbia's new parking enforcement program, which included violation issuance, vehicle immobilization and impoundment and dispatch operations. Duke left the District in 1985 to join Brophy and Associates, now Xerox /ACS Government Solutions, as Vice President, Parking Management Consulting. In that capacity, he worked directly with staff in city governments around the country and abroad to implement comprehensive parking management programs and fine tune operational elements of those programs. Duke is truly recognized as a leader in the parking industry as reflected in his more than 13 years of service as a member of the International Parking Institute's

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(IPI) Boards of Directors and Advisors. He has authored numerous articles and contributed to several technical publications and has been a speaker at IPI, National Parking Association, state and regional parking association, American Public Transportation Association, and Institute of Transportation Engineers conferences.

6.2 CONVERSION

With mission critical systems and operations already in place delivering services and results every day, Duncan's proposal requires no lengthy or risky conversion or drain on City staff and other resources.

Because Duncan is the existing provider our integrated AutoPROCESS system is already in place, meaning that the City will not require any risky or lengthy conversion of the City's violation or permit databases or any transition of key business processes and procedures. This means that starting on day one of the new contract Duncan and the City can focus resources on planning and implementing the strategic enhancements the City desires whilst continuing to service constituents day to day without any delay or disruption.

The many and varied AutoPROCESS internal modules and external systems interfaces and business practices have already been designed and deployed, including such mission critical items as:

* Handheld ticket writer computers,
* Guest Pass abuse tracking and enforcement solution,
* Duncan VM parking meter enforcement solution,
* City-wide residential parking permit program street and district eligibility database,
* Integrated violation and permit cashiering system,
* MA Registry of Motor Vehicles interfaces for registered owner information and marks/clears,
* Out-of-state Departments of Motor Vehicles,
* Credit card merchant service providers,
* Somerville parking website,
* Online hearing request module,
* Online hearing processing and correspondence response module,
* Online violation image review system,
* Online violation payment system,
* Integrated voice response (IVR) telephone payment and information system,
* Secondary debt collections system, and the
* AP web-based management information dashboard.

Each of these interfaces with internal and external system is vital to the daily functioning and operation of the City's parking violation and permit programs and is expertly managed by the integrated AutoPROCESS system

Perhaps most importantly, however, City staff and other resources will not be required to support any transition or training on systems with a different provider, allowing City management and staff to focus on key program enhancements and other initiatives.

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6.3 SCOPE OF SERVICES

Duncan's fully compliant approach to accomplishing the City's Scope of Services is centered on our existing AutoPROCESS violation processing application.

Duncan is excited to present to the City of Somerville, our approach to accomplishing the City's Scope of Services requirements. Duncan has implemented a solution that incorporates innovations and best practices developed in Somerville and in other Duncan projects. This solution is summarized in the pages that follow and detailed throughout Proposal Section 6.3.

> ### Highlights
>
> ➢ Duncan's proven AutoPROCESS system is in place today in the City and meets all of the City's requirements
>
> ➢ AutoPROCESS offers a comprehensive, integrated system
>
> ➢ Duncan currently interfaces with the Commonwealth of Massachusetts RMV for registered owner acquisition and registration mark and clear transactions

AutoPROCESS

At the core of our solution for Somerville is our AutoPROCESS application. AutoPROCESS is a proven, integrated, and flexible parking violation and permit management and collection system that meets or exceeds all of the City's requirements. The system has been continually developed, enhanced, and reengineered over a 20 year lifecycle. This experience has molded our solution in to a mature, time-tested, project-proven application that relies heavily on technological advances, the incorporation of best practices, and the application of lessons learned from current and previous deployments. Operating in the City of Somerville since 2009, and in more than 100 municipal and county clients, AutoPROCESS handles annual citation processing and collections volumes exceeding 5.9 million transactions totaling in excess of $100 million.

We believe a core benefit to this system stems from the integration of its component parts into a related whole, with the AutoPROCESS database at its center. This configuration allows system components as well as system users to easily interact and access necessary data without the implementation of complex or unsecured third-party interface mechanisms.

AutoPROCESS is a Windows-based, menu-driven, violation processing system, which has been designed specifically for processing parking, traffic, and municipal ordinance citations. Throughout its evolution the system has absorbed ancillary functions and tools to become a centralized, integrated parking management and collections system. AutoPROCESS supports all core and ancillary program services including: ticket citation date entry, violation processing, noticing, payment processing, ticket issuance, permit management, and boot/tow operations.

The illustration below displays the core functional components of the AutoPROCESS application. In this high-level representation of AutoPROCESS we have simplified many of the internal interactions between modules and subsystems for readability and ease of presentation, but it is an accurate representation of the core components described in the table that follows.

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Functional AutoPROCESS System Diagram
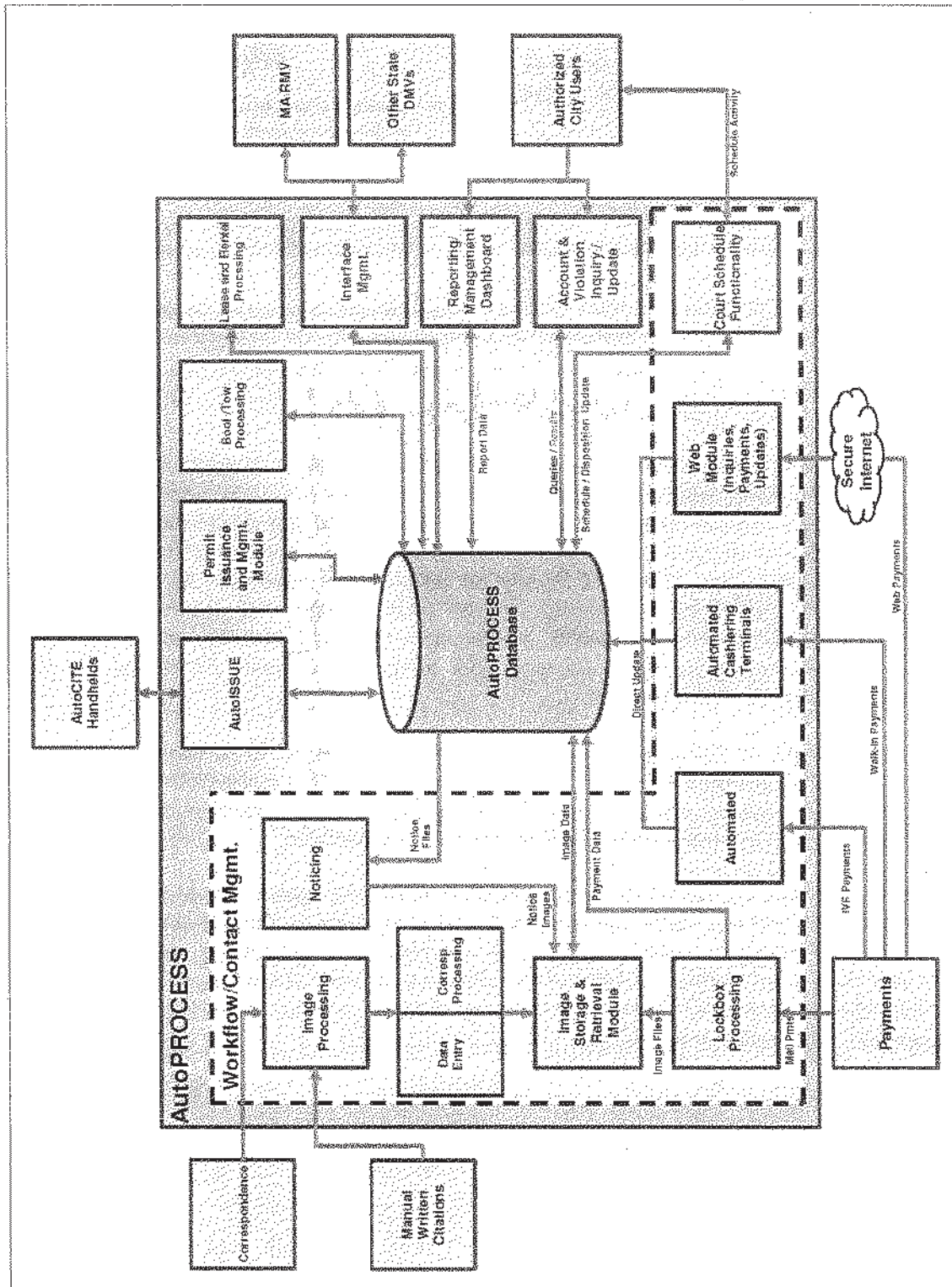
AutoPROCESS offers integration of many and varied functions and sub-systems for seamless delivery to Somverille staff and constituents.

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The core functional solution elements of the proposed AutoPROCESS citation management system are described in the table below.

Key Solution Elements for Somerville Citation Processing	
Element	**Features**
AutoPROCESS Database	At the core of AutoPROCESS lies a powerful Oracle relational database with tremendous capabilities for information storage, management reporting and external system interfaces. Over the years, the AutoPROCESS database has been enhanced and customized to meet the specific needs of Somerville.
AutoCITE Handhelds	AutoCITE is the ultimate parking ticket issuance device. First developed over 22 years ago by a former law enforcement officer, the AutoCITE is the industry's only parking violation-specific ticket writer developed to perform all of the tasks required by a parking enforcement officer in the field in one handheld device. Now used by over 600 parking enforcement departments worldwide, the AutoCITE is capable of supporting a variety of enforcement functions, including wireless integration with Duncan's VM meters for efficient and accurate meter enforcement, and wireless integration with Duncan's AutoPROCESS system for almost instantaneous access for customers to inquire, pay or contest. The AutoCITEs have proven to be a reliable, effective, efficient, and flexible issuance system for Somerville and parking enforcement programs nation-wide.
AutoISSUE	AutoISSUE manages the handhelds in the field, and the AI Host PC is an intermediate environment that collects and formats electronically-entered citations for transfer to AutoPROCESS. Our handheld solution will fully accommodate ticket issuance, scofflaw list lookup, permit information lookup, and printing. Additionally the software provides the ability to capture voice records and digital pictures and deliver performance reports for analyzing the operation.
Manual Citation Processing	Core features of the AutoPROCESS manual citation issuance and data capture solution include: • Image-based manual citation data capture that increases data entry accuracy and speed; process control; and document security. • System-driven manual ticket issuance and processing controls within AutoPROCESS which allow Duncan to provide comprehensive reconciliation within the system, delivering a higher level of transparency into the overall manual citation process.
Interface Management	AutoPROCESS contains a mature, extremely flexible interface management module to manage the process of interfacing with external systems such as the Commonwealth of Massachusetts RMV.
Reporting	AutoPROCESS' powerful, real-time management reporting provides authorized City personnel access to all standard management reports as well as an Ad-Hoc report writing tool online in electronic format. AutoPROCESS allows authorized users to perform real-time, custom queries of all the information in the production database, providing accurate, up-to-the-minute program information to users. This provides a useful alternative to other ticket processing systems' reporting tools that present information in rigid, pre-determined formats with custom reports requiring additional programming effort. To the extent that "ad hoc" reporting is available in these systems, it is based on a subset of ticket information which is downloaded into a separate "data warehouse" which not up-to-date.

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Key Solution Elements for Somerville Citation Processing	
Element	**Features**
Pay-by-Phone System (IVR)	Interfacing directly with the AutoPROCESS database, the pay by phone module provides callers a variety of information and services from a touch tone telephone 24 hours a day, seven days a week. This time and labor saving feature provides three program functions:
	• The Information Delivery and Call Router Module, which provides informational messages on a selection of categories ranging from address, location, hours, directions and payment procedures;.
	• The Citation Inquiry Module, which provides real time status on particular citations.
	• The Credit Card Processing Module, which allows callers to pay fines and fees due over the telephone with a credit card.
Web Module	The AutoPROCESS Web module has been in use since 2003 for citation inquiry and online payment. Through a user-friendly search application accessed through a standard Web browser, the module allows constituents to locate individual citations by citation or license plate number. Once users locate citations, they can select multiple or individual citations to pay via credit or debit card. The module is fully compliant with Payment Card Industry (PCI) data security card standards. For the follow on contract, Duncan is enhancing the module to incorporate online permit payment, email functionality and options to allow customers to request more information on specific citations.
Payment Processing	The AutoPROCESS payment processing solution incorporates high-speed remittance processors, proven secure lockbox procedures, and a knowledgeable staff to efficiently and accurately process millions of dollars in citation payments. Highlights of our approach include:
	• Citation and payment documents are automatically read, encoded, and imaged by high-speed remittance processing equipment.
	• Remittance processors automatically read OCR scanlines on citation and notice documents to accurately post payments to the correct tickets
	• The application applies payments to citation records, incorporating automated file edit checks and quality assurance points such as the use of check digits.
	• The application enables timely and accurate balancing of all payments received.
	• The application captures payment images and provides access to authorized users through the citation or account record in AutoPROCESS
Noticing	Automated AutoPROCESS jobs identify citations that are eligible for noticing and includes them in the daily notice generation file transmitted to our mail house. Our state-of-the-art notice printing and mailing process features the USPS' National Change of Address (NCOA) database, CASS/PAVE certified technology, delivery point validation (DPV), and high speed printing and inserting hardware to ensure the fastest, most efficient mailing process with the highest possible postal discount.
Integrated Workflow Management	For the follow on contract, Duncan has integrated contact/interaction management functionality into AutoPROCESS to track all levels of interaction

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Key Solution Elements for Somerville Citation Processing	
Element	**Features**
	between the constituents and the citation processing program. This functionality integrates all customer interactions into a single repository in AutoPROCESS. This process includes providing image-based processing for all inbound correspondence; storing and making available images of all inbound correspondence, manual and electronic citations, and payments; and providing outbound email to constituents.
Management Reporting Dashboard	Duncan has developed a "management dashboard" website for quick tracking of key performance indicators from AutoPROCESS. This functionality provides executive level users the ability to view summary level program information and determine project status at a glance from their desktop.

The subsections follow present our detailed response to each of the requirements identified in Part Six of the RFP.

6.3.1 Terminals/ Equipment/ Response Time Required

Duncan will provide the City with all requested terminals, equipment, and response times to ensure that the City may continue to have industry-leading systems and offer best-in-class service to its constituents.

6.3.1.A-B   Hand Held Ticket Writers

Duncan Solution's AutoCITE X3 handheld device offers the City a proven, dependable, hand held ticket writer solution that can be customized for the City's specific enforcement needs.

Duncan is pleased to offer the City of Somerville with the requested thirty-two (32) AutoCITE X3 handheld ticket issuance devices and required ancillary equipment. Only Duncan offers a robust, fully integrated enforcement solution for parking ticket issuance that is field proven. The X3 handheld solution fully accommodates the City's specific needs for their parking enforcement program today and tomorrow, including ticket issuance, 2D barcode scanning, wireless ticket update, time limit marking, broken meter/damaged sign reporting, scofflaw list lookup, and built-in printers.

Optionally, the X3 platform can be upgraded for Guest Pass abuse tracking and wireless integration with the Duncan VM pay stations for efficient and accurate meter enforcement.

The handheld system is comprised of two key components:

- **AutoCITE X3**—The AutoCITE X3 is a robust, rugged handheld ticket issuance device that is designed, produced, and maintained by Duncan Solutions. The X3 is also a platform that is highly flexible and scalable, as evidenced by the fact that as the City's program has grown Duncan has been able to incorporate new features and functions to the existing units, including:

  - Guest pass abuse marking and tracking,

  - Wireless integration with AutoPROCESS,

  - Wireless integration with the Duncan VM meters,

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- o Enforcement of expired vehicle registrations and inspections, and

- o Integrating a new 2D barcode scanner to efficiently read vehicle information from the Massachusetts inspection windshield sticker.

- **AutoISSUE**—AutoISSUE is the supporting hardware and software infrastructure that manages the deployment of X3s and interfaces with AutoPROCESS to manage the transfer of data to and from the X3.

The AutoCITE and AutoISSUE issuance solution is described in greater detail in proposal section 6.3.9, Handheld Automated Issuance System.

6.3.1.C   Twenty-one (21) Terminals and Three (3) Laptops

Duncan will provide the requested twenty-one terminals, including ten for cashiering, plus three laptops for on-line inquiry.

6.3.1.D   Eight (8) Laser Printers

Duncan will provide the required eight laser printers needed to produce screen prints from the above 21 inquiry computers and to allow authorized users to print system reports.

6.3.1.E   Eight (8) Cashiering Printers

Duncan will provide eight cashiering printers for check endorsements, receipts and journal printouts for use with the above cashiering terminals for use receipting parking violations and parking permits.

6.3.1.F   Wires

Duncan will provide computer wires and power cables to connect the above handhelds, terminals, and printers. Duncan assumes that the City will continue to provide the appropriate power connections, LAN connections, and high-speed internet access for each of the terminals and laptops to access the system.

6.3.1.G   Consumables

Duncan is pleased to continue providing the City with receipt paper rolls, ribbons, and cartridges for the cashiering printers per above section 6.3.1.E. The current process is that the City contacts the Duncan processing center in Silver Spring when supplies run low. Duncan ships the supplies free of charge to the City.

6.3.1.H   Onsite Installation and Repairs

Duncan understands the vital nature of equipment operation to the City's ability to perform parking violation processing operations and deliver services to constituents. In that light, we will re-commit ourselves to providing the City with high quality installation and repair services. Duncan will provide on-site personnel for major equipment installations and major repairs, and otherwise remotely co-ordinate repairs with the City's IT staff and equipment vendors. Duncan's professional help desk team is available by phone and email and prides itself on its personal, responsive service from the time a problem is reported through resolution.

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6.3.1.1-L   System Availability and Response Time

Duncan constantly works to maintain high availability of its system for users and to proactively mitigate any downtime. Duncan's help desk and processing center is in constant communication with the City and immediately responds to any issues.   Additionally, Duncan's system architecture and deployment methodology for AutoPROCESS allows for system response times of less than one second and online availability of the system well exceeding the City's requirement of Monday through Friday, 7am to 8 pm.

System Availability and Response Time	
Requirements	**Response**
- Availability of on-line system from Monday through Friday from 7am to 8pm - Response time for on-line inquiry must be three (3) seconds or less - The response time for all on-line systems shall on the average be less than three seconds - The Contractor shall maintain an aggregate on-line system uptime of not less than 95% of available utilization time, and on-line system update of not less than 90% of available utilization time any given working day. - The Contractor shall also notify the City of Somerville Department of Traffic and Parking of any foreseeable or anticipated downtime at least one hour before such downtime is to occur. - The Contractor shall respond reasonably to reported equipment or software failure within one day of such reported failure	Duncan will meet or exceed all requirements

Duncan will notify the City in advance of any foreseeable or anticipated downtime at least one hour before such downtime is to occur; and any unanticipated failure reported to Duncan's help desk will be responded to within one day. Whenever possible, Duncan notifies the City of scheduled software maintenance events at least several days in advance. Additionally, we make every attempt to schedule any necessary maintenance during off hours so as not to impact City services. However, whenever something unanticipated occurs, Duncan makes it best effort to minimize the impact and recover as soon as possible. At a minimum, Duncan immediately acknowledges outages with a tracking number, date and time stamp, and toll-free number to follow-up when the outages are reported to Duncan's help desk or support email.

AutoPROCESS system uses a hosted, ASP-model that ensures full scalability, high security, high availability, rapid response time and rapid disaster recovery. AutoPROCESS is functionally robust, continuously enhanced and processes millions of parking tickets and hundreds of millions of online

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transactions each year. As Milwaukee, WI, Alexandria, VA, and Pittsburgh, PA, have learned from experience and the Inglewood consortium concluded after rigorous review processes, a ticket processing and collections program with our AutoPROCESS system as its foundation, offers clients a more flexible, cost-effective solution which generates higher net ticket revenues.

More specifically, Duncan's processing system architecture is designed to take advantage of Oracle Grid Computing and virtualization technologies. Leveraging Oracle database and application server technologies connected to EMC fiber channel Storage Area Networks (SAN) provides unbeatable application performance, availability, and recoverability. In addition to Oracle Grid Computing, Duncan has capitalized on server virtualization solutions for the data center providing 24/7 availability for violator and client access, on-demand scalability by adding inexpensive server nodes to our database or application server clusters, and flexibility to meet changing business needs.

The Duncan application delivery infrastructure is not only scalable, but fault tolerant as well. Redundant AutoPROCESS application servers provide load balancing and fault tolerance for 24/7 application access. In addition, Log Servers, 24/7 Monitoring and Alerting Systems, Anti Virus Defense Systems, Windows Security Update Servers, RSA 2-Factor Authentication Security Systems, and Active Directory Servers all help secure and maintain our dynamic data center.

The AutoPROCESS online transaction processing system (OLTP) utilizes the Oracle RAC clustered database architecture and provides a highly scalable and available environment for ticket processing and issuance (AutoISSUE) systems. Duncan's data security policy reflects the stringent requirements of the Payment Card Industry Data Security Standards (PCI — DSS). Additionally, no cardholder data is stored in the database. By building our online transaction processing system using Oracle RAC and EMC fiber channel networks, rather than on a mainframe Clients connect to the AutoPROCESS application through a web browser or by a direct secure connection to our data center. Additionally, users experience exceptional response times (less than one second) and are provided access to real time reporting. As future processing needs dictate, additional servers are added to ensure that user response times remain under one second. Also, additional Terabytes of storage capacity can be added to the EMC SAN enabling Duncan to provide unlimited storage to meet the City's storage demands.

This configuration will also allow us to maintain an aggregate on-line system uptime of more than 95 percent of available utilization time, and an on-line system update of not greater than 90 percent of available utilization time of any given working day. In the event that Duncan must perform system maintenance or upgrades, downtime is pre-scheduled, mutually agreed upon (at least one hour prior to the downtime), and performed during non-business hours.

Unlike a mainframe system where true, immediate disaster recovery (i.e., a secondary or standby mainframe) is prohibitively expensive, Duncan offers a full business continuity approach including comprehensive disaster recovery at a secondary site. For recovery purposes, database archive logs are multiplexed to the secondary data center as well as multiple storage locations. In addition, daily backups of the Oracle database and the transaction logs are transported to secondary Oracle standby databases

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at our disaster recovery data center. This means that Duncan can recover from an outage in a matter of minutes and update all of a day's transactions in a matter of hours.

As indicated above, AutoPROCESS runs on a modern Oracle relational database and is easily customized to your specific requirements. Extensive use of definable parameters and rules tables allow the application to be quickly and accurately configured during implementation. As has been demonstrated over the past ten years, the structure of the application and the database make it easy to customize any module to meet the City's changing needs without relying on the time-consuming process of having COBOL programmers review, modify, compile, test and release new lines of code.

AutoPROCESS has a true, easy-to-use management reporting tool that offers our staff and City staff access to all management reports online in an electronic format. The server-based architecture allows users to write their own reports which can be run in real time against the production database so that up-to-the-minute program information is at the City's fingertips immediately. This is in contrast with the prior vendor's ticket processing reporting tools where users must: 1) wait for nightly batch report runs to obtain information in rigid, pre-determined formats, 2) request a programmer to write a report in order to get access to your program information, or 3) interrogate a separate data warehouse containing limited and often outdated account information to obtain "ad hoc" reports. Additionally, as the City's needs further evolve, if other City systems require information from AutoPROCESS, custom APIs are available for third-party application integration.

6.3.2 On-line Inquiry

Using multiple and powerful search criteria, AutoPROCESS, an account-based violation and permit processing system, allows users to dynamically search using most any information about violations and permits.

AutoPROCESS is an account-based violation and permit processing system that allows users to inquire on violations and permits in multiple and flexible ways. While the system uses the violation number or the person account as the primary relationship key, AutoPROCESS supports numerous methods to inquire against the ticket and account database as described below. On-line access to various document images is also provided.

Ticket Database

Authorized City and Duncan users have the ability to inquire on individual tickets by numerous criteria, including:
- State and plate,
- Ticket number,
- Name,
- Driver's license number,
- Address,
- Permit number

Additionally, inquiries may be made by VIN and other distinct data fields that can be indexed and used as an access criterion at the City's request. Searches for records can also be initiated using partial data such as the first or last characters of a last name or a partial license plate number. Ticket records can be grouped by user-selected options for online display by various categories such as all tickets for a given

license plate, all tickets for a specific responsible party, etc. The AutoPROCESS ticket or violator inquiry functionality incorporates all search parameters and data elements identified in RFP Appendix 5, including:

- Ticket history/detail
- Date, location, time of violation
- License plate history/detail
- Payments(s) detail, amount(s), date(s)
- Notice(s) detail
- RMV Plate/make detail
- Tickets boot eligible
- Marked tickets
- Lease/rental history
- Vehicle color/make
- Badge/Meter numbers
- Disposition detail, including suspensions, adjustments, installments and others as required.

Sample ticket and account inquiry screens are shown below to illustrate how a user makes inquires and to show various screens and the fields contained therein.

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Ticket/Account Inquiry

Issue Number | License Plate | VIN | Registered Owner | Registered Owner Address |

License Number: [123 ▼]

State: [▼]

Plate Type: [▼]

☑ Return partial matches

Find Now

Cancel

Help

By Account | By Address | License Plate | Advanced   ☑ Return partial matches

Last Name: [Sl ▼]

First Name: [▼]

SSN: [▼]

Driver's License No.: [▼]   DL State: [▼]

Other ID: [▼]

Student ID: [▼]

Birth Date: [/ /]

DMV Name: [▼]

Find Now

Help

Clear All

View Account

Detail

New Account

Cancel

AutoPROCESS allows users to easily search the database for tickets using a variety of search parameters.

The main "Citation Inquiry Results" screen displays information from the face of the original ticket, the status of the ticket, RMV information, the current balance and all fines, fees, penalties and credits, noticing history, court and non-judicial review history, delinquent collection referral information, etc. Similarly, the main "Account Inquiry Results" screen displays information on all data records related to the requested account.

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The following panel presents a main Citation Inquiry Results screen.

Ticket Results

The citation results view displays all detail information related to specific tickets and also provides easy access to the associated system account and any related data. The 'Records Related by' filters allow the user to further filter the display based on data relationships.

In addition to providing access to basic violation information, a violation can be queried for boot or tow eligibility. The screen sample provided below depicts the selection option as well as the resulting feedback screen.

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Boot Tow Eligibility

The citation results view displays all detail information related to a specific tickets and also provides easy access to the associated system account and any related data. The 'Records Related by' filters allow the user to further filter the display based on data relationships.

The inquiry process also will allow authorized City and Duncan users to create a summary of information for multiple violations by license plate number, owner name, and/or ticket number.

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Create Ticket Summary

Parking Inquiry Result

Citation Information

Citation: 2566536	Agency: PPA	Total Fines: $16.00
Date: 08/07/2006 Time: 01:06 PM Case No:		Total Credits: $0.00
License: [redacted] VIN: Meter: D503		Amount Due: $67.50
State: WA Exp: 01/06 Plate Type:		Due Date: 09/09/2006
Make: CHEVY Model: 4 DOOR Color: BLUE		Late Fees: $38.00
ID: 14 Officer: DIXON, SHEILA		Costs: $0.00

Miscellaneous

Correspondence

Citation Processing Status

Citation Status and Date: OPEN	06/08/2006
Citation Cleared Reason and Date: NOT CLEARED	/ /
Void / Dismissed Reason and Date:	/ /
R.O. Request Status and Date: NO ACTIVITY	/ /
1st Late Fee Imposed: 08/20/2006 1st Late Notice Created: 09/25/2006	
2nd Late Fee Imposed: 09/14/2006 2nd Late Notice Created: 09/18/2006	
3rd Late Fee Imposed: / / Boot Notice Created: / /	
Initial Collection Date: 10/09/2006 Last Collections Send Date: 10/09/2006	
Review Date and Time: / / : AM	

Hotsheet Eligibility

Adjust Late Fees

Registered Owner Information

Name: [redacted]
Address: [redacted]
City: PITTSBURGH State: PA ZIP Code: 15221

Processing

Records Related by: ☑ Vehicle ☐ Registered Owner ☐ Permit Total Due: $1,069.63

ccount

| 16 Park. $1002.13 | 0 Boot\Tow $0.00 | | NSF | | Notes | |

Print

Date	Citation No.	Relationship	Resp?	Name	Amount Due	Due Date	e N
04/05/2007	2731610	REGOWN	N		$49.00	05/08/2007	01
03/30/2007	2732241	REGOWN	N		$49.00	05/02/2007	01
03/29/2007	2658474	REGOWN	N		$49.00	05/01/2007	01
01/09/2007	2642752	REGOWN	N		$49.00	02/11/2007	01

iew Details

New Inquiry

Done

With AutoPROCESS, users can easily view summary information for violators with multiple violations on one or more vehicles.

Image Access

As described throughout this proposal, Duncan is pleased to offer the City online access to images of tickets (facsimiles of electronic tickets as well as scanned images of manual, handwritten tickets), payments (copies of checks processed in our lockbox), correspondence (copies of correspondence

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received at our lockbox), photos (taken by the hand held ticket writers), and the potential to store other violation related documents online via the AutoPROCESS application. These images are accessed through the violation or violator record in the same manner as other data elements are located. The exhibit below shows an example of an image captured by an AutoCITE handheld issuance device. Other image types that can be accessible include notices, correspondence, payments, and manual tickets.

AutoPROCESS places all relevant violation information—including images of tickets, correspondence items, payments, and notices, as well as photos captured by handheld devices in the field—at authorized users fingertips, providing comprehensive supporting documentation as needed.

Violator Database

Authorized City and Duncan users will have the ability make an account inquiry using criteria such as responsible party name (Owner Name) or address, company name, etc. Searches may also be initiated using partial data such as the first or last characters of a name, and a user may also access an account directly from any individual data record related to that account.

AutoPROCESS' design enables it to take maintain information both at the account level (e.g. all tickets for an individual or entity) or at a specific ticket. The account record contains the data elements of name and address as well as a number of other elements as shown in the graphic below.

Account/Violator Data

Violator information is stored as the AutoPROCESS account record.

These account or violator records can be created manually in AutoPROCESS, but generally are created automatically as a by-product of the creation of data record or account-relevant information being entered for an existing data record (examples of this includes the entry of a parking ticket and the addition of registered owner information).

The account-based nature of AutoPROCESS will allow authorized City and Duncan users to rapidly and accurately identify all tickets for a specific violator and ascertain the total amount owed by the violator. The account structure and screen layouts make it easy for authorized users to research customer service inquires and seamlessly moves from record to record within an account reviewing data at a high level or drilling down to the smallest detail. The account structure is also the basic building block for our Fleet Management and Lease/Rental Citation Management modules.

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6.3.3   On-Line Transaction Updating

AutoPROCESS provides for real-time transaction updating to ensure that the information in the system is as up-to-date as is possible, unlike in mainframe systems.

AutoPROCESS provides for real-time information updating including account information, payment information, notations and the like. Ticket status can be affected by such activities as voiding, dismissals, action suspensions, and due date extensions. A general overview of transaction updating is provided below, followed by a checklist showing our compliance with each of the on-line update types.

The screen below shows an example of a ticket record being update manually.

Real-Time Citation Detail Update

Tickets records can be updated in a wide variety of ways, including those listed below.

- **Void/Reinstated** - Describes the process of closing a violation that was written in error or was not valid on its face. When a violation is voided, any assessed fines and/or fees are credited in full so that if a payment has been received, a credit balance is created. Once a void has been processed, the status of the violation will appear in the online inquiry screen as closed and the reason and date of the closure will also be displayed. In the event a violation was Voided in error, it can be reinstated.

- **Dismiss/Reverse Dismiss** - Describes the process of closing a valid violation short of full payment for a valid administrative reason. When a violation is dismissed, any currently unpaid fines and/or fees are credited so that if a payment has been received, a credit balance is not created. Dismissals are frequently used to close violations where the original fine has been paid and an administrative

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decision has been made not to pursue any outstanding late fees. Once a dismissal has been processed, the status of the violation will show on the online inquiry screen as closed and the reason and date of the closure will also be displayed. In the event a violation was dismissed in error, it can be reversed.

- **Suspend/Resume** - Describes the process of temporarily suspending all action on a violation including assessment of late fees, generation of late notices and other automated system actions. Once the sequence of events that initiated a suspension change, the violation processing events can be resumed.

- **Extend** - Describes the process of altering the due date for all actions on a violation including assessment of late fees, generation of late notices, and other automated system actions.

These capabilities are controlled by the individual user's security profile. An authorized user has the ability to void or dismiss an open violation and must select the reason for the void or dismissal from a predetermined list of valid reasons. Standard system reports are available showing both detail and summary information related to the closing of violations. Furthermore, all status updates are recorded in the AutoPROCESS system audit trail.

Adjustments

Payment adjustments can be entered online using a strictly controlled "Add Transaction" screen. As shown below, authorized users can adjust payment amounts, reverse payments, reapply payments, redirect overpayments, generate NSF transactions, and generate refunds online in real time. All adjustment transactions create clearly identifiable and audible record entries.

Payment Adjustment

The AutoPROCESS application allows authorized users to adjust transactions, while maintaining a record of every action taken on a ticket in the system's electronic audit trail.

Scheduled hearings

The Online Court Reviews, Hearings and Scheduling module provides for users to schedule hearings (either administrative adjudication hearings or formal court hearings), display hearing schedules, adjust schedules and prepare hard copy violation history, support complaints and calendar documents. Access to the module and to each of the processes within the module will be password controlled to limit access to sensitive data and ensure that only authorized personnel complete sensitive tasks.

As shown below, the system can also be configured to support different schedules for different court branches or hearing offices. The system allows additional violations to be added to an existing hearing or to modify hearing types, dates, and times.

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AutoPROCESS Court Scheduler

AutoPROCESS incorporates a user friendly court schedule module that allows authorized users to schedule judicial hearings.

Duncan will continue to work closely with the City to maintain the hearing calendar as well as officer availability.

In the event rescheduling is required, the calendar can easily be modified by an authorized user. Once a violation is scheduled for a review or hearing, it is suspended from further system processing, including late fees and notices, until such time as a decision or disposition has been posted. In the event a constituent does not appear for a scheduled hearing, the system can resume normal processing.

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Citation Note Update

AutoPROCESS allows users to enter notes for individual citations.

To facilitate and support the hearing process, AutoPROCESS provides the ability to print detailed information such as the violation, any/all recorded notes, payment history, notice history, etc. A sample of the report package selection screen is included below.

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Citation Disposition Print

AutoPROCESS allows users to print detailed citation disposition information to support the hearing process.

Dispositions

Dispositions can be entered online into the violation processing system. The system is normally configured so that the user must select a valid disposition reason code from a pre-determined list of disposition reason codes. The online entry screen allows the authorized user to uphold the issued violation, dismiss the violation, modify the violation fine, modify any assessed late fees, and/or assess

adjudications fees or court costs. The user also has the option to set a new due date to give the violator time to pay the violation before subsequent collection events resume. When the disposition is entered, the system will recalculate the total due and produce a document for the constituent showing the hearing disposition and the new amount due or generate a required notice. The system provides the flexibility to define and accept the type of dispositions and statuses requested by the City.

Audio and Video Recording

Duncan's integrated AutoPROCESS system currently offers the City of Somerville the ability to record and store a record of all hearings held via the web and mail, including details of the violation, a record of the constituent's dispute, copies of any evidence submitted, and a record of the hearing examiners decision and any notes. This information is vital for the City to properly account for the hearings, respond to appeals, and conduct quality reviews and on-going training for staff.

Duncan understands that the City now desires the ability to record audio and video of the in person hearings, presumably so that management has a record of the hearings for research and quality assurance purposes. We would like to explore the detailed requirements with the City so that we may properly scope the detailed requirements and deliverables to provide the appropriate system capabilities and functionalities.

Requirements Checklist

The table below presents our specific responses to the City's online transaction updating requirements.

Online Transaction Updating	
Requirements	**Response**
Payments	AutoPROCESS meets online transaction updating requirements for payments.
i. Update-date, time, user ID, dollar amount, payment type: cash, check, money order and credit card.	
ii. Audit trail to print on checks state/plate, date, ticket numbers, amount paid on each ticket, total check amount and endorsement to City account.	
iii. Immediate update and ticket re-evaluation for boot tow eligibility, amount due.	
iv. Daily volume approx. 600 payments per day.	
v. Journal listing of each entry printed as each entry is made.	
vi. Ability to process payments in an off-line mode if system is down.	
vii. End of shift; end of day totaling for balancing, by terminal, by user ID	
viii. Ability to integrate with another online payment providers, such as another Merchant service provider and secured gateway provider.	

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Online Transaction Updating

Requirements	Response
Adjustments • Fields updated date, time user ID, dollar amount, payment type: cash, check, money order, and credit card, adjustment type: clerical entry, bounced check, refund, Audit trail/journal listing. • Immediate update and ticket revaluation for boot tow eligibility, amount due. • Ability to accept on-line appeals. Appeals must be noted on resident account upon receipt. • Ability to flag problematic accounts; prevent disposition of accounts by any unauthorized ID/user.	AutoPROCESS meets online transaction updating requirements for adjustments.
Scheduled hearings • Fields update: date, time, user ID for entry, date and time of scheduled hearing. • Immediate update to suspend activity, including boot eligibility.	AutoPROCESS meets online transaction updating requirements for scheduled hearings.
Provide on line correspondence for bounced checks, overpayments, dispositions and any other correspondence instituted at a later date.	AutoPROCESS meets online transaction updating requirements for correspondence. For greater detail please refer to Proposal Sections 6.3.6, 6.3.20, and 6.3.21.
Dispositions • Fields updated: date, time, user ID, disposition reasons code, dollar amount of disposition (Appendix 6). • Audit trail on line: date, time, user ID. • Ability to update immediately, including stop activity, and boot eligibility. • Must be able to provide on line correspondence for denial and dismissal letter • Must prompt, prior to final disposition, user to enter disposition justification.	AutoPROCESS meets online transaction updating requirements for dispositions.

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6.3.4 Hearings

Duncan's integrated AutoPROCESS system offers an electronic hearing request module, allowing constituents to easily inquire about a ticket or request an electronic hearing as well as allow the City to better manage its resources and workloads. AutoPROCESS also offers two new enhancements that Duncan has been working on with the City, including an option for constituents to obtain more ticket information and for the City to send hearings outcome decisions by email.

Online Information Request and Image Review

Duncan's online offering begins with the integrated AutoPROCESS Online Information Request Module. It is a feature that simply allows constituents to electronically view available information about their tickets via the City's purpose-built Traffic and Parking Website (please refer below to section 6.3.23 for a full discussion of the new website).

Currently, constituents may only inquire only for the amount due on a ticket, as illustrated in the screen shot below.

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As shown in the example below from another city, with the enhanced solution, constituents may view online more detailed information about their tickets, including any images of the tickets and photos. After reviewing the information there is an easy "Pay Online Now" button. This feature provides added convenience to constituents to inquire on their tickets at any time while reducing call volumes into the City's 311 call center for more routine calls.
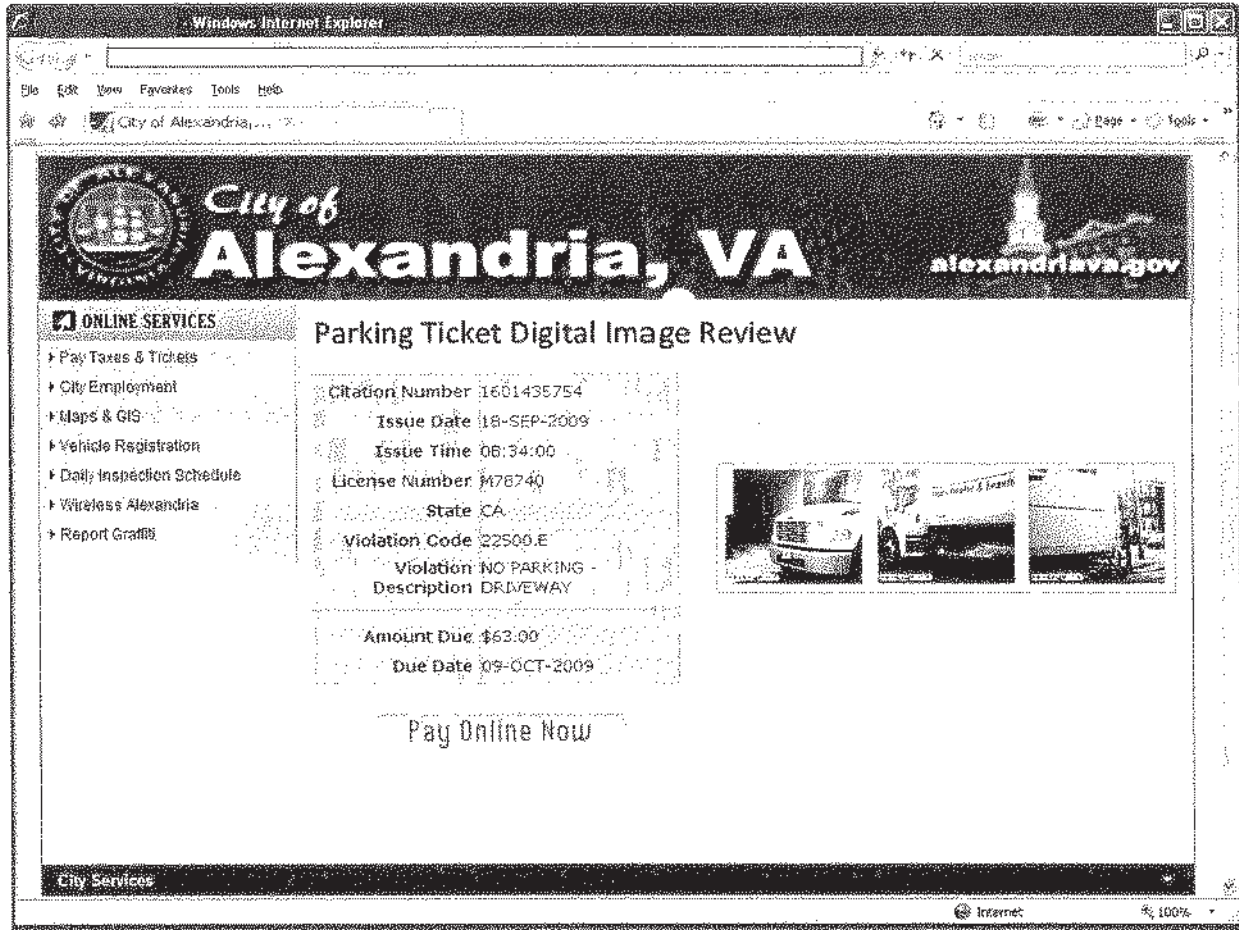
Whilst the above solution should accommodate the majority of requests, should the City desire to allow constituents to request more information about a ticket Duncan will add an additional link to request more information. This link will bring the person to an online form where they may enter their request and have it sent to the appropriate City staffperson.

Online Review/Hearing Request

Should a constituent need to contest their ticket, Duncan's AutoPROCESS Online Hearing Module is available and in use today in the City. The online hearing request module allows constituents to contest tickets on-line by completing an online form and attaching evidence. The City has made impressive strides in leveraging this tool to drive more hearing transactions online, while also significantly reducing response times. Somerville's impressive results have garnered local and national attention, and Duncan has more recently installed similar solutions for the cities of Alexandria, VA, New Haven, CT and Raleigh, NC with similar success.

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Back in early 2009, Duncan worked with the City of Somerville to create the on-line hearing system, , accessed via the www.parksomerville.com web site — also hosted by Duncan Solutions, as shown in the exhibit below.
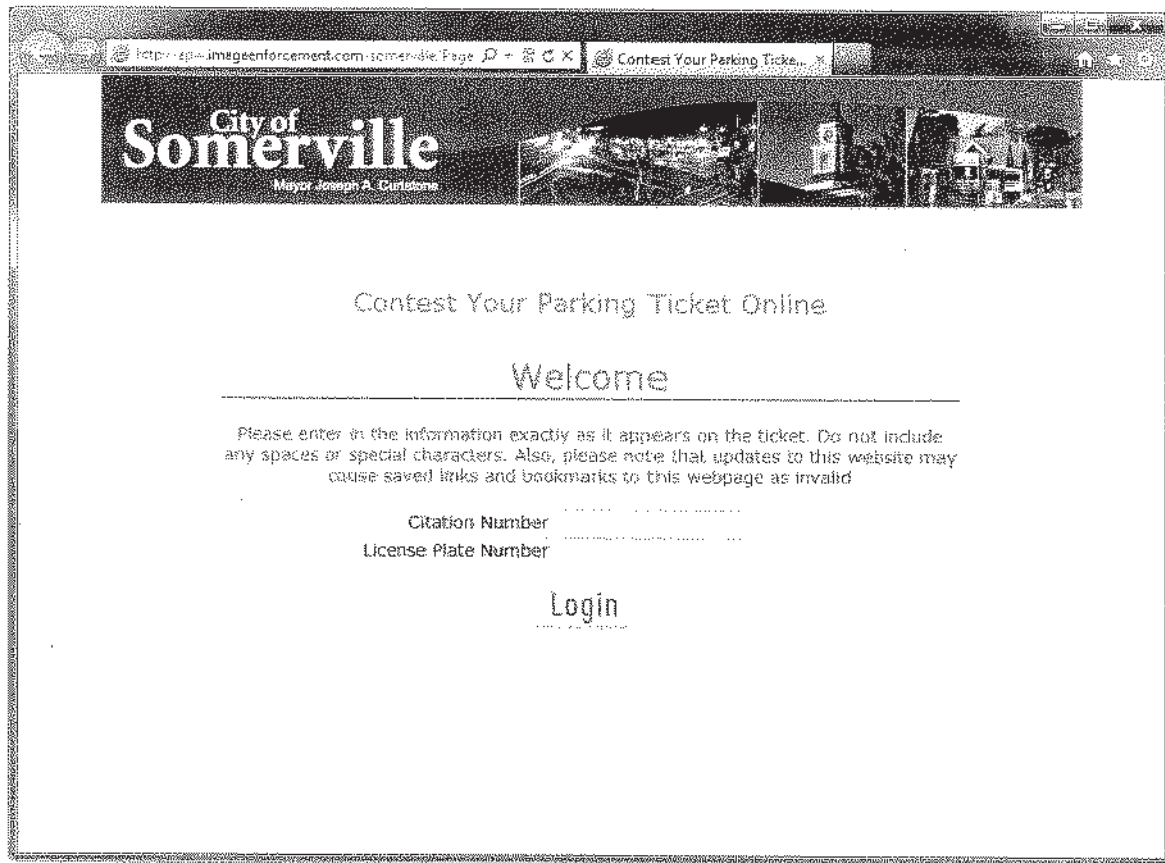
The panel displays basic ticket and violation data and any photos captured at the time of the violation. The intent is that educating the constituent about the violation and any photographic evidence will deter frivolous hearings. It also provides the ability for the constituent to elect to pay the ticket online rather than entering an appeal request. For privacy purposes, no sensitive personal information is displayed.

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Once the violator clicks the "Online Hearing Request" button, the AutoPROCESS system automatically verifies the ticket eligibility for a hearing or an appeal according to the City's business rules. If the ticket is not eligible, a message is displayed to inform the user that this particular ticket is not eligible for a hearing with the appropriate explanation. If the ticket is eligible, the system prompts the user to enter any required information for the hearing/appeals request as dictated by the City's requirements.

As illustrated in the exhibit below, the constituent may type the reason for their request and also attach any supporting documents relevant to their appeal.

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PARKING CITATION ADJUDICATION REQUEST

To contest a parking citation and request an online review, you must provide the required information below and acknowledge that you understand and agree to the terms of the review. Your completed form will be submitted to the City of Somerville Traffic and Parking Office, where a review officer will review your case. The review outcome will be sent to you by mail.

Please note the ability to contest a parking citation online is only available for the initial review. Any appeal of the review officer's decision cannot be submitted online.

To obtain information or pay a parking citation by telephone, please call **888-266-1348**.

Citation Number:	S00R3012042
Date of Citation:	04-MAY-2012
Vehicle License Plate:	PLAYR1
Vehicle License Plate State:	MA
First Name:	
Last Name:	
Street Address:	
City:	
State:	
Zip:	
DayTime Telephone:	
Email Address:	
Confirming Email Address:	

Reason for Request (Limit 2000 Characters)

Attach File:	Browse...	**Note:** Only jpg, bmp, tif, doc, pdf, or wav file
Attach File:	Browse...	extensions are allowed and total uploaded file
Attach File:	Browse...	size must be less than 10 MB

Terms and Conditions

MGL Chapter 90 Sec. 20A1/2 - C-D-E as amended

Once the request for an appeal is submitted through the web site, the system automatically generates an email to the requestor confirming receipt of the appeal and advising, according to City guidelines, the time anticipated until resolution. The system then enters the appeal request to AutoPROCESS and placing it in the online appeals workflow queue.

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Using the integrated AutoPROCESS system, the City's hearing examiners are able to review and decide on each request from an electronic work queue, as illustrated in the example screen below. This process significantly streamlines the City's hearing process. The workflow panel displays hearings in date and time order, and provides all related information about each request in a consolidated manner; request information, ticket view, status view and all images and/or photos (including any provided by the constituent) are provided. Also from within AutoPROCESS, the examiner may record the outcome and any notes.

Once the adjudicator has completed his/her review and determined if the ticket is valid or not, he/she will click on the Hearing button and enter the review results. Once the outcome has been entered, the hearing system will automatically generate a response letter to the requestor advising him/her of the outcome of the review. While working the queue the examiner can also elect to not complete the review if additional research is required. The examiner will enter an appropriate note and the review request will remain in the queue to be resolved when the required research is completed. And if the ticket had been paid or dismissed prior to the examiner deciding the case, he/she may simply press "No Action" and the request will be filed with the ticket.

As a new enhancement, which Duncan has been working with the City on over several months to define and develop, in the new contract term AutoPROCESS will allow the examiner to respond to constituents via email. Currently, the system automatically mails written responses to the constituents. This enhancement will provide for faster response to an increasingly electronic savvy constituent base, whilst allowing for a mailed response to fulfill any legal requirement to notify constituents at their official address on file with RMV.

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Online Image Review

Duncan implemented its first online image review web site solution in 2008 for the City of Chicago when the City was upgrading their older (18 years old!) model AutoCITE handhelds to new X3s equipped with digital cameras. The intent was to improve constituent self-service, but the strategy was also to reduce frivolous inquiries and hearings. The City began by methodically reviewing the most commonly contested tickets and determined those where a picture or pictures of the violation would be most likely to demonstrate the validity of the ticket. They then created a protocol requiring a picture or pictures taken from certain angles or containing certain items such as the vehicle license plate or no parking sign and trained their enforcement officers to capture pictures according to this protocol.

The Chicago Photo Review web portal was developed in 2008 and is hosted by Duncan. The City has noted several impressive results since the introduction of the service:

* According to the City's initial data, over 50 percent of motorists who viewed their images paid the tickets, including one-third who paid within 24 hours of viewing the images.

* Based on an analysis of 4 violation types, 50 percent of tickets with images were paid within 90 days while only 34% of tickets without images were paid.

Similarly, Duncan's Atlanta client implemented online Photo Review portal became operational in April 2010 and has also seen impressive results. The most recent data indicates that 50 percent of motorist who view their images paid their tickets with 60 percent of those payments being made within 24 hours of viewing the images.

These types of results quickly translate to increased revenues and improved cash flow, both of which are critical to every government agency in today's economy.

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Online Hearings	
Requirements	**Response**
• Ability for citizens to complete form online that allows them to request additional detailed ticket information, including copies of manual citations, notices, or other correspondence.	Duncan meets all requirements
• Ability for citizens to contest tickets on-line by completing online form to provide necessary violation information, stating grounds for dismissal, and electronically attaching supporting evidence such as photographs, documents, and other materials.	
• This information is then batched and queued for adjudicator review. These online submissions are integrated into processing services workflow, then batched and queued for adjudicator review.	
• System will prompt appropriate users with work lists. Website will have ability to generate automated email confirmation that request was received. Additionally, system will produce automated emails informing citizen of outcome of review.	
• To reduce the volume of frivolous hearings, images captured by parking enforcement officers using camera enabled-handhelds will be presented to public via web page when hearing for individual ticket is requested on-line.	
• Images will be retrieved and displayed when violation number and license plate are entered (personal information is not disclosed for privacy reasons).	
• System must accept in-person "online dispute forms" received on location; forms must be attached to record in system.	

6.3.5 Security

Duncan has designed AutoPROCESS, its technical infrastructure, and supporting subsystems, with the highest emphasis on ensuring the security of our clients' data; we utilize industry standard security protocol and are audited frequently to ensure compliance.

Duncan places the utmost importance on maintaining the security of the data we host for the City. As such, we take all reasonable precautions to ensure that access to that data is strictly controlled. For all of our AutoPROCESS installations, access to any account or violation data is strictly controlled. The subsections that follow discuss our commitment to data and system security for Somerville.

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System Access and Data Security

As a first step, all proposed system users must be approved both by the City's contract manager and Duncan's program manager. Each new user application must include the user's full name, title, phone number, email address and supervisor name. Authorized users are then assigned a unique User Name and User ID and a temporary password. Access to the system and any data stored therein is User ID and Password controlled.

Each City user and Duncan project staff can have the ability to change their individual password at any time. Additionally, all or individual passwords can expired on a regular basis to ensure password security. Passwords can be set to expire on a regular basis requiring each City and Duncan user to create a new password and time out limits can be set to prevent unauthorized access. Duncan support personnel are also available via a help desk number and email to assist City staff with forgotten passwords or locked accounts.

Users are typically assigned to one of several pre-determined "user profiles" according to their job function, which defines the modules and the specific functions within a module that the user can access. Also, a user may be granted authority to view certain data but not to edit or otherwise manipulate that data.

We recommend a strict "separation of duties" policy regarding access to record payments and make adjustments. City users and Duncan project staff who record payments are not typically granted the authority to adjust or reverse the amount due on a ticket record by any means other than the posting of a payment transaction. Likewise, City users and Duncan project staff who are authorized to adjust balances for reasons such as authorized voiding of a ticket are not allowed to record payments.

Similarly, certain user groups can be granted the update capabilities for suspensions, dispositions or hearings, while other groups will be granted inquiry access to those functions. The AutoPROCESS password features allow us to configure users' profiles to define access capabilities, ensuring this policy is adhered to.

Cashiering Module Security

Duncan's cashiering solution possesses the following security and audit control features:

* Password protection, segregated "cash-out totals" and end-of-shift log of journal entries;

* Daily balancing reports by operator and balancing of a computer-produced cashiering report to the log printed on the cashiering terminal;

* The Operator ID is retained in the transaction record; and

* Segregation of cash, check, and money order receipts in balancing totals.

Audit Trail

The AutoPROCESS system records full audit trails of all actions taken by individual users within the system, including but not limited to payments, adjustments, dispositions, ticket changes, correspondence printed, notes added, etc.). The system captures the User Name and Terminal ID for every transaction as well as the details of the transaction and the date and time. The details captured include the value of each data element before the transaction and the value after the transaction. A full record of actions

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taken on a particular ticket, including the audit trail information, can be viewed online by authorized users and printed as required.

An example of the extensive online audit trail is shown below.

AutoPROCESS Audit Trail

Date	Type	Activity	User Name	User ID
06/22/2006 10:42 AM	Internal	Ticket Status: changed from <OP> to <CL>	DGRIFFIN	DE09
06/22/2006 10:42 AM	Internal	Ticket Status Date: changed from <06/08/2006> to <06/22/2006>	DGRIFFIN	DE09
06/22/2006 10:42 AM	Status Change	Warning: changed from <.> to <PD>	DGRIFFIN	DE09
06/22/2006 10:42 AM	Status Date	Closed Date: changed from <NULL> to <06/20/2006>	DGRIFFIN	DE09
06/22/2006 10:42 AM	Status Reason	None	DGRIFFIN	DE09
06/22/2006 10:42 AM	Update	Total Vio Fines Paid: changed from <0> to <11>	DGRIFFIN	DE09
06/22/2006 10:42 AM	Update	Total Late Fees: changed from <10> to <0>	DGRIFFIN	DE09
06/22/2006 10:42 AM	Status Change	Other Status: changed from <.> to <LFW>	RHINES	RHINES
06/22/2006 10:42 AM	Status Date	Other Status Date: changed from <NULL> to <06/22/2006>	RHINES	RHINES
06/22/2006 10:42 AM	Status Reason	$10.00 in late fees waived based on effective payment date.	RHINES	RHINES
06/22/2006 05:31 AM	Status Change	Last Late Fee Status: changed from <LF0> to <LF1>	REPORT	RUNNER
06/22/2006 05:31 AM	Status Date	Last Late Fee Status Date: changed from <NULL> to <NULL>	REPORT	RUNNER
06/22/2006 05:31 AM	Update	Due Date: changed from <21-JUN-06> to <05-JUL-06>	REPORT	RUNNER
06/22/2006 05:31 AM	Update	Total Late Fees: changed from <0> to <10>	REPORT	RUNNER
06/21/2006 10:46 PM	Status Change	RO Inq. Status: changed from <IQ> to <IR>	REPORT	RUNNER
06/21/2006 10:46 PM	Status Date	RO Inq. Status Date: changed from <06/17/2006> to <06/21/2006>	REPORT	RUNNER
06/21/2006 10:46 PM	Status Reason	None	REPORT	RUNNER
06/21/2006 10:46 PM	Status Change	Late Notice Status: changed from <.> to <RNC>	REPORT	RUNNER
06/21/2006 10:46 PM	Status Date	Late Notice Status Date: changed from <NULL> to <06/21/2006>	REPORT	RUNNER
06/21/2006 10:46 PM	Status Reason	None	REPORT	RUNNER
06/21/2006 10:46 PM	Update	Registered Make: changed from <.> to <HOND>	REPORT	RUNNER
06/17/2006 10:37 AM	Status Change	RO Inq. Status: changed from <.> to <IQ>	DOUG	DCONRADT
06/17/2006 10:37 AM	Status Date	RO Inq. Status Date: changed from <NULL> to <06/17/2006>	DOUG	DCONRADT
06/17/2006 10:37 AM	Status Reason	None	DOUG	DCONRADT
06/17/2006 10:37 AM	Update	RO Inquiry Count: changed from <0> to <1>	DOUG	DCONRADT
06/08/2006 09:33 AM	Status Change	Other Status: changed from <NULL> to <EN>	IMPORT	IMPORT
06/08/2006 09:33 AM	Status Date	Other Status Date: changed from <NULL> to <06/08/2006>	IMPORT	IMPORT
06/08/2006 09:33 AM	Status Reason	None	IMPORT	IMPORT
06/08/2006 09:33 AM	Internal	Ticket Status: changed from <.> to <OP>	IMPORT	IMPORT
06/08/2006 09:33 AM	Internal	Ticket Status Date: changed from <NULL> to <06/08/2006>	IMPORT	IMPORT
06/08/2006 09:33 AM	Update	Total Fines: changed from <0> to <11>	IMPORT	IMPORT
06/08/2006 09:33 AM	Update	Unit Serial Number: changed from <.> to <50634>	IMPORT	IMPORT

The AutoPROCESS audit trail captures and stores every user and system action taken against a citation or other data element, creating a full record for maximum accountability and security.

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Security	
Requirements	**Response**
• Identification number for each employee. • Cashier security by ID and terminal. • Cashier supervisor security. • Password security for each ID, with expiration of password requiring new password • Vendor staff assistance for forgotten passwords. • Update capability for suspensions, disposition, hearings only allowed to authorized ID's, other ID's for inquiry only.	AutoPROCESS meets security requirements.

6.3.6 Processing Registrant Name / Address

Duncan is a recognized leader in the acquisition of DMV registered owner information on behalf of municipal clients.

Duncan is without peer in the acquisition of DMV registered owner (RO) data, which is essential to generating peak revenue from ticket processing and collections activities. Any effort to pursue delinquent parking ticket debt is contingent upon identifying the owner of the ticketed vehicle. For over twenty four years, Duncan has worked with DMVs across the nation to quickly obtain registered owner name and address information for the operation of parking ticket processing programs.

We have demonstrated capabilities through our DMV relationships, and have the capability of obtaining RO data from all 50 states, the District of Columbia, and Canadian provinces (where legal). *Nationally, our DMV hit rate exceeds 85 percent, and in Massachusetts we exceed 90%.*

The Duncan Team monitors our success rate for name and address acquisitions through a hit rate analysis. The "hit rate" represents the numbers of times a vendor receives an accurate name and address from the DMV as a percentage of the total number of requests for such information. This hit rate is vital to the financial success of our client's parking ticket processing program as each hit rate percentage point has the potential to translate into hundreds of thousands of dollars in revenues. We understand the importance of obtaining accurate registered owner information on a timely basis and the impact it has on revenue collection and overall program performance. As such, we continuously fine tune our processes and technical approaches so that we can ensure that our hit rates exceed industry standards.

As a strategic partner, the Duncan Team uses Nlets (National Law Enforcement Telecommunications System), in combination with direct DMV access and other DMV data sources to enhance acquisition of registered owner information. To that end, through our comprehensive program we provide DMV registered owner name and address acquisition services for all 50 States and the District of Columbia, provided the City can obtain the required authorizations from the registered owner sources. Our active relationships with all other DMVs have led to our personnel developing an in-depth knowledge of DMV rules and the methods to achieve efficient DMV interfaces.

Massachusetts

Duncan maintains a positive working relationship with the Massachusetts RMV processing registered owner information and registration hold requests on behalf of the City of Somerville as well as through our operation of ticket processing projects in cities across the nation.

We will use our proven methods and expertise to obtain and update registered owner information for all available types of Massachusetts plate and color configurations, as well as administer in-state registration flagging on behalf of the City. Our extensive experience in this area ensures that we have the capability to process required minimum of 200,000 transactions yearly.

We currently have on-line access to the RMV ALARS system and will maintain this access throughout the length of the contract. We automatically send data requests files to the RMV in their preferred format. These request files contain the data elements that RMV requires to provide a response, including the license plate number and license plate type and color configuration.

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As required, Duncan will process requests for each new ticket—even if AutoPROCESS already has a name for anther ticket on the same plate—in order to ensure that we have the most current address for the registrant. We will generate up to three requests (an initial and up to two "re-requests") for every ticket for when the requested information is not yet available in the RMV database. When a return file is received from the RMV, it is automatically imported to the database and the all required data for each ticket record is updated and displayed, including any error code. AutoPROCESS automatically performs field edits on the information received from the RMV to ensure that the information is accurate. This method of obtaining in-state registered owner information ensures we obtain the most up-to-date information available.

We are cognizant of the fact that some states issue license plates with identical license plate numbers for different types or classes of plates such as Passenger vehicles, Trucks, and Commercial plates. Our approach to this problem has been twofold:

1   First, we work with client jurisdictions to ensure that the license plate type or class is captured with a high degree of accuracy when the ticket is issued. This is accomplished by listing all of the plate types/classes in the ticket issuance handhelds, and where possible, including relevant information regarding the appearance of the plate that will help the officer to select that correct plate type when issuing the ticket. Officers then receive training centered on the importance of entering the correct plate type/class and how to accurately determine the type or class of specific license plates.
2   Second, "no hit" return files from the RMV are analyzed on a regular basis to identify common reasons for failure to obtain the registered owner information and to devise plans of action to address these problems. These efforts have proven successful, for example, for our Wisconsin clients as we have identified several characteristics that are unique to certain plate types and written algorithms to correct plate types entered in error after the first in-state registered owner request is returned as a "no hit." These reviews also facilitate rapid identification of training deficiencies so that corrections can be made in a timely manner. Duncan will submit/re-submit multiple requests on behalf of the City.

Non Massachusetts

Duncan places a premium on its relationships and knowledge with every DMV, including non Massachusetts, to ensure the City meets or exceeds industry collection rates on out of state tickets. Our registry data management team has developed personal and in-depth knowledge of each registry and their nuances to achieve the best matching rates. Whilst Duncan uses a combination of direct and indirect interfaces with all states, where such interfaces with third parties are permitted by law, we maintain control of the interfaces. As illustrated in the table below, Duncan keeps detailed information about every DMV and their data, systems and interfaces – please note that in states where we do not have interfaces in place, such as Arizona or Georgia, third parties are prohibited from accessing this information, by statute. Additionally, we maintain regularly scheduled communications with Transportation Ministries in Canada and Mexico where permitted. This extensive experience ensures that we have the capability to process a minimum of 50,000 out-of-state transactions. As required, we will request registration information for each ticket even if name is already on the system.

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Duncan's DMV Interfaces Experience

State DMV access information

State	VehOwner	HitRate	InfoToDMV	InfoFromDMV
AK	V	75.00%	Plate, make, summons date	N/A, make, veh-yr, color, bod-style, VIN, reg- exp-date
AL	O	89.00%	Plate, make, summons date	N/A, make, reg-exp-date, color, VIN
AR	V-PASS O-COMM	83.00%	Plate, make, summons date	N/A, make, veh-yr, bod-style, VIN, color, reg-exp-date
AZ		No requests to date		Prohibited by law
CA	V	95.00%	Plate, make, summons date	N/A, make, bod-style, reg-exp-date, VIN
CO	O	75.67%	Plate, make, summons date	N/A, make, type, bod-style, VIN, reg-exp-date
CT	O	84.01%	Plate, plate type, summons ID	N/A, make, veh-yr, VIN, reg-exp-yr
DC	O	89.00%	Plate, summons date	N/A, make, bod-style, veh-yr, DOB, VIN
DE	V	83.00%	Plate	N/A, make, bod-style, veh-yr, VIN
FL	O	96.00%	Plate, summons ID	N/A, make, veh-yr, bod-style
GA		79.00%		Prohibited by law
HI	V	No requests to date	Plate	N/A, make
IA	O	92.00%	Plate, summons date	N/A, make, bod-style, reg-exp-date, VIN
ID	O-PASS V-TRKS	70.48%	Plate, make, summons date	N/A, make, veh-yr, bod-style, VIN, color, reg-Bxp-date, type Bxp-
IL	O	93.00%	Plate, reg-exp-yr	N/A, make, bod-style, VIN, lic
IN	V	90.62%	Plate, type, reg-exp-yr	N/A make
KS	O	88.00%	Plate	N/A, make, bod-style, veh-yr, VIN
KY	V	74.62%	Plate, make, summons date	N/A, make
LA	V	68.20%	Plate, summons no., summons date	N/A, make, body-style, veh-yr, VIN, lic
MA	O	74.15%	Plate, plate color, plate type, summons ID	N/A, make, lic, DOB, VIN, reg-exp-data
MD	O	93.00%	Plate	N/A, make, bod-style, veh-yr
ME	V	89.00%	Plate	N/A, make, bod-style, reg-exp-date, VIN, DOB
MI	O	82.80%	Plate	N/A, make, bod-style, veh-yr, lic
MN	V	96.12%	Plate, make, summons date	N/A, make, veh-yr, bod-style, VIN, color, reg-exp-date, type
MO	O	80.44%	Plate	N/A, make, bod-style, veh-yr
MS	O	75.45%	Plate, summons date	N/A, make, bod-style, reg-exp-date, VIN, veh-yr
MT	O	81.06%	Plate	N/A, make
NC	O	80.78%	Plate	N/A, make
ND	OPT BY OWNER	70.21%	Plate	N/A, make, bod-style, veh-yr, VIN
NE	O	78.34%	Plate, make, summons date	N/A, make, bod-style, VIN, color, veh-yr, reg-exp-date
NH	O	No requests to date	Plate, summons date	N/A, make, reg-exp-date, bod-style, VIN
NJ	O	91.00%	Plate, summons ID	N/A, make, VIN, lie, veh-yr
NM	O	80.00%	Plate, summons date	N/A, make, reg-axp-date, bod-style, VIN, veh-yr, type
NV	O	88.00%	Plate, make, summons date	N/A, make, bod-style, veh-yr, VIN, reg-axp-yr
NY	O	98.00%	Plate, summons ID, plate type	N/A, make, VIN, veh-yr
OH	V	87.47%	Plate, type	N/A, make, bod-style, veh-yr, VIN, lic
OK	V	92.00%	Plate, make, summons date	N/A, make, veh-yr, bod-style, VIN, type, reg-
OR	V	No requests to date		
PA	O	96.19%	Plate, summons ID	N/A, make, VIN, reg-exp-yr
RI	O	90.71%	Plate, type	N/A, make, VIN
SC	OPT BY OWNER	74.03%	Plate	N/A, make, VIN
SD	V	86.70%	Plate, summons date	N/A, make, veh-yr
TN	O	69.36%	Plate	N/A, make, VIN
TX	V	74.17%	Plate, summons date	N/A, make, veh-yr, reg-exp-mo, VIN
UT	O	No requests to date	Plate, make, summons date	N/A, make, bod-style, veh-yr, VIN, reg-exp-date
VA	O	96.00%	Plate, summons ID	N/A, make, VIN, bod-style, plate-yr
VT	O	79.40%	Plate, make, summons date	N/A, make, veh-yr, bod-style, VIN, type, color
WA	V	94.00%	Plate	N/A, make, bod-style, veh-yr, VIN
WI	O-PASS V-COMM	95.00%	Plate, type, reg-exp-yr	N/A, make, veh-yr, VIN
WV	O	93.00%	Plate	N/A, make
WY	O	No requests to date	Plate, summons date	N/A, make

Duncan represents a vendor with best-in-field experience interfacing with RMVs

National Law Enforcement Telecommunications System (Nlets)

The National Law Enforcement Telecommunications System (Nlets), which is owned by the states, is a 501(c)(3) not-for-profit organization, and was created by principal law enforcement agencies of the states nearly 40 years ago. The user population is composed of all of the states/territories, every Federal agency with a justice component, and selected international agencies, all cooperatively exchanging data. The types of data being exchanged vary from motor vehicle and drivers' data, and Immigration and Naturalization Service ("INS") databases to state criminal history records. More than 70 million messages are transacted each month.

The mission of Nlets is to provide, within a secure environment, an international justice telecommunications capability and information services that will benefit to the highest degree, the safety, the security, and the preservation of human life and the protection of property. Nlets assists those national and international governmental agencies and other organizations with similar missions that enforce or aid in enforcing local, state, or international laws or ordinances.

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Nlets is a direct connection to the DMVs. The Duncan Team uses the Nlets interface in combination with direct DMV access as well as other DMV data sources. As with many DMVs, there can be unexpected downtime or system related issues that can prevent access to registered owner data. Nlets access would provide our clients with a primary, secondary or tertiary method to acquire DMV data. For instance, if there were access difficulties at the Nevada DMV, we could redirect the requests, originally staged for direct access to the DMV, to go to Nlets, therefore providing uninterrupted service to our clients.

Nlets used as best source for registered owner information for Somerville.
Access to the Nets is accomplished only thru an Nlets Strategic partner who has the authority to run registered owner queries. Duncan Solutions has been granted a strategic partnership with the National Law Enforcement Telecommunications System (Nlets). Queries through this law enforcement network are performed utilizing an **Originating Agency Identification** number (ORI). ORI's are issued by the FBI to law enforcement agencies such as the police department. With permission from various police departments, Duncan uses the assigned ORI to facilitate the acquisition of registered owner information through the Nlets conduit on behalf of their clients.

Since Nlets data acquisition is made utilizing a police department ORI, it allows controlled access to specific DMV's where access through traditional methods was virtually impossible due to data restrictions, access methodologies, costs, etc. This is especially important for violations issued to Arizona residents. Additionally, for states where data was previously obtained through sources other than a direct DMV interface, we are now utilizing Nlets access. Since Nlets is a direct connection with the DMV's, it has been our experience that using this approach both success rates and data quality have increased substantially.

Canadian/Mexican Registered Owner Information

The Nlets network is a conduit for registered owner information both in the United States, Canada, and Mexico. Canadian data is acquired similarly to that of the states in the U.S. Each province is connected to the Nlets network. For Mexico, however, access is limited to apportioned vehicles only, since apportioned vehicles (commercial trucks) are nationally registered. Connectivity does not exist to each Mexican state.

The scope of Nlets connectivity is to obtain registered owner information expeditiously. If warranted, this network can be accessed for near real-time acquisition versus the daily batch process being performed. This would be subject to the joint approvals of Nlets and the owner of the jurisdictional ORI (originating agency identifier) as well as a mutual agreement between the City and Duncan regarding the developmental effort and related costs to bring this to full production.

System Registrant Processing

Duncan intimately understands the Massachusetts system registrant process and already performs the necessary system processing to appropriately handle nuance with plates and ownership. AutoPROCESS provides automated tools at the account level that will enable us to split registration records for ownership changes. These tools allow our project staff to assign each ticket to the correct responsible party based on the issue date of the ticket and the date on which the individual entity became responsible for the vehicle. For instance, when the RMV records indicate an ownership changes, AutoPROCESS automatically decouples the registration from the original account and creates a new account for the new registered owner. AutoPROCESS also allows us to split registration records

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manually in response to feedback from the registered owner or violator in the event that the RMV does not yet have the most up to date registered owner information. Once the correction has been made, new tickets for the same registrant are automatically linked to the correct account. This process can be augmented and updated in accordance with City-approved parameters. An overview of some of the advanced system registry tools include:

- Split Records - automatically create a new person account (or plate record) when there is a change in name, retaining the old person account (or old plate record) and allocating the tickets between the two accounts (or registrants) based on the issue dates of the ticket and issue dates of the registrations

- Make Match - track the vehicle make as recorded on the ticket separate from the make provided by the RMV

- Combine Records- merge tickets for the same person, even if they have separate plates, onto one person account according to City's business rules

- Account History —automatically track in AutoPROCESS the history of name changes, splits, combines with on-line access on plate history screen

- Date- distribute tickets based on ticket issue date and effective date of plate

- Re-Requests — record and track no-hits and automatically submit re-requests

- No Hits — quarterly review and report to city of no hits

Duncan has configured both AutoPROCESS and the Duncan-provided handhelds used by the City's PEOs to support accurate recording of license plate type data which can be critical to the process of obtaining registered owner information. Data entry is limited to valid license plate types and on-line plate type descriptions in both systems assist users in the accurate entry of the license plate type. For parking tickets issued to out-of-state vehicles our internal routines translate the recorded license plate type based on our knowledge of the specific license plate type requirements of the various state RMV/DMVs.

The following table confirms our compliance with each specific RFP requirement.

Processing Registrant Name / Address	
Requirements	**Response**
MASSACHUSETTS - Vendor has the capability to process a minimum of 200,000 transactions yearly. - Vendor's system must provide edits on registry data, such as: issue date to plate, effective date, etc. - Vendor must post Massachusetts RMV error codes and display them on-line. - Vendor must re-request no-hits twice for a total of three requests on each ticket. - Vendor must request for each ticket even though the ticket system has a name for the plate and	Duncan meets or exceeds all requirements.

Processing Registrant Name / Address	
Requirements	**Response**
provide the most current address of registrant.	
• Vendor must provide on-line access to Mass RMV ALARS system for inquiry if plate INF and to clear marks on-line.	
• Vendor must handle all types of Mass plate and color configurations.	
• Vendor must link plates for Mass plate swaps.	
NON-MASSACHUSETTS	
• Vendor must request registration information for each ticket even if name is already on the system.	
• The vendor must maximize efforts to obtain registered owner data from Non-Massachusetts sources pertaining to Somerville violations.	
• The vendor must have the capability of processing a minimum of 50,000 out-of-state transactions.	
SYSTEM REGISTRANT PROCESSING	
• Provide new plate record when name changes, retaining plate record with prior registrant and allocating tickets between two registrants based on issue dates	
• Track both ticket and DMV makes	
• Combine plates if tickets for the same registrant appear on separate place segments	
• Track history of name changes, splits, combines with on-line access on plate history screen	
• Distribute tickets based on tickets issue date and effective date of plate	
• Track no-hits and re-requests	
• Manually review and research violations with no license plate matches, on a quarterly basis (and file report with City)	

6.3.7 Noticing

AutoPROCESS' flexible notice generation and mailing functionality allows for a variety of notice sequencing, scheduling, selection, and grouping formats which allows us to meet any requirement or volume changes that could occur over the term of the contract.

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Duncan noticing expertise and processes allows us to efficiently and effectively produce more than 3.0 million notices annually for our client cities. We have a proven ability to print and mail 100,000 notices for a single client each year, having processed more than 1.3 million notices for the City of Milwaukee in a single year using the same system we use today for Somerville.

Our noticing solution covers all required noticing activities and features, including the following:

- Providing for all notice paper stock, outgoing windowed envelopes, and pre-addressed return envelopes

- Managing and storing all stocks of forms and envelopes

- Printing detailed ticket information on notices

- Stuffing and mailing notices at our professional mailhouse

- Paying all out-going postage with the USPS, first class mail

- Providing a top portion of the stub that the violator may keep for their records

- Including a payment remittance stub that utilizes optical character recognition (OCR) technology for fast and accurate processing if the violator pays by mail.

AutoPROCESS automatically identifies and generates notices based on the pre-defined noticing schedule for the City. Based on the City's business rules, AutoPROCESS can produces notices either at the individual ticket level—one ticket per notice--or at the plate or account level--combining all open tickets for a given plate and/or account. The notice generation job can also identify and includes partially or under paid tickets and includes them on the notices. Selection criteria for each notice are configurable within the system. They can be edited by our engineers by adjusting time- and criteria-based selection variables for each notice type. Selection variables for specific notices can include elements such as ticket age, returned mail status, time since last notice, court hearing status, payment status and/or balance due. The relational database structure of AutoPROCESS system provides a great deal of flexibility in assigning selection criteria to the notice export definitions.

Within 30 days existing notices may be changed or new notices added. Additionally, because we maintain a parallel development database for all of our clients, any necessary revisions to export definitions or notice formats are fully tested before being deployed into the production environment.

Notice Generation

With AutoPROCESS, notice generation is a fully automated, flexible process that meets the City's current processing requirements, allows for ad hoc notice mailings, and can easily expand to accommodate future fluctuations in volume or changing requirements.

AutoPROCESS' notice generation job runs each business day to create files for notice printing and mailing. This automated job checks every active ticket to identify and compile notice-eligible ticket records.

In addition to locating and compiling notice-eligible ticket records, the job determines the type of notice warranted. Based on certain criteria, such as ticket age or recent activities associated with the record, AutoPROCESS determines which type of notice must be generated. At the conclusion of the job, AutoPROCESS generates a print file to be transmitted to the printing vendor. Duncan can accommodate all required notices as listed below, as well as custom notices, including:

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- Overdue Notice
- Impending License Suspension Notice
- Non Renewal Notice
- Seizure Notice
- Lease/Rental Notice
- Out of State Collection Warning Notice

- Collection Warning Notices
- Special Notices
- Permit Renewal Notices, including renewal by mail application and return envelope.
- Hearing Outcome Notices
- Other Correspondence Letters

Overdue notices will include a scheduled hearing date as described in RFP Appendix 4. This data is appended in the posted to the ticket record and be viewable on-line as described in Proposal Section 6.3.2, Online Inquiry. This information is also included on a report as described in Proposal Section 4, Required Reports.

A graphical depiction of the notice generation process is provided in the exhibit on the next page.

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Notice Mailing Process

Printing & Mailing Management

- CASS/PAVE address conversion
  - Parsing
  - Character removal
  - Address standardization
  - ZIP+4
  - Delivery point barcodes
  - Carrier route data
- National Change of Address (NCOA) Database
- Delivery point validation

Print Vendor

Secure FTP

Notice Files

Notice File Generation

AutoPROCESS

Corrected Address File Confirmation File

Returned mail updated in AutoPROCESS

Print Files

High-Volume Notice Printing

Notices

High-Volume Inserting

UNITED STATES POSTAL SERVICE

Addressees

Returned Notices

Duncan's professional noticing solution makes use of proven processes and the latest in mailing technologies to ensure the accuracy and timeliness of all documents while ensuring the largest possible postal discount available.

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Notice Printing and Mailing

Duncan strives to achieve the most efficient, accurate and cost-effective notice printing and mailing approach. Once we transmit our notice generation file from to our printing vendor via secure FTP, the file is imported into their print and mail management software. The print and mail management software performs a number of tasks to the file to ensure optimal mailing outcomes. The mailing file perfection routines that our print vendor runs against the notice generation file are shown in the table below.

Notice Generation		
Notice	Features	Benefit
CASS Standardization	• Improves the accuracy of carrier route, five-digit ZIP, ZIP + 4, and delivery point data in address files • Removes unnecessary barcodes • Determines carrier routes and ZIP+4 if the information is missing	• Standardizes the mailing address to allow for more accurate presorting and thus lower postal rates • Reduces likelihood of return items due to incorrect address format
Delivery Point Validation (DPV)	• Ensures that the delivery address (street number, etc) is valid • Applies delivery point barcodes	• Reduced returns due to no invalid address
PAVE-Certified Presorting	• Presorts address files by class, type of letter, and address location • Produces USPS-required reports	• Delivers lowest possible postal rates • Automates postal reporting process
National Change of Address (NCOA) Database Processing	• Automatically validates notice file against 18 months of USPS change of address data • Automatically updates notice file with updated address • Provides an update file back to AutoPROCESS	• Reduces undeliverable notices • Because addresses are updated before mailing, it reduces 50% of the postage costs for bad addresses • Notice file is updated automatically, without the need to produce it a second time • Reduces the need to have data entry operators key updated addresses into AutoPROCESS

At the conclusion of the mailing process the print vendor transmits two files back to AutoPROCESS. The first file includes all addresses updated using the NCOA process. AutoPROCESS imports this file and updates any new addresses, noting the action and the original address in the system audit trail for that ticket/account. The second file is a record of all printing and mailing activity conducted, including notices printed, mailed, updated, and addresses changed. AutoPROCESS imports this file and uses it to perform notice reconciliation. The system reconciles the mail activity file against the outbound notice generation file to ensure that all notice items transmitted were appropriately printed.

Returned Mail Process

As described above, Duncan uses the NCOA database to proactively identify and updated invalid or changed addresses before any mailings. While this process delivers significantly better results than not using the NCOA, sometimes Notices are still returned by the USPS as undeliverable. When items are returned for bad addresses, data entry personnel can log the returned mail and record that the address on that notice was invalid.

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Unscheduled or Event-Driven Correspondence/Notices

AutoPROCESS provides significant functionality to automatically produce and send unscheduled correspondence to vehicle owners. These notices fall into one of two categories: event-driven notices or notices requested by the City on an ad-hoc basis. Event-driven correspondence can be generated as a result of a variety of actions taken on the violation and can be either system or operator initiated.

System initiated notices or correspondence can be generated when an action taken in the system automatically generates a notice with no operator action required. For instance, when a violation is voided, AutoPROCESS can be programmed to automatically flag the record as void and include a form letter in the next day's notice generation file which informs the vehicle owner that the violation has been canceled. Similarly, an event such as a partial payment or NSF check can trigger a system-initiated notice. When the payment is processed and AutoPROCESS is updated with the partial payment the system flags the violation record and the next notice generation job includes a form letter informing the vehicle owner that the payment was insufficient to cover the entire debt.

Operator initiated notices are the result of an operator action taken on the violation. These notices are selected by the operator for generation. As an example, when vehicle owners send correspondence contesting a ticket a correspondence processor notes the receipt on the violation record in AutoPROCESS. Based on the type of action taken, the operator then instructs the system what type of form letter must be sent using AutoPROCESS. The operator then generates and mails the form letter to the vehicle owner indicating that the correspondence has been received and is being reviewed.

The screen shot below shows the outbound letter selection functionality in AutoPROCESS. In this example, a letter requesting more information regarding bankruptcy is selected, one of approximately 45 outbound form letters incorporated into the system.

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Operator Initiated Mailings

AutoPROCESS allows authorized users to generate outbound mailings in response to various events in the lifecycle of a citation; these documents are automatically included in the file transmitted to the mailing vendor, allowing NCOA processing and inclusion in a larger mail file, optimizing postage rates.

Notice Information Access

AutoPROCESS provides robust notice management functionality, from maintaining a comprehensive record of notice activity in the audit trail to offering access to notice images.

Whenever a notice--or other correspondence item--is generated in AutoPROCESS a record is entered into the permanent online audit history of the ticket record and is accessible in AutoPROCESS. This record is linked to the violation and vehicle license plate number and captures numerous data elements which describe the notice action. These data elements include the following:

- Notice type (i.e., first overdue notice, second overdue notice, etc)

- Mailing date

- Name and address of the party to whom it was delivered

- Notice disposition (i.e., a forwarding address was located and the notice was mailed, notice was returned and a forwarding address was located, notice was returned with no forwarding address information and noticing activity was suspended)

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The AutoPROCESS violation detail "status history" gives a clear view of all ticket status data, including notice mailing. The status history screen is shown in the exhibit below.

AutoPROCESS Status History

Viewing Details for Ticket No. 7057 58954

| | Status History | Balance Sheet | Payment History | Edit History | Advanced History | Income / Expenses | Additional Notes |

Effective Date	Transaction Date	Code	Explanation	Comment/Reason	
10/09/2002	10/10/2002 06:19 pm	PD	Paid	None	
10/08/2002	10/08/2002 10:42 pm	N2	2nd Notice Sent	None	Notice History
09/24/2002	09/24/2002 09:54 pm	N1	1st Notice Sent	None	
09/24/2002	09/24/2002 09:36 am	IR	R/O info response rece	None	
09/21/2002	09/21/2002 06:41 pm	IN	R/O info requested	None	
07/23/2002	07/23/2002 08:41 pm	LF3	3rd Late Fee Added	None	
06/18/2002	06/18/2002 09:44 pm	LF2	2nd Late Fee Added	None	
06/05/2002	06/05/2002 08:34 am	II	R/O info request rejects	None	
06/03/2002	06/03/2002 07:55 pm	IN	R/O info requested	None	
05/28/2002	05/31/2002 08:52 am	PP	Partial Payment	None	
05/29/2002	05/29/2002 07:51 pm	LF1	1st Late Fee Added	None	
05/22/2002	05/22/2002 02:44 pm	II	R/O info request rejects	None	
05/20/2002	05/20/2002 08:27 pm	IN	R/O info requested	None	
05/15/2002	05/15/2002 02:31 pm	EN	Entered into system	None	

✓ OK   ? Help

The AutoPROCESS status history maintains a comprehensive audit trail of all noticing activities that is easily accessible to authorized users.

In addition, any address update information is stored on the audit trail and displayed in the ticket detail, "edit history" screen, shown below.

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Record Edit History (Including Address Update)

Viewing Details for Ticket No. 384969653

Status History | Balance Sheet | Payment History | Edit History | Advanced History | Income / Expenses | Additional Notes

Date	Type	Activity	User Name
05/11/2008 05:29 pm	Update	LATENOTICE1DUEDATE: changed from <NULL> to <26-MAY-08>	REPORT
05/11/2008 05:27 pm	Update	Notice 1 Send Date: changed from <NULL> to <11-MAY-08>	REPORT
05/08/2008 06:53 pm	Update	Due Date: changed from <06-MAY-08> to <26-MAY-08>	REPORT
05/08/2008 06:53 pm	Update	Total Late Fees: changed from <0> to <5>	REPORT
05/01/2008 08:28 pm	Update	RO Address 1: changed from <.> to ▮▮▮▮▮	IMPORT
05/01/2008 08:28 pm	Update	RO City: changed from <.> to <MEQUON>	IMPORT
05/01/2008 08:28 pm	Update	RO Zip: changed from <.> to <53092>	IMPORT
05/01/2008 08:28 pm	Update	RO State: changed from <.> to <WI>	IMPORT
05/01/2008 08:28 pm	Update	RO Home Phone: changed from <.> to <ASSIGNED>	IMPORT
05/01/2008 08:28 pm	Update	VIN: changed from <.> to <▮▮▮▮▮>	IMPORT
05/01/2008 08:28 pm	Update	DMVMAKE: changed from <.> to <HOND>	IMPORT
05/01/2008 08:28 pm	Update	Responsible Party: changed from <.> to ▮▮▮▮	IMPORT
04/27/2008 05:18 pm	Update	RO_INQ_COUNT: changed from <0> to <1>	REPORT
04/25/2008 07:35 am	Update	Total Fines: changed from <0> to <20>	IMPORT
04/25/2008 07:35 am	Update	UNITSERIALNUMBER: changed from <.> to <X3-75336>	IMPORT

Address Update

✓ OK   ? Help

Address updates (including the original addresses) are automatically added to the edit history tables in AutoPROCESS, accessible through the ticket detail screens. (please note that the above address records have been redacted for privacy reasons)

AutoPROCESS also stores and makes available for on-line access a record which details the full noticing history for every account. This notice recipient history is shown in the graphic below.

Notice Recipient History

Viewing Details for Citation No. 2272675

Status History | Notice Recipient History | Payment History | Additional Notes | Balance Sheet | Trial/Review History | Associated Accounts | Edit H

Transaction Date	Notice Description	Addressee	User Name	User ID
5/20/2008 1:50:33 AM	Late Notice 1	Registered McOwner 1234 Duncan St. Racine, WI 12345	REPORT	RUNNER

The notice recipient history view offers detail information on where, when, and to whom notices were sent.

Authorized City and Duncan Solutions personnel have the ability to search AutoPROCESS for notices in real time. Notice records and images can be located and accessed using a variety of search criteria including the following:

- Ticket number
- Vehicle license plate number
- Notice number

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6.3.8 Ticket Books

Duncan solutions will continue to provide paper ticket books to the City of Somerville as well as use of the integrate AutoPROCESS ticket book management module.
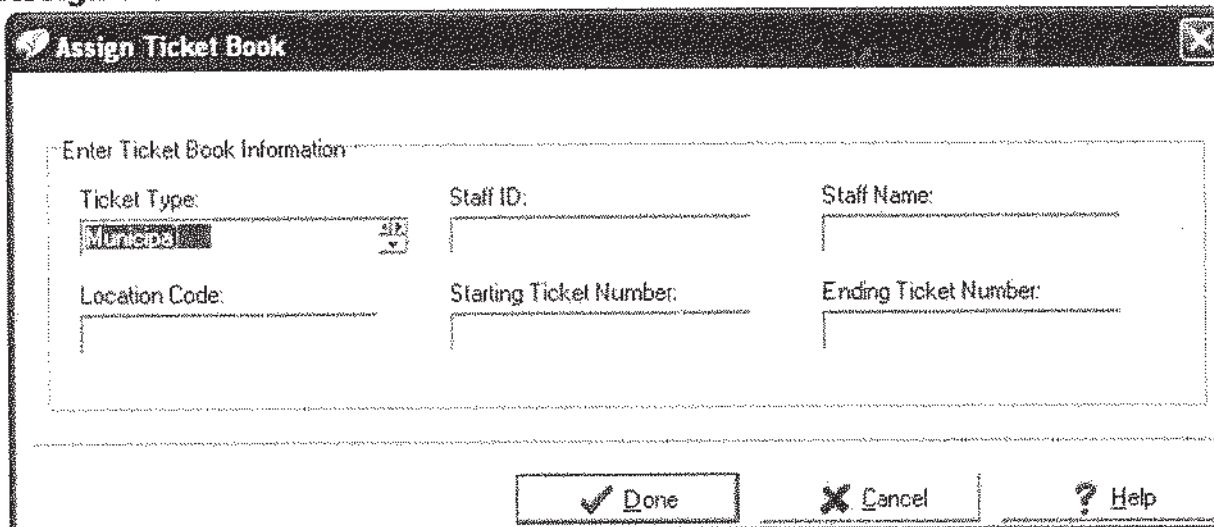
Duncan will provide the City with up to 10,000 blank tickets per year, bound in books of 25. The books will include ticket writer instructions printed inside the cover. Tickets include a self mailer envelope. As required, all tickets are multi-part, with an original for data entry, a copy for city records, and a violator copy and pre-addressed envelope with encoded ticket number.

Ticket numbers will follow a numbering scheme approved by the City and contain a check digit. Currently the manual tickets do not include a letter prefix to reduce confusion by constituents—this will be implemented for new electronic tickets in the new contract as well.

Duncan will ship no more than 10,000 tickets for the City to store on-site. Upon request, Duncan will store any unused inventory and deliver to the City within five business days. As required, Duncan will provide new or updated books within thirty days, from the date that the City signs off on an approved proof.

At the City's option, it may use the AutoPROCESS manual Ticket Book issuance module to log and track ticket books as they are assigned to officers. City staff would use the AutoPROCESS "Assign Ticket Book" screen—as shown below—to indicate which books—by ticket sequence numbers—were issued to which officers.

Assign Ticket Book

The AutoPROCESS Assign Ticket Book functionality allows Duncan to track the inventory of manual citation books and provides significant manual ticket reconciliation capabilities down to the officer and citation level.

Authorized users may then monitor the all issued ticket books using AutoPROCESS, as shown below—please note, the officer and number to whom the books are issued are intentionally obscured. The view displays the number of tickets that have not yet been updated in AutoPROCESS.

Ticket Book View

Parking | Traffic | Municipal |

Payroll Number	Officer Name	Start Number	End Number	Count Left	Last Updated
		Y7649261	Y7649504	1	5/17/2008 12:10:14 F
		Z9823516	Z9823752	3	5/17/2008 12:10:14 F
		Z9821766	Z9822002	3	5/17/2008 12:10:14 F
		A2887765	A2888001	2	5/17/2008 12:10:14 F
		A2887010	A2887253	1	5/17/2008 12:10:14 F
		A2887511	A2887754	22	5/17/2008 12:10:14 F
		Z9668015	Z9668251	5	5/17/2008 12:10:14 F
		A2898265	A2898501	1	5/17/2008 12:10:14 F
		A2899260	A2899503	1	5/17/2008 12:10:14 F
		A2898766	A2899002	2	5/17/2008 12:10:14 F
		A2908765	A2909001	2	5/17/2008 12:10:15 F
		A2909012	A2909255	1	5/17/2008 12:10:15 F

Edit

AutoPROCESS allows authorized users to view the tickets books assigned to specific officers, as well as the number of unissued tickets associated with that book.

Using the ticket book management functionality in AutoPROCESS allows for increased ticket inventory control and reconciliation. AutoPROCESS allows the City to track all manual ticket activity—from the issuance of books to officers, to the disposition of individual tickets—creating inventory control that gives a cradle-to-the-grave view of individual violations.

6.3.9 Ticket Data Entry and Update

Duncan's proven processes for managing manual tickets ensures that tickets are accurately entered within AutoPROCESS within 2 business days of receipt.

Duncan Solutions is at its core a date entry company—our business is entering tickets and payments. As such, we place a premium on accurate and timely data entry and update of records in order that they are available for inquiry, hearing or payment.

The key features of our manual ticket issuance and data capture include those listed below:

* **Logging and Tracking of Every Batch of Tickets** – With every batch of manual tickets we are mailed, Duncan first logs the delivery, confirms the count, and acknowledges receipt with the sender. Hereon in Duncan tracks each batch of tickets from scanning, data entry, through to updating to AutoPROCESS.

* **Image-based manual ticket data capture program**—With image-based processing, Duncan will increase data entry accuracy and speed; process control; and document security.

* **System-driven manual ticket issuance and processing controls within AutoPROCESS**— Using AutoPROCESS to monitor track the manual tickets lifecycle allows Duncan to provide

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comprehensive reconciliation within the system, delivering a higher level of transparency into the overall manual ticket process

Duncan's manual ticket handling process is designed to ensure efficient and accurate ticket data capture as well as to increase our ability to conduct daily reconciliation of tickets received, scanned, and entered against the manual tickets issued. As mentioned previously, we have a plan to incorporate the manual tickets into our overall image-based document/workflow management solution. This solution will enable us to deliver the following benefits to the City of Somerville:

- Increased overall speed and efficiency through the elimination of paper, allowing us to easily meet or exceed the City's 72-hour turnaround entry requiremetns;

- Increased control over documents and processes through the use of an automated electronic workflow;

- More efficient processing of documents that may require exception processing;

- Greater access to copies of manual tickets for authorized users in AutoPROCESS; and

- Improved responsiveness to clients as electronic images can be retrieved and forwarded more easily; and,

- Reduced storage requirements for paper documents.

Our integrated document imaging and workflow management solution for manual tickets is illustrated in the graphic below. The document imaging hardware and workflow is described in the pages that follow.

Manual Ticket Processing Flow
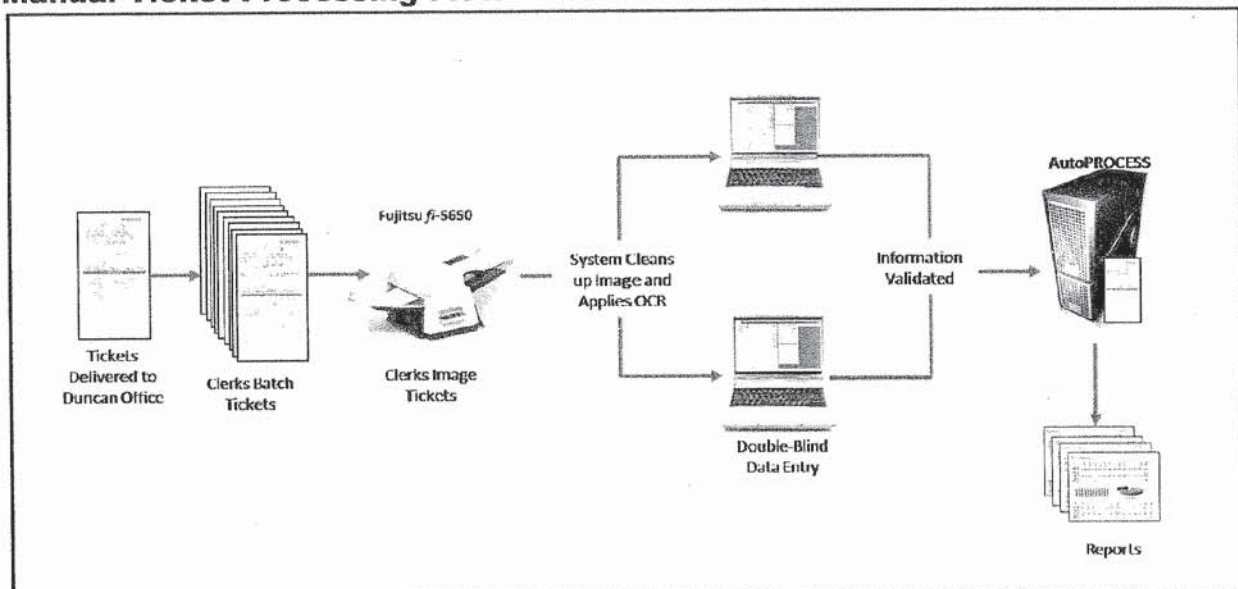
Duncan's image-based workflow for manual ticket receipt and data entry delivers faster, more accurate data entry while increasing overall process control.

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Document Imaging Hardware

Duncan's technical and operations staffs have identified the Fujitsu's *fi-5650* Color Duplex Document Scanner (shown at right) as a preferred solution for imaging manual tickets. These units have been installed at Duncan's regional offices to support imaging of documents for our ticket processing clients. The *fi-5650* is a robust document scanner that captures images at a mid-level speed. The *fi-5650* is able to scan multi-page documents containing typed, machine-printed, or handwritten text in duplex (two-sided). Documents of various sizes, weights, colors, and content can be easily captured. Photographs and drawings likewise can be easily imaged. Specific features of the *fi-5650* are described in the table below.

Fujitsu *fi*-5650
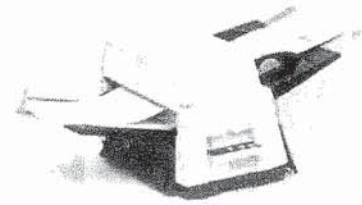
Fujitsu fi-5650 Features and Benefits	
Hardware Feature	**Benefit**
Imaging at up to 57 pages per minute in duplex	Ensures the ability to complete each day's work and any possible backlog that could occur due to processing peaks.
300 dpi resolution	High-resolution ensures production of high-quality, easily readable images.
Monochrome, grayscale, or color scanning options	Based on space restrictions and the types of documents frequently received, the color scheme can be adjusted to ensure readability and optimize electronic storage.
200-page automatic document feeder that accepts documents ranging from 2.1 in. x 2.9 in. up to 12 in. x 18 in.	Ensures that all documents received will be able to be imaged effectively.
Ultrasonic double-feed detection	Ensures accurate scanning and minimizes equipment jams that can cause processing delays.
Duty cycle of up to 8,000 documents per day	Robust daily throughput rate ensures that daily receipts will be processed.

Manual Ticket Image Processing

As soon as manual tickets are received at our East Coast offices, the tickets are immediately logged and all tickets are counted and sorted into batches. Batching is used because it is the most efficient means for processing the large quantity of tickets with speed and accuracy. Immediately after the batches of tickets are scanned they are imported into AutoPROCESS' image processing subsystem, which manages the ticket images through the rest of the data entry process and ultimately to the ticket database. Features of Duncan's image-based data entry approach include:

- **OCR recognition and capture of standard fields** such as ticket number which reduces the number of fields that must be keyed by operators, thus increasing processing time.

- **Double-blind data entry** of key fields, which improves the accuracy level.

- **Configurable, detailed, and sophisticated edit checks** are in place to prevent many data entry errors and alert us of potential issues. Field-specific data edit routines are used to verify that the data entered meets the field-specific, data type requirements (i.e. the entry of an alpha character in

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the Issuance Date field would trigger an error message). When possible, the data entered is also validated against agency-specific tables to prevent entry of invalid data (i.e. the entry of a Violation that is not found on the City's Violation table would trigger an error message). All data entered must pass the data entry edits and any applicable table edits before a ticket is posted to the system.

As highlighted above, the system uses proven technologies and processes, like OCR, sophisticated data entry checks, and double-blind data entry to ensure that the ticket data is captured accurately and timely. This process will enable Duncan to capture all of the data elements required in Appendix 8, including the following:

- Computer assigned account number

- Resident name and address

- Vehicle registration number and expiration dates

- Vehicle make and color

- Resident zone

- Sticker(s) number assigned

- Permit(s) assigned (guest)

- Amount paid upon sticker issue

- Date and time sticker issued (must have time for adjudication purposes)

- Sticker-guest permits expiration date

- Senior citizen discount

- Household entry/change/update/inquiry fields

- Permit entry/change/update/inquiry fields

Items identified as containing incorrect or illegible data will be flagged and routed in the workflow system for further research and statistical reporting. Detailed system reports will enable Duncan to manage the entire process and ensure that all items are accounted for and moved through the system within the required 2 business days. For those tickets that are successfully entered, the system will update AutoPROCESS with both the ticket data and corresponding image for immediate access to AutoPROCESS users. In addition, AutoPROCESS will provide daily reconciliation reporting to ensure that all tickets were successfully entered to the system. An overview of the entire process for manual ticket imaging is provided below.

Manual Ticket Imaging Process	
1	City ships manual tickets
2	Tickets delivered to Duncan's processing center.
3	Duncan staff counts and logs quantity of tickets received.
4	Document imaging clerks scan individual batches.
5	Image workflow application performs an automated image cleanup process. This process straightens images, crops borders, filters-out noise, adjusts image contrast, etc.
6	Image processing software uses Optical Character Recognition (OCR) technology to capture standard data elements such as the ticket number.

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Manual Ticket Imaging Process	
7	Images are routed to clerks for double-blind, data entry with on-line edit check. Exception items are re-routed for research by supervisor.
8	Ticket data is saved with the image.
9	System totals are reviewed against batch header totals to ensure that all items received and placed in a batch were properly scanned in to the AutoPROCESS image workflow application.
10	Store manual parking tickets on site for 5 months. Copies can be retrieved within 3 business days.

Manual Ticket Screening

In general, unreadable or incomplete manual tickets cannot be input into the AutoPROCESS database and are typically separated for resolution prior to entry. Manual tickets that are missing critical data elements (i.e., violation, date/time of issuance, etc.) will be identified by the clerks and confirmed by the automatic edit checks during the data entry process. A Data Entry supervisor will review each unworkable item to determine if the required element is actually missing or is present but illegible and can be deciphered. If the required data is missing or completely illegible the ticket will be logged as "un-entered" and we will look to the City for assistance in potential clarification and resolution. AutoPROCESS generates a report for the tickets that were rejected and require subsequent follow-up. Any rejected or erroneous ticket entry item can be edited and corrected in AutoPROCESS, allowing authorized personnel to correct issues such as wrong dates or duplicate tickets.

Tickets with error codes will be entered with all information available and treated as a closed violation. They will be displayed on-line in AutoPROCESS as a voided violation.

Reports

At the conclusion of data entry, AutoPROCESS produced various reports including the following
- **Batch Listing**—Details tickets entered in a specific batch.

- **Batch Summary Report**—Provides summary information for each batch entered that day, by ticket type.

- **Error Report**—Details all edit errors or keying errors for specific batches.

A sample Parking Batch Listing is shown as an example below.

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Parking Batch Edit Listing

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Data Type: Parking

Creation Date/Time: 6/5/2008 10:23:38

Includes: Selected Batches Only

City of Milwaukee - PRODUCTION SYSTEM

Batch ID: PM080500 001
Created By: BZEISR

Seq #	Ticket No	Time Entered	Issue Date	Payroll No	Location	License Plate	State	Type	Make	Fine
31	659289053	09:51 AM	05/02/2008	018890	4072 N 39TH PLACE	046216	WI	AUT	NISS	$15.00
32	659288854	09:51 AM	05/02/2008	018890	4072 N 39TH PLACE	046216	WI	AUT	NISS	$50.00
33	659380062	09:52 AM	05/01/2008	018016	6700 N 84TH ST	647NDY	WI	AUT	DODG	$15.00
34	659360071	09:52 AM	05/01/2008	018016	5711 N 64TH ST		WI	AUT	DODG	$15.00
35	659380060	09:53 AM	05/01/2008	018016	5721 N 94TH ST	787NBC	WI	AUT	CHEV	$15.00
36	659378005	09:53 AM	04/02/2008	000526	5271 N 67TH ST	007LGA	WI	AUT	CADI	$15.00
37	659378974	09:53 AM	04/08/2008	000526	5433 N 40TH ST	371MKS	WI	AUT	PONT	$15.00
38	659376903	09:54 AM	04/08/2008	000526	5434 N 40TH ST	630AJZ	WI	AUT	CHEV	$15.00
39	659376996	09:54 AM	04/08/2008	000526	5543 N 41ST ST	409M4L	WI	AUT	FORD	$15.00
40	659379000	09:55 AM	04/08/2008	000526	5239 N 39TH ST	821M5W	WI	AUT	PONT	$15.00
41	659377762	09:55 AM	04/08/2008	000526	5271 N 39TH ST	425LRL	WI	AUT	CHRY	$15.00
42	659377773	09:55 AM	04/08/2008	000526	5307 N 35TH ST	774CJN	WI	AUT	MERC	$15.00
43	659378052	09:55 AM	04/08/2008	000526	5488 N 40TH ST	903NWR	WI	AUT	HOND	$15.00
44	658976905	09:56 AM	04/30/2008	018033	5580 N 94TH ST	779LSW	WI	AUT	BUIC	$50.00
45	658947100	09:56 AM	04/30/2008	018033	9325 W SHERIDAN	148LBE	WI	AUT	BUIC	$50.00
46	658942005	09:57 AM	04/30/2008	018033	5479 N 91ST ST	326JFB	WI	AUT	FORD	$50.00
47	658567746	09:57 AM	04/30/2008	018033	9311 W BIRCH AVE	922BGch	WI	AUT	PONT	$50.00
48	658567735	09:57 AM	04/30/2008	018033	9417 W BIRCH AVE	629GHB	WI	AUT	ISUZ	$50.00
49	658627702	09:58 AM	04/30/2008	018033	9420 W BECKETT	323MJC	WI	AUT	PONT	$50.00
50	658567724	09:58 AM	04/30/2008	018033	9402 W BECKETT AVE	611JUV	WI	AUT	PONT	$50.00

Group Totals: Citation Count: 50

Report Totals: Citation Count: 50

Reports provide detail and summary level information regarding all manual citations processed.

Electronic Ticket Processing

As described below in Proposal Section 6.3.11, the AutoCITE X3 handheld device and AutoISSUE management software seamlessly interface with AutoPROCESS to automatically upload computerized ticket information to the AutoPROCESS database. This process is performed each day when the AutoCITEs are returned to their cradle. The information transfer process occurs almost instantaneously.

6.3.10 Ticket & Envelopes

Duncan will provide professionally printed electronic paper ticket stock and pre-addressed small white envelopes for use with the AutoCITE handheld ticket issuance system. Duncan will provide up to 300,000 blank tickets—the back is pre-printed with payment instructions—each year. The paper tickets are made with a thermal, top-coating on the front side so the characters will not bleed it is water resistant—but not water proof. Tickets are provided in sealed bags containing 75, fan-folded tickets so they may be stored safely and are easy to carry in regular pockets. The costs for ticket and envelope design, printing, and shipping will be paid by the vendor, and all forms design and layout will be pre-approved by the City in writing before printing. Additional types and quantities of paper and envelopes are available upon request and may be at additional cost.

When the tickets are issued by the handhelds, the ticket number will be printed by the handheld in sequential order in configuration approved by the City. The number will include a check digit, and it will also be printed in a bar code format for the cash register scanners, and an OCR format for lockbox mail payment processing equipment.

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Ticket & Envelopes Requirements	
Requirements	**Response**
The Vendor must provide 300,000 blank tickets.	Duncan will provide 300,000 blank tickets
Ticket must include a self-mailer type envelope.	Tickets will include a self-addressed envelope
Ticket must be encoded so that ticket number can be read for payment processing using optical scanning equipment.	The tickets will include an OCR line for scanning
Ticket number must contain a check digit. Currently mod-7 is used.(Vendor must use other calculations.)	Ticket numbers will include a check digit.
Current ticket number is seven (7) digits plus the check digit (vendor may recommend another configuration). Letters SV must appear before all ticket numbers.	The Duncan issuance system meets this requirement.
Tickets are numbered sequentially by software. (Current ticket layout is attached as Appendix 7A (any other layout is subject to City's approval).	The issuance system will automatically number tickets.
Vendor's system must be comparable to City's current system.	The automated issuance system is 100% compatible with the City's current system.
Vendor's personnel experienced with computerized system must be available to City on a daily basis.	Duncan's help desk and program personnel will be on call for troubleshooting on a daily basis.
Must have boot book uploaded weekly and have permit system uploaded weekly.	The boot and permit system lists can be uploaded weekly and are currently uploaded daily.
Vendor must ensure ticket envelopes are water resistant and impervious to water related tearing and ink bleeding.	Water and tear resistant envelopes are costly and not commonly used. We recommend a white or light colored paper envelope to mitigate color bleeding. Envelope paper samples will be provided to City for approval before delivering.

6.3.11 Handheld Automated Issuance System

Duncan Solution's AutoCITE X3 handheld device offers industry proven enforcement technology in an all-in-one portable computer designed specifically for the rugged parking enforcement environment. Duncan will continue to stand behind its system and will pay for all costs of training, service, repair and shipping at no additional expense to the City.

Only Duncan offers a fully integrated, enforcement solution for parking ticket issuance. Our proposed handheld solution fully accommodates ticket issuance, 2D barcode scanning, wireless data transmission, time limit marking, broken meter/damaged sign reporting, scofflaw list lookup, visitor information lookup and printing. Additionally the enhanced version of the software provides the ability to capture voice recordings and digital pictures and deliver a new suite of reports. The key components of our solution are described below:

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- **AutoCITE X3**—The AutoCITE X3 is a robust, rugged handheld ticket issuance device designed, produced, and maintained by Duncan Solutions.

- **AutoISSUE**—AutoISSUE is the supporting hardware and software infrastructure that manages the deployment of X3s and interfaces with AutoPROCESS to manage the transfer of data to and from the X3.

To the ticket system user, there should be a seamless interface between the issuance devices and the violation processing system. This is because Duncan employs a proven system and process of file transfers with the requisite controls and audit trail in place to ensure that every ticket issued is accounted for and transferred to the online system in a timely manner.

Our AutoCITE X3 handhelds and AutoISSUE management systems have been refined over numerous product generations over the past 19 years and are now developed based on a Windows operating environment with numerous optional capabilities like digital camera and voice recording. We fully embrace an on-going commitment and investment in the research and development of world class products and services for our customers

AutoCITE and AutoISSUE are all parts of an integrated suite of products offered and supported by Duncan Solutions.

Duncan AutoCITE X3
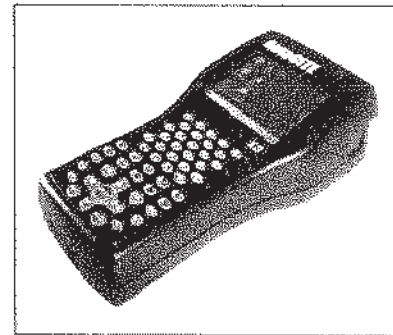
AutoCITE X3

Duncan's AutoCITE™ X3 turns ticket issuance into a quick and easy process. This lightweight, portable, one-piece computer features an integrated thermal printer and is capable of capturing photos, audio, and text to generate indelible, highly enforceable records of infractions. Our handheld solution offers proven efficiency, durability, functionality, and performance. With AutoCITE and AutoISSUE, time spent completing and filing reports is minimized, accuracy is maximized and collection is improved.

AutoCITE is the ultimate parking ticket issuance device. First developed over 22 years ago by a former law enforcement officer, the AutoCITE performs all of the tasks required by a parking enforcement officer in the field in one handheld device. Now used by over 600 parking enforcement departments worldwide, the AutoCITE is capable of supporting a variety of enforcement functions.

There are a number of reasons why the AutoCITE X3 is one of the leading enforcement handheld computers in the world, including:

- **Designed and Built for the Enforcement Environment** – The AutoCITE X3 was purpose built for the use of issuing parking tickets. The thermal printer is built inside the unit, along with an optional digital camera and all other peripherals, to keep the elements out and ensure unit reliability. We have also reduced the unit to less than 2 pounds, to make it easy to use on the street.

- **Ease of Use** – The AutoCITE X3 is one of the easiest to use enforcement handhelds on the market today. This is due to such innovations as intuitive screens, minimal steps, drop down menus, touch screen data selection and navigation, data entry anticipation, etc.

- **Reliability** – The AutoCITE X3 is a proven, robust fifth-generation unit with over 20 years of unparalleled service. Duncan is your single source for all software and equipment sales and support, and we stand by our products. Some customers have used their original handhelds for 15-18 years.

Duncan is the only ticket issuance equipment vendor that itself designs, develops, manufactures, tests, supports, and refines its handheld product, both hardware and software, for the enforcement market. Other vendors rely on third parties for hardware, and thus have no control over specifications and quality or on-going support and future enhancements. These vendors must also develop software to be compatible with these devices. The result is that if the customer experiences a problem with another vendor's product, there is no guarantee of on-going product development and support. With Duncan there is.

The AutoCITE X3 model is the latest generation parking enforcement handheld from Duncan, providing continued reliability, improved performance, flexibility and additional functionality in a number of key areas. In the pages that follow, we will present the following information: equipment specifications, features of use and optional functions of the AutoCITE X3.

Equipment Specifications

The AutoCITE is the most advanced system for the enforcement and regulation industry. Unlike PDA devices that have a limited lifecycle, the AutoCITE was specifically designed for robust, reliable operational use without the need to rely on third party accessories such as hard cases, stylus dependant operations and belt-mounted printers. Specifications of the AutoCITE X3 that stand above our competitors include the ergonomic product design, durable LCD screen, integrated printer, power management and superior data organization.

Product Design

This handheld has a proven track record in all weather and physically demanding environments. The AutoCITE can withstand the severity of outdoor operational use and is currently being used in a number of locations that experience adverse environmental conditions such as high humidity and extreme cold and wet conditions.

The AutoCITE X3 provides a large 2.5", full-color, back-lit, touch-screen interface in addition to a full, backlit keyboard for maximum visibility in both low-light and direct sun conditions. This handheld comes bundled with a touch screen and stylus operation, but does not wholly rely on stylus operation. If a stylus is lost, the PEO will still be able to use all functions of the AutoCITE, making the unit highly reliable out in the field.

The soft-Silicon backlit keyboard makes the AutoCITE less prone to errors when entering information. There are 54 oval-shaped keys on the AutoCITE X3, consisting of 26 alpha keys, 10 numeric/punctuation keys, 12 functions keys, 4 cursor/edit keys and "hot-keys" to initiate data capture such as voice recording and camera functionality.

Integrated Printer Functionality

The AutoCITE's integrated thermal printer has a proven track record of outstanding durability. The approximate expected lifecycle of the AutoCITE X3 printer is at least 200,000 tickets. The replacement cost of the printer is effectively free to the City because it is covered by the all-inclusive maintenance agreement for the unit.

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The thermal printer is contained entirely within the unit in a single piece design. Printed tickets are released via the top of the unit. Loading the tickets is a simple operation that can be done in the field by the PEO. Pre-printed tickets come in packs of 75 that are inserted in the unit via a removable cover at the top of the device. The flat pack design of the tickets (as opposed to a roll) allows them to be easily carried by the PEO, plus the paper does not curl on the windshield like paper in rolls does.

The AutoCITE thermal printer may operate at any angle without impact on print speed or quality and is covered by the maintenance and warranty agreement. The unit comes with a printer configuration menu that enables the user to perform printer tests/diagnostics as well as a "Paper Counter." The menu is comprehensive and easy to navigate.

Upon completion of data entry and approval by the officer, the AutoCITE handheld automatically prints and saves the ticket. Because the printer is built-in to the device, and the data does not need to be communicated to an external device via cable or Bluetooth, the tickets print reliably in just 10 seconds on average. There is also capability to rapidly issue additional tickets to the same vehicle for other violations.

Product Use

In addition to making it easier for an enforcement officer to issue accurate tickets, AutoCITE handhelds provide powerful tools to support the overall parking enforcement program.

Streamlining Data Entry

The AutoCITE X3 automates many tasks, such as recalling the correct date, time and ticket number. It then provides for ease of use by parking enforcement officers with multiple options for navigating and entering data, including touch screen capability (using a finger or soft-tip stylus), pre-loaded customized drop down lists (streets, vehicle make, violations, etc.), button selections, and key pad data entry. PEOs will continue to have the ability to select from common notes and remarks, override some or all of the select text, or manually enter notes or remarks from scratch using the keyboard. Errors in ticket data are reduced through the use of standardized data in stored lists, which frequently require just one key stroke for entry, and through configurable edit routines (mutually agreed upon during system configuration), as data is entered and prior to finalizing and printing the ticket.

In addition to making it easier for an enforcement officer to issue accurate tickets, AutoCITE handhelds provide powerful tools to support the overall parking enforcement program. For example, each day the ticket processing system configures "hot sheets" of scofflaw vehicles that are eligible to be towed, the system also creates a list of valid permits. In addition, we have established procedures to automatically load lists of stolen plates and special parking permissions. These lists are currently loaded to the AutoCITEs on a daily basis. When an enforcement officer enters the license plate of a vehicle on a "hot sheet" the AutoCITE will produce an audible alarm along with a visual alert indicating a "hit" and allowing the officer to take appropriate action. Additional "hot sheets" of Stolen, Seizable, Repeat Offenders, Tow Eligible, Boot Eligible, Undercover, VIP, or Exempt vehicles maintained can also be loaded to the AutoCITEs for enhanced enforcement services. If a vehicle does not have a valid permit or has not been found to have special permission to park in a permit managed area a similar alarm and alert is provided.

Prior to printing a ticket, the enforcement officer has the ability to review the ticket by stepping through the entry screens to ensure the data is correct. The AutoCITE provides for simple ticket review with a large screen showing a large amount of data and easy navigation back through every ticket field. In the

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event any required data is incorrect and the ticket has not been printed, the officer has the option to correct the data per the City's allowances.

Power Management

Power management technologies are constantly improving the performance of batteries, which now provide longer charge times, require less charging time, and are smaller in size and less weight. AutoCITEs are outfitted with the latest lithium ion batteries so PEOs in the field may take advantage of these features. Additionally, since lithium ion batteries do not develop a memory, they will last longer between replacements.

The AutoCITE can operate continuously for more than 100 hours without backlight illumination. It is capable of up to 72 hours of continuous use with printing, and up to 24 hours of continuous use with regular printing and full illumination. Operating time will decrease as expected when using multiple features simultaneously, including wireless communications, backlight, 2D barcode scanner and the camera. However, the unit should last for a regular shift even when all features are in use and many tickets are issued. To assist PEOs maximize their battery experience, there is an on-screen battery indicator that can be accessed in the Windows Mobile CE menu. Both the power level and battery voltage can be accessed by the "hot-icon" located at the bottom of the screen.

The AutoCITE uses a 6-port USB "fast charger" when docked in the office. The multiple chargers can either be run independently or be connected via a USB hub to the host PC. The unit can recharge and transfer data either concurrently or separately with AutoISSUE scheduling. This provides the user with a capability to automate the upload process in network downtime. The AutoCITE can also be charged remotely, without data transfer, in or out of the office by a wall socket or in-car charger, both which are available as un-priced options.

6.3.12 Wireless Communications

Duncan Solutions offers General Packet Radio Service (GPRS) wireless communication technology integrated into the AutoCITE X3. This technology enables many possibilities to the City's parking program. First and foremost, the tickets that PEOs issue are updated to AutoPROCESS within seconds, so that the tickets are available for constituent inquiries and payments as well as City reporting. This feature is used today and works very well. And if for any reason a ticket cannot be transmitted wirelessly, it will be downloaded at the end of the day when the unit is re-charging in the office, along with any recordings and images that are only downloaded when charging because of file size.

Additionally, the wireless feature could allow the PEOs to have real time access to the most current lists of scofflaws and permits. By default this type of real time access is not activated to conserve battery life and ticket issuance time, but access can be turned on at the City's direction so that the officers have the most current lists in the field. Third, wireless communication could be utilized to enable enforcement officers to generate boot or tow requests directly from the handheld.

Multi-Space Meter Integration Option

Last but not least, wireless communications can coupled with Duncan's proprietary integrated software to enforce wireless meters, as the existing Duncan AutoCITE X3s do currently with the Duncan VM meters. Using the AutoCITEs, the PEO may inquire on the payment status of any multi-space meter to find which spaces may be expired—the information is displayed on their handheld screen within the issuance application software. The PEO can then issue a ticket—without having to move to another device—simply by selecting the space number. Additionally, the AutoCITE will automatically record the

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meter violation data—such as space number, location name and expiration duration—in the ticket record, thereby reducing the number of keystrokes—and opportunity for mistakes. By incorporating the meter expiration data directly into to the ticket record, customer service is enhanced because the meter data is already present for customer service or adjudication staff.

6.3.13 Barcode & OCR Printing

The printer in the AutoCITE is capable of printing barcodes in any combination or configuration up to 67 characters in length. Barcodes and OCR fonts can be used anywhere within the confines of the ticket and can be printed either vertically or horizontally.

The barcode that is currently printed is used by the cashiers to quickly enter the ticket number at time of payment. OCR font type is currently used for printing the ticket number vertically along the right edge for speed and accuracy of lockbox payment processing.

6.3.14 Digital Cameras

The AutoCITE X3 units provided to the City for this contract include our integrated digital, color camera for image capture. We have offered internal digital cameras for several years and successfully integrated cameras with hundreds of our devices--for cities large and small. When one or more photo is taken at any time while issuing a ticket, the images are automatically indexed to that ticket number. Afterwards, images can be reviewed on the handhelds by officers in the field for quality control as well as in AutoPROCESS at the office for hearing and customer service personnel. The camera and included flash fit within the handheld case, and therefore are afforded the same protection from the harsh field environment as the rest of the internal components. Under normal use, the handheld can store hundreds of images before download without slowing handheld processing and data transfer reliability.

Duncan does offer and are including a carry case with belt clip for additional protection from the elements and ease of transport, but do not offer a "rain guard" or "carrying sling."

6.3.15 Audio Recording

The AutoCITE X3 units provided to the City are outfitted to support audio recording in the field. The ability to record conversations in the field can further support the circumstances behind the issuance of a ticket in the event it should come under review or be disputed. It can also provide another layer of safety and security for the PEOs, who can mention to the public that they are making a recording. Any recordings made during the issuance of a ticket will be automatically attached to the ticket record and available for playback using the issuance software, AutoISSUE for later review.

6.3.16. Barcode Scanner

The AutoCITE X3 supports the integration of barcode scanners, and we recently completed an intensive project with the City to source, integrate, test and upgrade all handhelds with a new 2D barcode scanner. The 2D scanner was sourced specifically to match the City's specifications that it be fully integrated into the existing 1-piece handheld and scan the Massachusetts inspection windshield sticker. The new scanner reads the data incorporated in the sticker with a laser and displays the data on screen to the PEO. The data is also pre-populated into the ticket record to enhance the accuracy data entry and capture the exact plate type registered with the RMV.

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RFID Scanner

As reflected in the RFP, the City wishes to keep its options open should RFID scanning technology become suitable for applications with parking permitting, meter enforcement or other tracking purposes. As described above, we are proposing our purpose-built AutoCITE X3 parking violation enforcement handhelds, which already integrate parking-specific technologies including wireless enforcement and 2D barcode scanning.

RFID Scanner

With over 600 parking handheld installations and 200 parking violation processing contracts we have seen little demand for RFID for on-street parking and only one potential project -- in Montgomery County, MD to implement an RFID-based permit program for their mostly off-street parking permits. For this project the AutoCITE could not accommodate the requisite powerful RFID antenna module and increased power consumption, so we developed and proposed a handheld solution that comprised a Symbol MC9090-G RFID-enabled handheld (see image with the large antennae at top).

A feature that was unique to our proposal to Montgomery County was the inclusion of our proven AutoISSUE parking handheld software application. The County's parking enforcement officers were familiar with this software, as they have been using AutoCITEs for more than a decade. As AutoISSUE does today, the handheld solution proposed for Montgomery County would fully accommodate ticket issuance, time limit marking, broken meter/damaged sign reporting, scofflaw list lookup, visitor information lookup and printing. Additionally, this software will fully integrate permit scanning ticket issuance when a violation is identified.

We saw no other references to RFID permits in the City of Somerville's RFP so our base proposal is to provide the AutoCITE X3s so that the City can realize the proven systems in place today. However, if RFID scanning technology becomes a reality that is of greater value to City, we look forward to discuss the implications of this revision to the technical and pricing aspects of our proposal. Additionally, we will be keeping an eye on the market penetration of RFID permits to determine whether this features merits addition to our AutoCITE technology roadmap. If we detect a significant level of adoption, especially by our existing handheld customers, we may opt to add this feature to our next-generation handhelds. In that case, we would discuss a possible switch-out, if the City would like to pursue this approach.

6.3.16.b   Handheld Ticket Issuance Computers

Duncan will provide the required 32 AutoCITE X3 handheld computers, the most current version of our AutoISSUE.net management software, all cables, chargers and batteries to the City.

6.3.16.c   Handheld Minimum Requirements

The AutoCITE X3 handheld computers meet or exceed all of the City's minimum requirements, a detailed list is provided in the following table:

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Handheld Minimum Requirements	
Requirements	**Response**
1. Issues a 3" x 6" ticket using a thermal printer 2. A single unit; held in one hand with a total weight of less than 2.5 lbs, including computer, printer, camera, battery pack and 75 tickets. 3. Memory capacity of 1,000 tickets with photographs before unloading or affecting handheld performance 4. Battery capacity of 375-400 tickets per charge and full recharge in 4-8 hours, easy use for multiple shifts 5. Full 55 key alpha-numeric keyboard with no need to shift between alpha and numeric with a function key (26 alpha, 14 numeric/punctuation, 5 function and 10 cursor/edit control) or 60 keys (26 alpha, 16 numeric/punctuation, 6 function and 12 cursor/edit control). 6. "Hotlist" storage for 75,000- 1,000,000+ plates 7. Storage of complete make, model, or body type lists 8. At least 1,000+ violations and a complete states list capable of 2 violations on a single ticket 9. At least 1,000+ remarks of 32 characters in length 10. At least 1,000+ streets or locations of 24 characters each 11. At least 80 character printer with regular and bold print 12. Ticket issuance every 25 to 30 seconds 13. Unload 100 tickets in 30 seconds to any compatible personal computer at end of each shift 14. Complete password protection system for PC host system 15. Durable and weatherproof for use in rain and snow conditions 16. Concurrent printing and top of form sensor mark 17. Power down mode to conserve energy	Duncan meets or exceeds all requirements. Note that with requirements 3 and 4: 3. Memory capacity can be extended to meet this requirement with the optional 64MB memory upgrade. 4. Battery capacity can be extended to meet this requirement with use of the optional in-vehicle 12-vold charger.

6.3.17 Handheld Modules

The AutoCITE handhelds will include the AutoISSUE Parking Module software with all of the requested features and functions, including:

a. Ticket issuance and look up feature

b. Search Mode (Plates & Vin & Permit) feature

c. Warning issuance feature

d. Special enforcement Hot List feature (Plate & VIN)

e. Check digit on the ticket# (MOD 7 Service Center Standard)

f. Time Limit marking function (Mark Mode)

g. Barcode Scanner function (128c- Prefix & Ticket Number)

h. Permit/License cross reference function

i. Meter/Location Matrix

j. Broker Meter reporting function

k. Damaged Sign reporting function

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l. Officer Activity Logging function

m. Visitor Information function

n. OCR Scanline (Prefix /Ticket# and Fine)

o. Warning tracking

p. Manual Ticket Entry per form

q. Over 48 hours log

A full list of all AutoCITE standard and optional specifications is provided below:

AutoCITE Ticket Issuance Device Specifications	
Category	**Description**
Technical Specifications	• Windows CE based operating system • CPU: Intel SA1110, CMOS, 400MHz • Display: 64K color 1/4 VGA (320x240), resistive touch • High speed USB communication • Built in thermal printer • Printer: 80mm, thermal, scaleable fonts • Battery charge (fuel tank) indicator and digital readout • Keys: 52 keys; 26 alpha, 10 numeric, 11 cursor/edit, 5 function • User-friendly keyboard (no shift-key entries required) • Time /date calendar clock • Single software platform • Back lit display and keyboard • Memory: 63MB RAM, 64MB Flash (adequate to support and safeguard the City's needs) • Weather resistant • Environment: -4°F to 125°F operating, 30°F to 160°F storage • Tough plastic case, no cover required • Weight: approximately 31oz. • Dimensions: 9.90" x 3.60" x 2.60"
Included Features & Functions	• Parking tickets • Built in color digital camera (640x240) • Digital images • Voice recording/playback • Warning tickets • Search only mode • Scofflaw/hot sheet alerts • Time limit marking (electronic chalking) • Permit/Plate cross-reference • Meter location cross-reference • Damaged sign reporting • Broken meter reporting • Officer activity reporting • Standard & freeform remarks (printed) • Standard & freeform private notes (not printed) • Print, Reprint, Multiple & Void tickets • Navigation and data selection using touch screen or keypad • Automatic power-down mode (Up to a month shelf life with full data

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AutoCITE Ticket Issuance Device Specifications	
Category	**Description**
	retention) • Up to 16 hours (300+ tickets) continuous operation with 4 hours for a full recharge • Upload of ticket information and download of hot sheets, violation, and other tables as well as the time and date during direct connection & recharging • System status displayed on bottom line of LCD • Secured access is User ID & password controlled • Maintains accurate date, time and ticket number for printing on all tickets • Maintains standard data in memory for printing on all tickets • Automatic capture and prompting for key data required for each ticket • Ability to correct ticket data prior to printing • SQL driven Import/Export programming capability
Ticket Stock & Payment Envelopes	• Ticket Stock: Flat, fan-folded and perforated 6"L x 3.13"W, 76 tickets per pack, thermal top-coated and weather resistant. Easily carried and re-loaded in the field. • Envelopes: Small, white, pre-addressed and bar coded
Optional Components/ Accessories	• GPRS modem for wireless communication • GPRS wireless communication capabilities • Warning tracking • Repeat offender fine escalation • Officer signature capture • Violator signature capture • Magnetic stripe reader • Cover cases/belt clip • Barcode printing (1D code 128 A,B,C; 2D) • OCR printing (A size 1)

AutoISSUE

AutoISSUE is Duncan Solution's software that serves to collect and format electronically-entered tickets and enforcement data, including associated images and voice recordings, for subsequent processing. With assigned user and password controlled security authorization, this platform is used for inquiries, management reporting, and system administration. Duncan will provide the current version of AutoISSUE, the required AutoISSUE host desktop PC and all required chargers, cables and connectors, Duncan assumes that the City will provide high-speed Internet access to the AutoISSUE host PC.

AutoISSUE manages and updates all aspects of the handhelds and their ticket data, and can be used with Duncan's AutoCITE X3 and PDA solutions. The AutoISSUE Host PC is an intermediate environment that collects and formats electronically-entered tickets for transfer to AutoPROCESS. Our proposed handheld solution fully accommodates ticket issuance, time limit marking, broken meter/damaged sign reporting, scofflaw list lookup, visitor information lookup and printing. Additionally the enhanced version of the software provides the ability to capture voice records and digital pictures and deliver a suite of reports. AutoISSUE has continued to evolve over its 25-year lifespan and incorporates superior security and audit capabilities. The web-based software eliminates maximizes accuracy, streamlines systems, reduces operating costs and increases revenue

File Transfer

Duncan employs a proven system and process of file transfers with the requisite controls and audit trail in place to ensure that every ticket issued is accounted for and transferred to the online system in a timely manner. On a scheduled basis, enforcement data is extracted from the AutoISSUE, and the backup drive is configured for system redundancy (i.e. the database is corrupted or the computer hardware fails.) It is recommended that all backup files are saved on a separate network drive in case of hard drive failure. All data can be restored with the assistance of the AutoISSUE support desk, and can be restored by date, violation type, or ticket number.

With assigned user and password controlled security authorization, this software is used for inquiries, management report and system administration. AutoISSUE allows authorized users to view the communications logs and will identify if there were any errors during a contact function. The software has the ability to maintain separate terms and or groups of users (10,000) via a host PC.

The handhelds are collected and docked to download enforcement data to the host PC and upload new fines, changes to lists, new edit rules, scofflaw lists, permit lists, stolen vehicles, etc. to the handhelds. Upon confirmation of complete and successful data transfer the information held on the device is erased. The software also flags possible issues to the user for attention. Data transfer is comprehensive and can incorporate the transfer of information to and from the backend process.

Batch numbers are generated for all upload files, which are maintained for on-line review and research purposes. These capabilities ensure that all ticket data is posted to the ticket database within 24 hours of receipt.

Tickets can be searched for in various ways. Ticket number, license plate number, Vehicle Identification number (VIN) and the driver's name can all be used to search for Tickets. They can also be searched using the PEO's name or ID, sex of the driver and type of vehicle.

Once the ticket has been located via the search criteria, users have the ability to void, reissue or view all details in relation to a particular ticket. AutoISSUE administrators also have the ability to update and maintain composite lists of stolen vehicles and other hotlists using the 'List Editor' feature. Lists can be copied from other source files without the need to manually edit each list. Once the lists have been edited, the new information must be uploaded to the handhelds for the new lists to become effective. Loading an amending list will not affect any tickets that have already been written regardless if they have been downloaded from the handheld devices or not.

Security

Varying levels of access can be defined via AutoISSUE to disable or enable specific functions, including offence types, within the handheld devices. For example, users may be prohibited from adding any additional third party software to a particular device. Only authorized personnel are able to activate the handheld devices (either the AutoCITE or PDA) and produce ticket notices.

The log-in methodology used by AutoISSUE requires the user to enter a unique user name and password. The password must be comprised of at least six (6) alpha/numeric characters, which are cross-referenced to ensure they meet the specification for the successful login of the user.

Hot lists/Records

The AutoISSUE solution runs on the AutoCITE X3 and PDA handhelds with built-in flash ROM memory that allows for over one million records to be stored within the devices while in the field. Officers can also retrieve hotlists with photographs using third party applications such as Acrobat Reader. Specific storage capacity volumes for the X3 are described in the table below.

AutoCITE Storage Volumes	
Data Type	Volumes
Hotsheet (Licenses, plates, persons, permits)	1,000,000 +
Stored Ticket Memory	10,000 +
Vehicle Make List	10,000 +
Vehicle Model List	10,000 +
Color List	1,000 +
Offense descriptions, penalty amounts	10,000 +
Location List (blocks, streets, suburbs, etc.)	10,000 +
Stored notes printed	10,000 +
Stored notes non-printed	10,000 +

Reporting

AutoISSUE has an easy-to-use integrated management reporting tool that offers the City access to management reports online in electronic format. AutoISSUE allows you to perform real time queries of all electronically issued tickets in the database so you can get up-to-the-minute program information at your fingertips. This is in stark contrast to vendors who offer stand-alone reporting warehouses, populated with static, partial ticket data, which can only offer a partial snapshot in time. It is also in stark contrast to vendors who require systems programmers to manually program queries for reports to be run as production jobs overnight, thus taking away control from the City and adding unnecessary costs and delays.

As part of our standard solution, AutoISSUE provides a comprehensive suite of standard reports for enforcement management review, analysis and decision support. These reports cover control and transmission reports. By covering a wide range of ticket issuance categories we have found these market-driven, user-controlled reports are second to none in the industry.

Our standard reports are accessible by authorized users, run in real time and offer selection criteria to help ensure you get the reporting information you need when you need it. In addition, these reports are immediately displayed on your desktop screen for validation prior to selecting an output option. These reports can be printed in hard copy format, saved as a PDF for future reference, or exported to an external application (e.g. MS Excel or MS Word) for additional data manipulation and analysis.

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A list of standard management reports from our upgraded AutoISSUE system is included below. Additional reports can be run in AutoPROCESS, which includes management data in addition to the issuance data.

Standard AutoISSUE Reports	
Name	**Description**
Violation Summary	Provides a quantitative summary view of infringement activity by violation for a selectable period of time.
Violation Summary by Area	Provides a quantitative summary view of infringement activity by Area/Beat, by violation for a selectable period of time.
Violation Summary by Officer	Provides a quantitative summary view of infringement activity by Officer, by violation for a selectable period of time.
Violation Print-Out	Provides the ability to print a copy of the issued infringement along with additional selected information.
Officer Log	Detail list of infringements issued by Officers or for a selected Officer for a selected period of time.
Officer Productivity	Quantitative summary of infringements by Officer for a selected period of time.
Disposition Code Report	Provides report of infringements where an Officer alert was provided and presents the disposition recorded by the Officer.
Activity Log	Provides a date & time based record of activities performed on a handheld unit by Officer.
Void Reason Report	Provides a list of voided infringements and the reason that was recorded for the void status.
Infringement Audit Trail	Provides an audit trail for infringement including issuance, voiding and transferring to processing system.
Mark Mode Report	Provides a list of vehicle marks (electronic chalking) that were issued during a specified date/time.
Meter Status Report	Provides a summary of reported Meter Status information by Agency and Officer.
Damaged Sign Report	Provides a summary of reported Damaged Sign information by Agency and Officer.
Handheld Usage Report	Provides a summary count of tickets issued by each serialized handheld unit.

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6.3.18 GIS – Command & Control

Duncan offers an easy-to-use map-based tool integrated with the AutoISSUE system to provide enforcement managers and supervisors with views of on-street activity from their desktops. Our system supports geo-coding of citation data and spatial attributes that enable x and y plotting of citations using the mapping system. The exhibit below provides an example of how citation data may be viewed on a map.
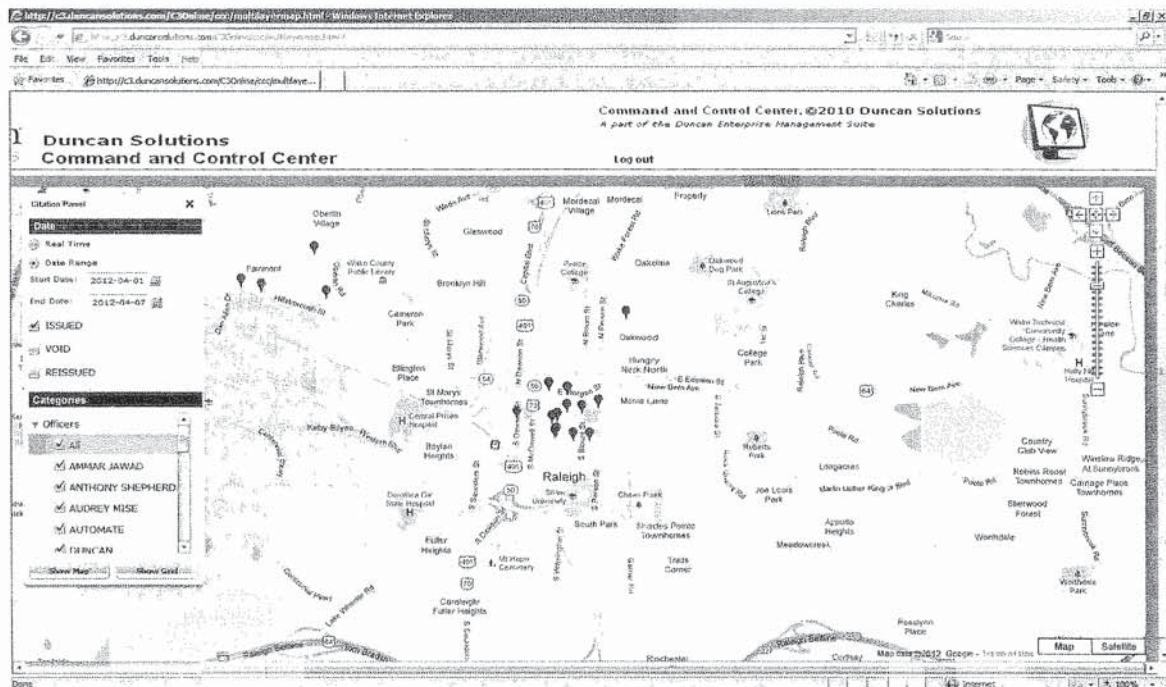
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6.3.19 Online Review Request

Please refer back to our response in section 6.3.4 Hearings for Duncan's proposed solution and example screen for Online Review/Hearing Request. In this section we present our existing solution that is in place today for constituents to request a hearing online and present the hearing requests to the hearing examiners in the AutoPROCESS online hearing workflow.

6.3.20 Online Image Review

Please refer back to our response in section 6.3.4 Hearings for Duncan's proposed solution and example screen for Online Information Request and Image Review. In this section we present our solution for constituents to review any images captured by the AutoCITE handhelds and afford them the ability to proceed with paying the ticket instead of pursuing a hearing request.

6.3.21 Massachusetts License and Registration Non-Renewal

Duncan's proven license and registration non-renewal interface and procedures, combined with our experience working with the Commonwealth of Massachusetts RMV, assures the City of no disruption to marks and clears, and our capability to process a minimum of 100,000 records with the RMV.

AutoPROCESS automatically identifies and transmits RMV mark and clear records as tickets become eligible. Generally, Duncan transmits marks on a weekly basis and clears are transmitted nightly. As required, when a violator pays a ticket in full, Duncan's system can provide a certified receipt. "Chargeable" clears also include an additional fee in AutoPROCESS, whilst "Free" clears do not. AutoPROCESS also provides the ability for authorized users to back-out marks for any reason. All mark and clear actions taken by the system are logged in the status history panel and remains a permanent part of the ticket record, as illustrated in the sample screens below.

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Registration Suspension Request Audit Trail

Viewing Details for Citation No. M010243472

Status History | Notice Recipient History | Payment History | Additional Notes | Balance Sheet | Trial/Review History | Associated Accounts | Edit History | Advar

Effective Date	Transaction Date	Code	Explanation	Comment/Reason	User Name	User ID
10/04/2006	10/04/2006 08:36 AM	HR	DMV hold removal accepted	None	IMPORT	IMPORT
10/03/2006	10/03/2006 09:31 AM	HT	DMV hold removal request sent	None	DOUG	DCONRADT
09/28/2006	09/28/2006 04:24 PM	R2	Review Response Sent	None	ASINGHA	IT07
09/28/2006	09/28/2006 02:49 PM	VO	Voided/Released	Review Outcome Dismissed	RLOPEZ	CSR26
09/28/2006	09/28/2006 02:49 PM	HM	DMV hold removal requested	Review Outcome Dismissed	RLOPEZ	CSR26
06/27/2006	06/27/2006 10:17 AM	SP	Suspended	Review Request	PVANDUYUKERE	DE17
06/25/2006	06/25/2006 10:20 AM	HO	DMV hold request accepted	None	IMPORT	IMPORT
06/16/2006	06/16/2006 11:27 PM	HS	DMV hold request sent	None	REPORT	RUNNER
06/09/2006	06/09/2006 05:21 AM	LF1	1st Late Fee Added	None	REPORT	RUNNER
05/26/2006	05/26/2006 05:19 AM	N1	1st Notice Sent	None	REPORT	RUNNER
05/19/2006	05/19/2006 08:28 PM	IR	R/O info response received	None	REPORT	RUNNER
05/19/2006	05/19/2006 08:28 PM	RNC	Resp Party Added/Name Spelling Co	None	REPORT	RUNNER
05/17/2006	05/17/2006 04:34 PM	IQ	R/O info request sent	None	REPORT	RUNNER
04/21/2006	04/21/2006 03:11 PM	EN	Entered into system	None	IMPORT	IMPORT

Registration Hold Release Audit Trail

Viewing Details for Citation No. M010243472

Status History | Notice Recipient History | Payment History | Additional Notes | Balance Sheet | Trial/Review History | Associated Accounts | Edit History | Advar

Effective Date	Transaction Date	Code	Explanation	Comment/Reason	User Name	User ID
10/04/2006	10/04/2006 08:36 AM	HR	DMV hold removal accepted	None	IMPORT	IMPORT
10/03/2006	10/03/2006 09:31 AM	HT	DMV hold removal request sent	None	DOUG	DCONRADT
09/28/2006	09/28/2006 04:24 PM	R2	Review Response Sent	None	ASINGHA	IT07
09/28/2006	09/28/2006 02:49 PM	VO	Voided/Released	Review Outcome Dismissed	RLOPEZ	CSR26
09/28/2006	09/28/2006 02:49 PM	HM	DMV hold removal requested	Review Outcome Dismissed	RLOPEZ	CSR26
06/27/2006	06/27/2006 10:17 AM	SP	Suspended	Review Request	PVANDUYUKERE	DE17
06/25/2006	06/25/2006 10:20 AM	HO	DMV hold request accepted	None	IMPORT	IMPORT
06/16/2006	06/16/2006 11:27 PM	HS	DMV hold request sent	None	REPORT	RUNNER
06/09/2006	06/09/2006 05:21 AM	LF1	1st Late Fee Added	None	REPORT	RUNNER
05/26/2006	05/26/2006 05:19 AM	N1	1st Notice Sent	None	REPORT	RUNNER
05/19/2006	05/19/2006 08:28 PM	IR	R/O info response received	None	REPORT	RUNNER
05/19/2006	05/19/2006 08:28 PM	RNC	Resp Party Added/Name Spelling Co	None	REPORT	RUNNER
05/17/2006	05/17/2006 04:34 PM	IQ	R/O info request sent	None	REPORT	RUNNER
04/21/2006	04/21/2006 03:11 PM	EN	Entered into system	None	IMPORT	IMPORT

AutoPROCESS automatically notes the registration hold activity for citations in the citation audit trail.

6.3.22 Lockbox Payment Processing

Duncan's lockbox processing approach utilizes AutoPROCESS' high volume payment processing technology to accurately process payments, capture images, and make images available to the city.

Duncan performs lockbox payment processing activities from our East Coast processing center in Silver Spring, MD. This operation is managed by a skilled managers and supervisor with significant expertise in processing mailed violation payments. Additionally, we use state-of-the-art remittance processing technologies to achieve a high-rate of accuracy and enable the imaging and electronic storage of all payment items received. Together, our staff and technology allow our operation to process in excess of 2,000 payments per day, far exceeding the minimum 600 transactions required by the City. In the pages that follow, we present our approach to processing all mail payments and ensuring that all payments are accurately posted and deposited within 48 hours of receipt.

Inbound Mail Handling and Batching

Duncan's courier will collect mail payments at a Somerville P.O. box for delivery to our lockbox facility. The lockbox supervisor or lockbox clerks immediately log all mail received to ensure control of all mail. The mail is then counted and entered on a mail log.

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Lockbox processing clerks open mail using an automated mail opener and immediately arrange payments by payment document type into separate batches for processing. Payments are batched separately for automated processing if they are accompanied by an electronic ticket or notice or manual processing if they are accompanied by anything else—typically a manual ticket, no ticket, or correspondence. Strict controls are in place for the handling of cash.

Payment Processing

Payments batches are then assigned out to our trained clerks to process. The automated batches are processed by clerks using our remittance processing system before posting to AutoPROCESS at the end of day, whilst the other batches are keyed directly into AutoPROCESS. The overall payment processing workflow is shown in the graphic below.

Lockbox Payment Processing Workflow
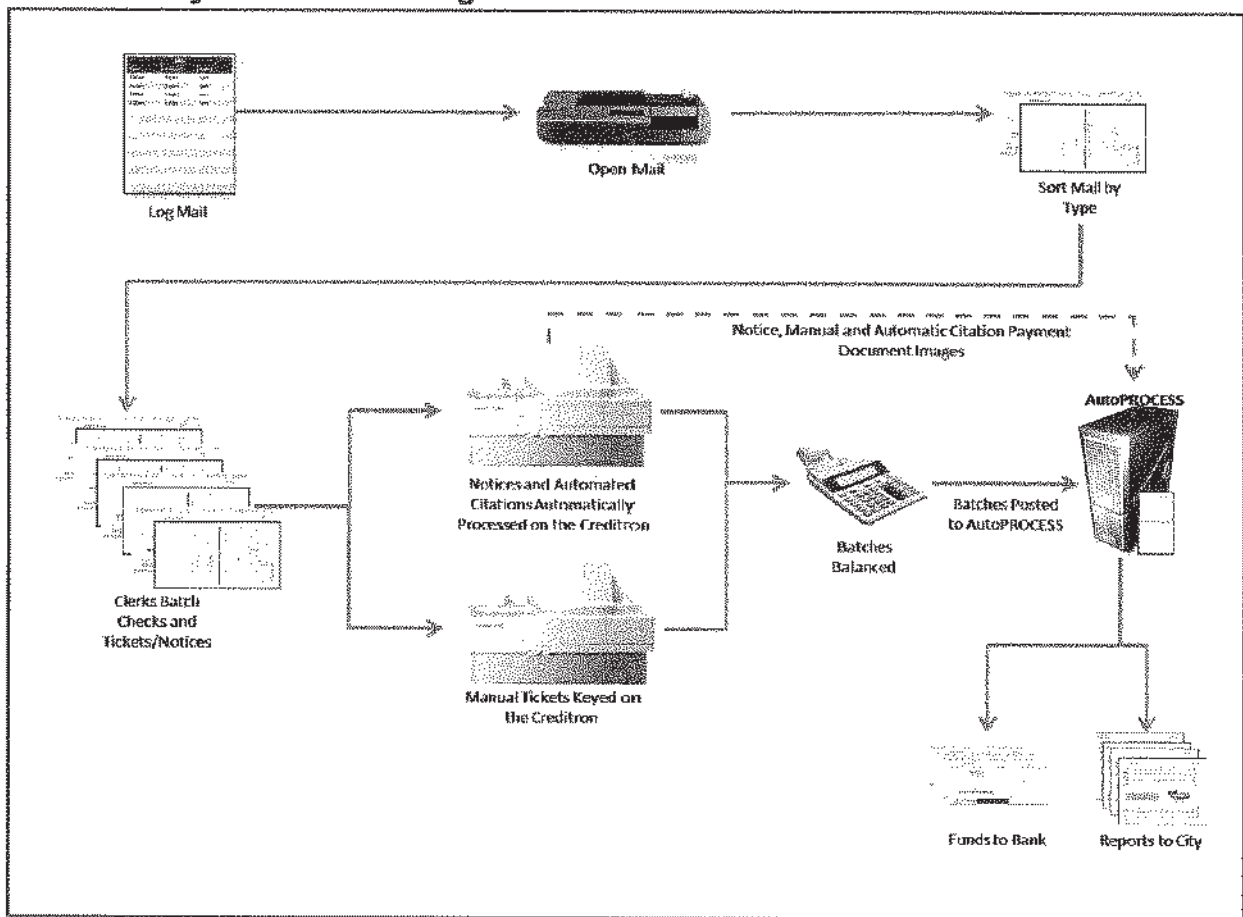
Duncan's payment processing workflow uses automation and captures document images to maximize process efficiency and accuracy.

Because of the high use of electronic tickets and notices utilizing OCR scan lines—as discussed in earlier sections about electronic tickets and notices--over 85% of Somerville's payments can be processed using the automated remittance processing equipment. This technology provides for the automated capture

of the information from the OCR scan lines to accurately record the ticket number, prints an audit trail on the payment document, and images the check (front and back) and violation documents. Clerks use the following procedure for batch processing:

1. Assign a new batch to a clerk on the batch tracking log
2. Record the batch type and number into the remittance processor software
3. Feed the batch of tickets and payment documents into the remittance processor "hopper"
4. Process the batch. The remittance takes the following steps, most with little to no operator intervention:
   - Capture of ticket number, payment amount, payment date, and check information (check, account, and R/T numbers)

   - Endorses the payment document (check or money order) with the following information:
     - City of Somerville's endorsement

     - City of Somerville's Bank Account

     - Ticket(s) – unique tracking number assigned by the remittance processor

     - Amount paid per ticket – available in AutoPROCESS using the above tracking number

     - Total payment amount

     - Date

   - Source document shows:
     - Ticket(s) paid

     - Amount paid per ticket

     - Total amount of check

     - Date

   - Capture images of front and back of payment document and front of source document

   - Separate payment documents for deposit and source documents for storage (six years)

   - Transmit file of payments to AutoPROCESS for posting

If the batch must be processed manually, operators key the ticket number and check amount. The following actions are performed automatically by the system:
   - Automatically restrictively endorse and encode the dollar value on the financial instrument

   - Print an audit trail on the financial instrument and the ticket document

   - Separate the tickets from financial instruments

   - Capture document images

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Following processing, a balancing/deposit preparation clerk balances each batch processed that day. To balance batches, the clerk keys all checks in an individual batch and balances the item and dollar total against the system-generated batch listing report. If the clerk finds any errors, authorized personnel reopen and correct the batch and produce a new batch listing. When the batch is verified, the payment batch is be posted to the AutoPROCESS and the system produces a posted batch report that displays the individual payments posted. This report is stored with the batch of ticket documents and the batch edit listing report. Each payment batch is uniquely numbered, and the batch number for each payment posted is permanently stored on the AutoPROCESS system for each violation paid. As batches complete the payment processing workflow, the balancing/deposit preparation clerk prepares the daily bank deposit. At the end of the day, the supervisor generates a daily deposit summary report and compares it to the deposit slips and the individual batch listings to ensure that the daily deposit is balanced against system totals.

Balancing and Reconciliation

Duncan conducts a full accounting at the end of each financial period. Records of daily deposits, management reports and statistical summaries of activity for the period, together with supporting audit transaction detail, can be provided according to the specific requirements of the City.

On a daily basis, Duncan performs a bank account balancing/reconciliation procedure for the previous day's deposit. Duncan compiles a reconciliation package which includes copies of the days deposit slips, system reports that break down the day's deposit by batch, and total deposit amounts. This information is compiled on a daily spreadsheet that is transmitted to the City. Any variances are tracked and followed to resolution.

Correspondence Items

Duncan will handle exception items (such as unidentifiable or unsigned checks) as correspondence items. Additionally, we will respond to any mail payment research related correspondence from violators which are received with the lockbox mail. For more detail on our correspondence process, please refer to Proposal Section 6.3.34 Correspondence from Violators

Post Processing Activities

Duncan will store all source documents that accompany payments for six years. At the City's request Duncan will deliver source documents within three working days. Duncan will also store images of all received documents online and will extend access to these images to the City via AutoPROCESS.

6.3.23 Website

Duncan is proud to have partnered with the City and a talented and responsive website design firm on the launch of the first stand-alone Traffic and Parking website back in 2010, and we are excited to continue our partnership to launch the next generation website to further enhance the Department's image, realize back-office process efficiencies, and meet the needs of City constituents.

Highlights

➤ *A proven website partnership Duncan's proven AutoPROCESS system is in place today in the City and meets all of the City's requirements*

➤ *Overhauled website optimized for access by mobile devices, and now providing City with content management tools to make its own updates*

➤ *Online permit ordering is fully integrated with the AutoPROCESS permit module*

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Duncan partnered with the City back in 2010 to launch an initial website purpose built for the needs of Traffic and Parking and its constituents. The website has proven to be extremely successful, and, in fact, it is one of the top-visited websites in the City. And as the needs of the City have changed so has the website, with continuous updates in content and features including downloadable copies of electronic permit applications, a top new announcement banner for late-breaking news, and an online feedback button. Now it is time to revamp the website to be even more user friendly.
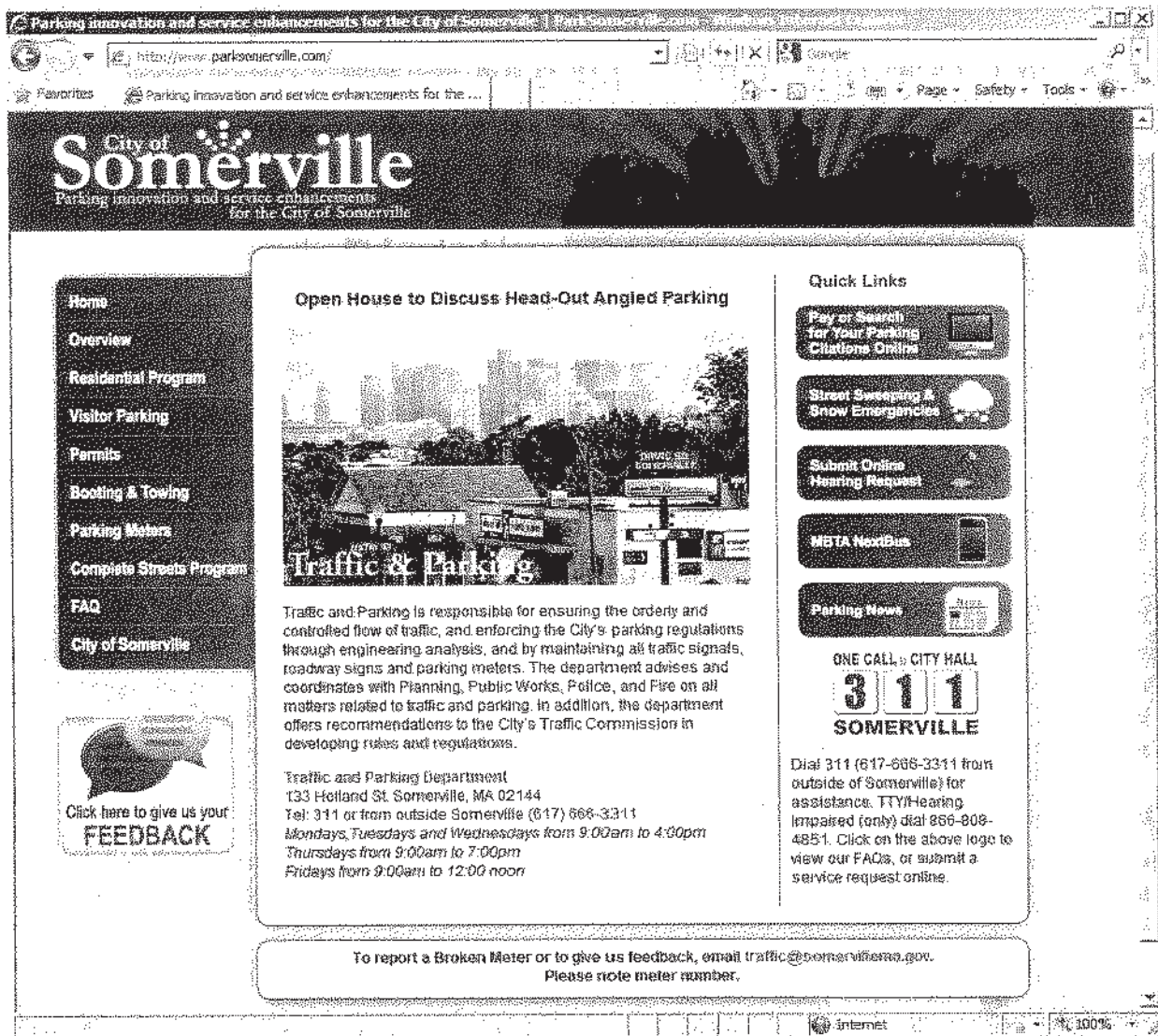
The existing Traffic and Parking website has become a top destination for the City's virtual community, with a welcoming interactive design, easy to find information, quick links to online services, and prominent display of online feedback and contact information.

Listening to the City and in consultations with our website management partners, we propose a complete overhaul of the existing website to keep pace with evolving website management technologies, user needs and constituent demands. Specific enhancements that are included in our proposal include:

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- Revising the overall aesthetic of the website
- Optimization for performance on mobile devices
- Improving website copy and editorial in conjunction with Somerville staff
- Giving client the ability to update and edit that content at will
- Designing and implementing a main graphic slider that could include copy and links to interior pages
- Graphics and buttons that channel users to popular site pages (Permits, Visitor, FAQs, etc.)
- Creating elements on the home page for featured content (news flashes, videos, events, etc.)
- Creating an online form for constituents to report broken meters
- Creating an events' calendar that can be updated by the client
- Creating a ParkCard page
- Creating an online store where users can submit certain permit applications
- Potential to enter user email addresses through a signup form
- Real-time city traffic flow
- Live weather
- Revising keywords and SEO strategies for the site overall

Our proposal includes the above website features, plus meetings with the City to coordinate, up to 10 hours of editorial review and copy revisions, creating a test site, making final revisions, uploading to launch the site, and then on-going hosting. Plus we will provide startup training and up to 10 hours of coaching to the staff so that they are fully comfortable and able to use the site to its maximum capability.

Process Online Permits

Duncan is excited to propose to the City an online solution for processing Residential Parking and Visitor Permit applications and renewals. Every year the City manually processes tens of thousands of requests for resident and visitor permits that come into the office by mail an in person. Constituents are demanding for online access to apply for and renew permits, and the City would benefit from tools to better organize, validate and fulfill the orders. These permit applications must be processed in a timely manner, but must also be closely scrutinized to ensure that only those who are eligible according to the City's strict business rules receive them. Our proposed solution utilizes the power of the integrated AutoPROCESS permit module, deployed over the Traffic and Parking website, for constituents to more easily apply for and pay for permits while also allowing Traffic and Parking staff to more easily organize, process and fulfill the orders.

As we see it, since the City requires verification of permit holder eligibility, whether it is a renewal or not, the online permit system will be a two-step process; the constituent will first apply for a permit online, and then, after the City approves the order, the constituent will complete the order by paying online. Also, our system will include two organized back-office workflow queues integrated into AutoPROCESS, one to validate the applications and then one to fulfill paid permit orders. Below we present an overview of our solution and sample web screens of the online system.

An applicant will first go to the online permit web link (See example exhibit for Step 1) and select either a new application or a renewal. If it is a renewal they will be asked to key in their old permit number or their account number, either of which they could obtain their information from the renewal email that they received. Their account information would pre-populate. If it is a new applicant they would initiate a new account.

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**Somerville Residential and Visitor Parking Permit
Application and Renewal**

Renewing your residential and visitor parking permits is easy! Enter your existing permit number and account number (where can I find this?) and you're almost done.

Previous Permit Number:
(where can I find this?)   [Continue]

OR

Account Number:
(where can I find this?)   [Continue]

New Applicant

If you're not renewing a permit but would like to apply
for a new permit, click here: [Apply For New Permit]

Eligibility Requirements
All permit requests will need to provide scanned images of:

1. Vehicle Registration (what is acceptable?)
2. Residency (what is acceptable?)
3. Personal Identification (what is acceptable?)

Please have scanned images of these documents ready as you start the permit application and renewal process.

Need more information?

• Residential Parking Permit FAQ
• Visitor Parking Permit FAQ

Step 1 – Constituent accesses the main page of the permit system online. Quick links to information about permit types and eligibility requirements can be featured prominently.

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Somerville Residential and Visitor Parking Permit Application and Renewal

You are here: 1. Application >> 2. Verify >> 3. Upload >> 4. Confirm

Applicant's Information All fields required		Vehicle Registration Information Not Required when applying for a visitor permit only		
			Vehicle 1	Vehicle 2
First Name:				
Last Name:		First Name:		
Street Address:		Last Name:		
Apt/Floor:		License Plate Number:		
Zip Code:		Vehicle Make:		
Day Phone:		Model:		
Evening Phone:		Year:		
Visitor Permit? (Check one)	[Dropdown Box] Yes, No	Passenger Vehicle? (Check one)	[Dropdown Box] Yes, No	[Dropdown Box] Yes, No
If Yes, how many?		Commercial Vehicle? (Check one)	[Dropdown Box] Yes, No	[Dropdown Box] Yes, No
Email Address:				
Email Address: (Enter again for verification purposes)				

Permits	Quantity (Check One)	Cost per Permit	Total
Visitors	[Dropdown Box] None, One, Two	$10.00	
Residential	[Dropdown Box] None, One, Two	$30.00	
		TOTAL	

Continue

Step 2 – Constituent completes their contact information, vehicle information, and selects quantities of permits. The system will calculate the total due.

If the new permit or permit to be renewed contains a plate, the system will also verify that there are no outstanding open tickets present for the RO account for that plate. The customer would not receive this warning for suspended tickets awaiting a hearing. If there are outstanding, open tickets, then they will be directed to pay the tickets or call a number to resolve the tickets.

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Somerville Residential and Visitor Parking Permit Application and Renewal

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You are here: 1. Application >> 2. Verify >> 3. Upload >> 4. Confirm

Residential and visitor permits can not be issued to citizens who have unpaid parking tickets.

According to our records, you have the following unpaid parking tickets.

Date	Citation Number	Amount Due
04/04/2012	00123456	$35.00
01/15/2012	00221234	$50.00

Please visit the parking ticket payment website to pay your tickets. If you have questions about these tickets, call (888) 555-5555.

Continue

Step 3 – Any unpaid parking violations, which must be paid before proceeding, will be displayed for the vehicles being registered.

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City of Somerville

Somerville Residential and Visitor Parking Permit Application and Renewal

Parking innovation and service enhancements for the City of Somerville

You are here: 1. Application >> 2. Verify >> 3. Upload >> 4. Confirm

To finish the residential and visitor permit application and renewal process, you need to provide the following documentation:

* Vehicle Registration (what is this?):   [Upload]

* Proof of Residency (what is this?):   [Upload]

Personal Identification (what is this?):   [Upload]

Documents can be uploaded in PDF, Word, Excel, GIF, JPG, TIFF, PNG, and BMP formats.

* Required fields

[Continue]

Step 4 – Applicants can upload any documentation, such as proof of vehicle registration, residency and age, online. These documents will then be stored in AutoPROCESS to assist staff verify elibility.

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Parking innovation and service enhancements
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**Somerville Residential and Visitor Parking Permit
Application and Renewal**

You are here: 1. Application >> 2. Verify >> 3. Upload >> 4. Confirm

CONFIRMATION

Applicant's Information		Vehicle Registration Information	
First Name:	John	First Name:	John
Last Name:	Doe	Last Name:	Doe
Street Address:	123 Main Street	License Plate Number:	222CY8
Apt/Floor:		Vehicle Make:	Ford
Zip Code:	02143	Model:	Fusion
Day Phone:	(617) 123-4567	Year:	2012
Evening Phone:	(617) 987-6543	Passenger Vehicle?	Yes
Visitor Permit?	No	Commercial Vehicle?	No
Email Address:	jdoe@gmail.com		

Your Order: 1 Residential Parking Permit
Total: $30.00

By clicking Submit, I agree that all information and
documentation provided is truthful, accurate, and current.

Submit

Step 5 – An order confirmation page will provide an opportunity for the constituent to review all information before submitting for processing.

Somerville Residential and Visitor Parking Permit
Application and Renewal

Thank you for your order. Your reference number is

S0432341.

The City of Somerville will review your information and
contact you by email if needed.

If your application has been approved and verified, you will be
sent instructions on how to login to the Permit Payment
website and complete your payment.

Click here if you would like to print this page.

Step 6 – Upon successful submission, the constituent will receive an order tracking number and detailed information as to the next steps in the process.

The customer would be directed to record their information (See exhibit Step 2), pay any outstanding violations (See exhibit Step 3), upload the required verification documents (See exhibit Step 4) for the different permit types, and submit their application and receive a tracking number (See exhibits Step 5 & 6). No payment for permits would be required at this time, pending the eligibility review by the City staff. The system would also send the applicant an email to confirm that their request has been received.

A workflow process in AutoPROCESS would allow authorized City staff to review each permit request and select an action option: accepted, rejected, or hold for investigation.

- Accepted applications will create an unpaid permit record and the system will automatically assign a temporary permit number for the correct amount. The system will generate an email that will tell the customer how to pay for the permit online or in-person using the temporary permit number assigned and their account id. Un-purchased permits would be deleted from the system after 90 days.
- Rejected applications will require the reviewer select a rejected reason (s) and the system will automatically send an email to the customer stating the application was rejected for the following reason(s) and that they would need to reapply.

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- For those held for investigation, this status would leave the application in the queue pending further investigation.

For accepted applications, the constituent would access the web site with the information from the email and pay online by credit card. The system would send a receipt via email and move the application to the fulfillment workflow queue in AutoPROCESS. Authorized City staff would access the fulfillment workflow queue, change the temporary permit number to the actual permit number being mailed, then printed in local the letter/receipt to be mailed with the permit, and insert the letter and permit into a mailing envelope. The system can also send an email to the constituent advising them that their permit is on the way.

Duncan's website solution will meet and exceed all of the City's RFP requirements.

Website Requirements	
Requirements	**Response**
Visually appealing website with quality content and materials to guide users on parking rules and regulations Ability to host Official Traffic and Parking Regulations Ability to process online permits and parking violations Ability to allow for city to provide its own updating and alerts Ability to integrate with the City's website Ability to provide, monthly, utilization and analytical reports on website usage Ability to allow City Officials to update website in a point and click, web-based interface (as opposed to relying on vendor or having in-house understanding of web code)	Duncan meets or exceeds all requirements. Please refer to section 6.2.25, Web Based Parking Ticket Payment System, for our detailed response to process online parking violations.

6.3.24 Pay-By-Phone System

Duncan's pay-by-phone system is easy to use and is fully integrated with the AutoPROCESS application, allowing for seamless updating of ticket information.

Duncan provides the ability to pay violations by phone with a dedicated 1-888 number for clients across the nation. Our pay-by-phone solution includes all application software, support and maintenance, up to the merchant services, which the City will provide.

Duncan will use our in-place IVR unit to process all telephone violation payments. The IVR provides services in English and Spanish to accommodate the majority of program stakeholders. This system allows constituents to obtain information about outstanding violations 24 hours-a-day, 7 days-a-week and is fully integrated with AutoPROCESS for this purpose. Duncan accepts and processes credit card and debit card via the IVR payment engine.

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6.3.25 Web-Based Parking Ticket Payment System
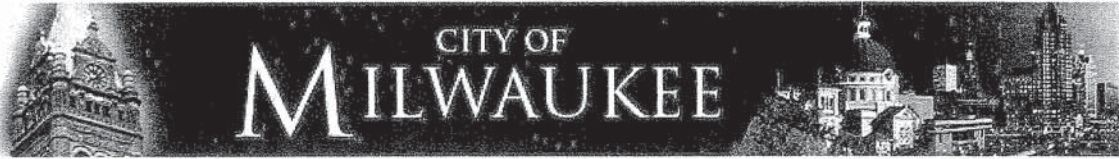
With payment utilization rates already over 50%, Duncan will continue to provide our proven, secure, user-friendly AutoPROCESS internet payment application for processing violation payments via the Web.

Duncan's payment website provides a user-friendly interface for inquiry and providing payment by credit/debit card or checking account information. The internet payment system is fully and seamlessly integrated with our AutoPROCESS violation management system and allows users to locate a single violation or all violations associated with a specific license plate number (as shown in the starting screen, below). As required the web-payment option is available with no fee to the violator.

Duncan's web payment application, which is in use for municipalities across the nation, provides a very user-friendly interface for inquiry and providing payment. To demonstrate the ease of use of our website we have include the table below, which describes the four simple steps users perform to pay a ticket online in a secure manner:

Web Payment Process	
Step 1	The initial screen (shown below) clearly prompts users to enter their ticket number as it appears on the ticket or their vehicle plate number and state then click the "Next Step" link to continue.
Step 2	The user is presented with outstanding ticket(s) for review and is prompted to select tickets for payment using check boxes. Once a payment is selected, the user clicks the "Next Step" button.
Step 3	The user enters credit card information into our secure interface and clicks the "Next Step" button. For Somerville, users will also be able to pay using their checking account information.
Step 4	The system accepts the payment, provides an authorization number, and allows the user to print the confirmation page for their records.

As the above table clearly shows, Duncan's website for violation inquiry and payment provides the ease of use to ensure that a wide variety of computers can easily navigate it. The screen presented next shows Duncan's web payment application as it is deployed for the City of Milwaukee Wisconsin. As shown in the Milwaukee example below, Duncan is extremely experienced in customizing the deployments of our web application so that they look like an official City web page.

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CITY OF MILWAUKEE

Parking Citation Information for The City of Milwaukee, Wisconsin

Step 1 of 4

Please provide the citation number or the license plate number and the State/Province. Make sure the information is exactly how it appears on the ticket, and press 'Next Step' to continue.
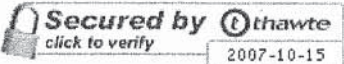
If you know your citation number, enter it here:

Citation number: [   ]

Or

To see all open citations for your vehicle, enter your license plate number and state here:
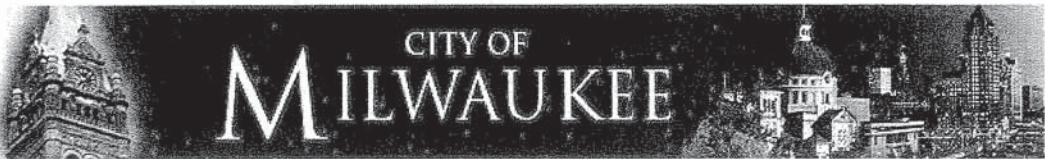
License Plate #: [   ]   **State/Province:** [Wisconsin ▾]

[Next Step]

MasterCard   VISA
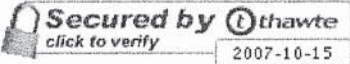
Secured by thawte
click to verify   2007-10-15

Duncan's Internet payment application allows users to search for outstanding citations using citation number or license plate number.

Users can pay violations with credit cards, debit cards, or their checking accounts securely from the site (as more payment options become available, Duncan strives to include them on our payment website). If the system accepts the payment, it provides an authorization number, and allows the user to print the confirmation page for their records. All online payments and adjustments or corrections are processed, applied, recorded, and managed by AutoPROCESS. All electronic transfer of funds to City accounts and the daily reconciliation of the funds transfers are managed by Duncan.

Website Security

Duncan understands the sensitivity of the data that we use to process credit card transactions over the Internet. We handle that data with the utmost concern for data security. We understand that the City retains the right to reject any web page which does not adequately assure the City with a level of

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security, and comfort that is warranted for its constituents. We therefore ensure that our Internet payment systems are fully compliant with the rigorous worldwide security standards assembled by the Payment Card Industry Security Standards Council (PCI SSC). The table below summarizes our adherence to PCI Data Security Standards.

PCI DSS Compliance		
Category	Requirement	Compliance
Build and Maintain a Secure Network	Requirement 1: Install and maintain a firewall configuration to protect cardholder data	Meets requirement
	Requirement 2: Do not use vendor-supplied defaults for system passwords and other security parameters	Meets requirement
Protect Cardholder Data	Requirement 3: Protect stored cardholder data	Meets requirement
	Requirement 4: Encrypt transmission of cardholder data across open, public networks	Meets requirement
Maintain a Vulnerability Management Program	Requirement 5: Use and regularly update anti-virus software	Meets requirement
	Requirement 6: Develop and maintain secure systems and applications	Meets requirement
Implement Strong Access Control Measures	Requirement 7: Restrict access to cardholder data by business need-to-know	Meets requirement
	Requirement 8: Assign a unique ID to each person with computer access	Meets requirement
	Requirement 9: Restrict physical access to cardholder data	Meets requirement
Regularly Monitor and Test Networks	Requirement 10: Track and monitor all access to network resources and cardholder data	Meets requirement
	Requirement 11: Regularly test security systems and processes	Meets requirement
Maintain an Information Security Policy	Requirement 12: Maintain a policy that addresses information security	Meets requirement

As required by the PCI standards, Duncan commissioned a security review of the Internet payment website we use for other clients by a PCI-authorized firm. Per PCI requirements, Duncan will schedule DSS security reviews on a quarterly basis.

Outreach

With payment rates over 50% (in April 2012 53% of violation payments received were made by web), Duncan's partnership with the City has been successful in this initiative, and we look forward to continuously working with the City on the outreach program to further advertise the web payment option and to accentuate the City's efforts in providing the new service. Our previous attempts at marketing web payments have met with success. For instance, in Milwaukee, we have helped to make the web payment option extremely popular with the public. Web payments have increased 520 percent in the past 8 years, from approximately $920,000 in receipts in 2003 to more than $4 million in 2011.

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Should the City or users experience problems attempting to navigate the site or pay a ticket, Duncan provides technical and customer support during business hours to troubleshoot any mechanical or electrical failure of equipment or a malfunction of the network and web-hosting software.
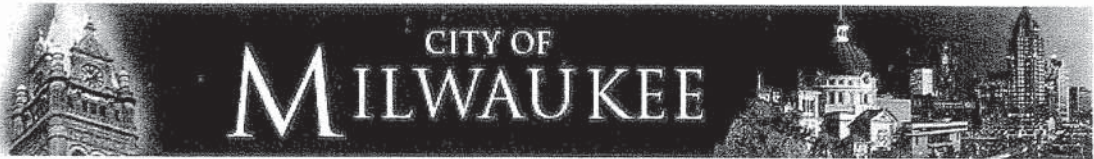
6.3.26 Application Flow / Graphical User Interface for Web Based Payments

Duncan's secure, user friendly application flow/graphical user interface for web based payments has been proven over the years, processing millions of ticket payments for municipalities across the nation.

As required, the pages that follow present the application flow for Duncan's proposed web based payment processing application. This application has been developed and honed over the years since its inception in 2003. We are confident that the system's maturity and its experience processing millions of payments each year make it an ideal fit for the City of Somerville.

* As described in the previous section, Duncan processes web payments for clients across the nation. Our web process flow has proven extremely effective in all of these projects. In the pages that follow, we present our user friendly process flow for processing violation payments via the web.

* Violators will access the City's existing web page. They will be provided a link on the City's web page to the Duncan's web payment application web page, which runs on Duncan servers.

* The payment website instructs users to enter a ticket number or plate number. As shown in the exhibit below.

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Search for Tickets

CITY OF MILWAUKEE

Parking Citation Information for The City of Milwaukee, Wisconsin

Step 1 of 4

Please provide the citation number or the license plate number and the State/Province. Make sure the information is exactly how it appears on the ticket, and press 'Next Step' to continue.

If you know your citation number, enter it here:

Citation number: [   ]

Or

To see all open citations for your vehicle, enter your license plate number and state here:

License Plate #: [   ]   State/Province: [Wisconsin ▾]

[Next Step]

MasterCard VISA

Secured by ⓣ thawte
click to verify   2007-10-15

Users can search for tickets using ticket number or license plate number.

- Upon entry of the ticket or plate number, the application query's the database and requests account information. Once the account information is generated by the database, the information will be converted to HTML and open tickets are presented to the violator.

- The web application displays account information to the violator and prompts for the entry of payment method and amount. The violator is able to pay a singular ticket, all tickets on the account, or selected tickets, as shown in the exhibit below (please note that the while these sample pages reflect the convenience fee imposed by Milwaukee, we recognize that there will be no processing fees for the Somerville project).

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Select Citation to Pay

CITY OF
MILWAUKEE

Parking Citation Information for The CITY OF MILWAUKEE, WI

Step 2 of 4

Please review Citation information and amounts due below. Select the Citations that you wish to pay and press 'Next Step' to continue.

Pay	Citation	License Plate	Issue Date	Amount Due	Convenience Fee	Sub Total
☑	371070884	BUGOUT	07/17/07	50.00	1.00	51.00
				Total of all unpaid Citations:		**$51.00**
Select All	Clear All			Total Amount Due:	$	51.00

If you cannot access your Citation it may not be in the system yet. Please call the customer service number at 414-344-0840 during normal business hours for assistance with your payment.

Back Next Step
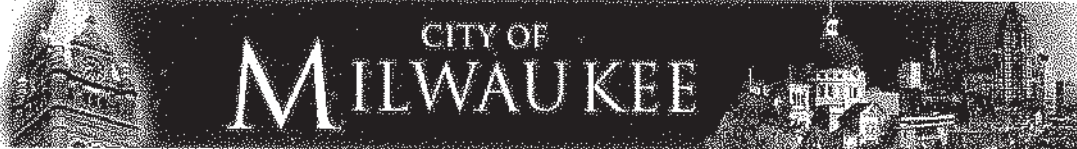
MasterCard VISA

🔒 **Secured by** ⓣ*thawte*
click to verify
2007-10-15

◄ ||| ►

Duncan's Internet payment application allows users to select individual or multiple citations to pay via credit or debit card. For Somerville, this will also include payment by check.

- Once the violator has reviewed their selection of options, the violator will enter their payment information. This information is sent to the Duncan's web server for processing if the financial transaction. This process occurs in a secure environment.

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Make Payment

CITY OF MILWAUKEE

Parking Citation Information for The CITY OF MILWAUKEE, WI

Step 3 of 4

Citation	License Plate	Issue Date	Amount Due	Convenience Fee	Sub Total
371070984	BUGOUT	07/17/07	50.00	1.00	51.00
				Total Amount Due:	$51.00

Card Number: XXXXXXXXXXX4472

Card Expiration: August 2016

Card Type: VISA

CVV Code: 123   What is a CVV?

Press 'Next Step' to complete this transaction.

Back   Next Step

VISA

Secured by thawte
click to verify
2007-10-15

Users enter payment information on Duncan's secure site.

- Once the financial transaction has been approved, the information will be converted to HTML and displayed on a confirmation web page. This web page also includes the display of an authorization code and reference number.

- This process updates the payment in AutoPROCESS.

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Payment Confirmation

CITY OF MILWAUKEE

Parking Citation Information for The CITY OF MILWAUKEE, WI

Step 4 of 4

Citation	License Plate	Issue Date	Amount Due	Convenience Fee	Sub Total
371070884	BUGOUT	07/17/07	50.00	1.00	51.00
				Total Amount Paid:	$51.00

Your payment has been accepted, thank you.

Reference Number: 45651192475667

Authorization Number: 091415

Amount: $51.00

Card Type: VISA

Please print a copy of this page for your records.

[Pay Another Citation]   [Close Window]

VISA

Secured by thawte
click to verify
2007-10-15

The payment confirmation screen provides a reference number and authorization number and allows users to easily print a copy for their records.

- If the transaction is not accepted, the violator is informed that the transaction was not accepted and is prompted to re-enter the account information.

- If the transaction is rejected a second time, the violator will be displayed a web page that the transaction was not accepted again. The violator will be invited to try their transaction again another time. When users attempt to pay by check, the users are informed that the payment is not effective until approval is received by the banking institution.

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6.3.27 Lease Rental Processing

AutoPROCESS' can accommodate lease/rental information as well as comprehensive and Fleet management and invoicing capabilities.

AutoPROCESS' flexible account-based system allows for the entry of vehicle renter information when renters are responsible for individual tickets, whilst maintaining the name of the registered owner of the vehicle. The system can also then notice the renter for payment using regular notices or special least/rental notices. Additionally, AutoPROCESS includes a powerful Fleet Management Module designed to simplify the process of managing and invoicing fleet companies. Duncan can provide this system at the City's request.

The power of the Fleet Module is the organized manner in which it allows cities to record companies, register their vehicles, and communicate unpaid tickets in a routine, organized manner. The company then will have a set number of days in which to either return the name and address of the responsible party for each ticket (in the case of rental or leasing companies), or pay the tickets (in the case of fleets).

It is recommended that the City nominate a Fleet coordinator to manage and coordinate the City's program policies and procedures as well as coordinate activities with the companies.

The following images present examples of the most used Fleet Module screens within AutoPROCESS.

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Fleet/Rental Management

The AutoPROCESS Fleet Module provides a flexible method to manage violations to vehicles registered to fleet operators or rental companies.

After a Fleet account is established, the system confirms that an account is designated as an Operator account. Once an account has been established as a Fleet account, the screen below illustrates the simple manner in which the Fleet coordinator may import a file or manually enter vehicle information associated with a fleet account

Vehicle Information Entry

AutoPROCESS provides the ability to import a file or manually enter vehicle information associated with a fleet account.

Special reporting tools are in place to support invoice operations including the ability to prepare consolidated invoices where fleet accounts have been established. Fleet invoices may be generated by the Fleet coordinator on demand for submission to the company for payment.

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Fleet Invoice

Fleet Original Invoice Report

| Data Type: Parking | Creation Date/Time: 10/16/03 10:27:55 AM |
| Includes All Dates | U. S. DEMO |

Name   HULLER, HENRY
Address   6700 MAIN, OCEANSIDE, CA 98745

Citation No.	Issue Date	Invoice Date	Plate	State	Violation	Vio Description	Fine	Amount Due
C1234	09/10/2003	10/16/2003	P1234	CA	617	LESS THAN 15' FROM CROSSWALK	$20.00	$20.00
C6767	09/02/2003	10/16/2003	P6767	CA	617	LESS THAN 15' FROM CROSSWALK	$20.00	$20.00
C5678	09/09/2003	10/16/2003	P5678	CA	617	LESS THAN 15' FROM CROSSWALK	$20.00	$20.00
Citations:	3					Total Amount Due:		60.00

AutoPROCESS provide the ability to generate periodic invoices for fleet or rental companies.

6.3.28 Residential Parking Permit Program

With our existing AutoPROCESS application at its core, Duncan's proposed solution the City of Somerville meets all of the City's requirements and provides room for program enhancements in the future.

The proven AutoPROCESS Permit Issuance, Tracking and Management module handles all aspects of parking permit issuance and tracking including online web-enabled requests, cash register sales, over the counter issuance, occupancy verification, automated renewal notices, and controlled batch entry for mail-based processing. AutoPROCESS handles over 350,000 permits annually—including 160,000 for Milwaukee, WI and 90,000 for Montgomery County, MD—well exceeding the City's 80,000 requirement. Key features of this module include:

- Housing an inventory of RPP districts and the regulated streets within these districts;

- Full integration with the AutoPROCESS parking violation processing module, enabling the resolution of parking violations issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking violations;

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- Financial controls for the tracking and reconciliation of fees collected, and inclusion of fees in a collection report;

- Ability to perform all maintenance, updates and payments on line through AutoPROCESS

- Ability to inquire using a variety of search parameters

- Ability to generate notices for use in renewal or informational mailings;

- Integration with the AutoPROCESS cashiering module, allowing outstanding balances for parking violations and new permit sales to take place in one transaction;

- Configurable to match existing permit data entry flow, for easy transition;

- Allows for the interface with other systems, such as accepting payments via payroll deduction through periodic file import and/or export;

- Ability to utilize assign/allocate multiple permits to a single address;

- Ability to assign multiple vehicles to a single permit tag (carpools, multi-vehicle families) ; and

- Allows permit types to be defined with flat-rate, prorated or tiered fee schedules.

The all-in-one sales workflow allows the addition of the permit-holder(s) data, the associated vehicle(s) data, the permit type(s) data, and the payment data all in one screen, without having to jump between many forms to complete a permit sale. A series of screens from other project applications of AutoPROCESS Permit Issuance, Tracking and Management module are provided below.

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Permit Entry

The permit entry screen will be tailored to match the business requirements, fields, and flow of the City's permit application forms, providing our staff with the requisite tools for application processing and permit fulfillment.

The AutoPROCESS permit inquiry screen, shown below, allows users to search for permits using all criteria required in RFP Appendix 9. This includes the following:

* Account number;
* State/plate;
* Permit numbers (both residential and guest);
* Name; and
* Street address.

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Account Inquiry

Integration with the person/account database tables allows easy lookup and selection of customers and permits already

Permit Inquiry

Powerful search tools can find permits on file based on partial string matching of permit numbers, vehicle plates, or permit holder criteria. An automatic background search utilizing a sophisticated soundex matching algorithm can locate permits even when operators key in misspelled names.

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Permit data is displayed in a concise and easy to understand format. Permits can be updated from the screen below, as well, including voiding/revoking, correcting data entry errors, or adding payments as well as reversing payments applied in error, or due to not sufficient funds. Additionally, the integration with the parking violation processing module makes it easy to see any violations issued to the permit holder(s) or against the vehicle(s), along with any amounts due on these violations. Any of these related parking violations can be displayed in full detail without leaving the permit screen simply by clicking on their summary in the grid.

Permit Inquiry Results

Permit data is displayed in a concise and easy to understand format.

Custom notices can be automatically generated for mailing renewal notices and permits to program customer. Notices can be targeted according to a multitude of criteria, such as:

- Permit expiration date

- Type (to notify permit user regarding lot closures for resurfacing).

Individual notices or correspondence can be generated by AutoPROCESS as well.

Parking Permit Service Components

As an element of project implementation, we will establish a system-based inventory of the City's RPP districts and regulated streets. To establish a district/street registry, we were provided with a file that

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was used to populate the appropriate AutoPROCESS table. Revisions to the City's geographic information will be made through ongoing updates to this table.

As described above, AutoPROCESS will be used to support our initial issuance, tracking and management of RPP and monthly paper permits. These system capabilities will be used to manage and track all other specialized permits on an ongoing basis. The permit definition wizard, shown below, allows for the entry of each permit type and its specific characteristics including number format, effective dates, fees, etc) as well as permit printing. This wizard also allows for cloning of existing permit types to make minor changes (same as except). This wizard helps ensure consistency across types and save set-up and maintenance time. As is the case with other AutoPROCESS modules, authorized users will be able make on-line modifications to account data and status.

Permit Configuration Wizard

The permit definitions allow for flat rate, pro-rated, and tiered fee schedules, as well as combinations of these. Refund and renewal rates can be described in similar fashion. Zero dollar amounts can be allowed for certain permits such as temporary or visitor permits.

Permit Website

Duncan can provide a consumer-facing website that will be fully integrated with the capabilities of AutoPROCESS Permit Issuance, Tracking and Management module. This application is described in more detail in Proposal Section 6.3.23.

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Permit Payment Cashiering

Permit payments will be made through a specialized Permit Payment screen or through our integrated cashiering module shown in the screenshots below. The cashiering module contains numerous audit, quality control, and reconciliation features to ensure the strictest control of funds throughout the cashiering process.

Permit Payment

[0] Open Citations Related by ☑ Vehicle ☐ Resp. Party ☐ Permit   Amount Due: $0.00

Date	Ticket No	Violation Description	Violation Code	Amount Due	Loca

Add Record

Parking Permit

	Amts Due:	Amts Paid:
Permit Number: 416705Q204		
Permit Fee:	$0.00	$0.00
Permit Type: Q204 QUARTERLY NIGHT PERMIT (R		
NSF Fees:	$0.00	$0.00

License Plate	St:	Type:	Make:	Body Type:	Color:
872BRN	WI	AUT	SUZI		BLK

Balance Due: $0.00
Overpayment: $0.00

$ Adjust Fees

View Details

☑ Closed   ☐ Paid   ☐ Void/Released   ☐ Dismissed   ☐ Suspended

0 Posted Transaction(s) for Permit Number: 416705Q204

Trans. #	Effective Date	Transaction Date	Type	Orig. Trans. #	Payment Method	tatu

✗ Cancel

? Help

New Transaction Info

Check | Cash | Money Order | Reversal | NSF | Refund

Effective Date: 05/10/2007

Enter Check Information and click **Apply.**

Source: MAIL

Permit Number: 416705Q204

Check Number:

Check Payment Amount: $0.00

✓ Apply

Cashiering staff will utilize the AutoPROCESS permit module to determine the correct fees and designate the customer's method of payment.

AutoPROCESS' integrated cashiering module will guide the correct entry of funds for in-person payments.

Permit Reporting

We believe that our reporting capabilities are a true Duncan discriminator. Collectively, AutoPROCESS has true, easy-to-use management reporting tools that will offer our project staff and the City access to a full spectrum of online management reports. The server-based architecture allows users to write their own reports, which can be run in real-time against the production database. AutoPROCESS also allows authorized personnel to prepare and perform real-time, custom queries of all the information in the database so staff can get up-to-the-minute program information. For the permit program, the data that populates the tables comprising the AutoPROCESS Permit Issuance, Tracking and Management module will be used to create a set of standard reports by permit type, district, or facility.

Permit Renewal

As described above, AutoPROCESS automatically generates renewal notices and other action based on permit expiration date and type. The passive renewal process is best illustrated by the auto-replenishment associated with toll accounts. In this scenario, the accountholder provides a credit card that is used to support the account and is automatically debited on a cyclical basis to replenish the account balance. This type of account relationship management is required for a program that has millions of accountholders and is supported by robust financial management systems and extensive customer service centers.

To support this type of processing, the account management system must retain an accountholder's entire credit card number and expiration date. The ongoing retention of this data typically requires the

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service provider to achieve Level I PCI compliance for the technology infrastructure and facilities in which this data is stored and processed. Additionally, the process for ensuring that accountholder credit card information is up to date and valid requires costly ongoing system monitoring and clerical effort.

We have selected to propose an active renewal process due to both customer service and cost considerations. An active renewal process means that Duncan will ask permit-holders, as part of the application process, for their email addresses and instruct permit holders that they will be asked to renew their permits by credit card. Ten business days prior to the end of the month, AutoPROCESS will automatically generate an email notification to remind each permit holder that renewal is required. This message will contain a link to the renewal application webpage. Under-banked customers who do not have credit cards can receive email reminders but they will be required to make their payments by mail or in-person.

Throughout our Proposal, we have stressed the fact that we are Level 3 PCI compliant, a status assigned to the operators of payment processing systems that do not store customer credit card numbers. Without the retention of credit card numbers, it would be impossible for us to execute a passive auto-replenishment process without considerable development work.

We believe an active renewal process is a more sound approach from a customer service perspective. In a passive renewal process, permit holders that opt not to renew, either temporarily or on a permanent basis, may not remember to discontinue the automatic billing process. The subsequent debiting of credit cards for those who have decided to opt out could result in unnecessary ill will and complaints about the program.

Finally, it is important to note that permit holders who use on-line banking would be able to set up their own cyclical account debit for permit renewal payments. For these customers who change their permit status, our email notices would offer a reminder to modify their account profile accordingly.

One of the primary tenets of our proposal is that we are offering the City a combined solution. This is grounded in our belief that parking management organizations are best served by comprehensive, integrated and end-to-end information processing and management solutions. To that end, the data that resides and flows through the AutoPROCESS Permit Issuance, Tracking and Management module will be tightly woven with other AutoPROCESS modules and other elements of Duncan's proposed operations.

AutoPROCESS is an account-centric system and for the City's application an account will be a violator or permit holder (person or entity) with a unique identity. Data records are related to accounts by one or several relationships. A data record is any issued item such as permits, tickets, or boot/tow records in AutoPROCESS that has a group of fields that provide information pertinent to the purpose on that record. This system design will enable us to collect the records of all telephone interaction and letters and emails received and issued to permit program customers.

6.3.29 BUSINESS PERMIT PARKING

All of the requirements of the City's business permit parking program can be accommodated within the existing AutoPROCESS Permit Issuance, Tracking and Management module. The functioning will be nearly identical as the Resident Permit Parking program; however there will be specific business permit types, defined business permit districts and eligible street addresses, and maximum numbers of available

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spaces, which the city may use to determine and enforce eligibility. Business permits may be sold through the integrated AutoPROCESS system to take advantage of the existing processes for issuance, receipting and reporting. As this is one of the few new deliverables, we look forward to implementing this with the City rapidly.

6.3.30 MANAGEMENT DASHBOARD

Earlier this year Duncan delivered the City access to the live web-based management dashboard with up-to-date, graphical representations of several key performance indicators (KPIs) from across the AutoPROCESS system. A sample screen is provided below as illustration.
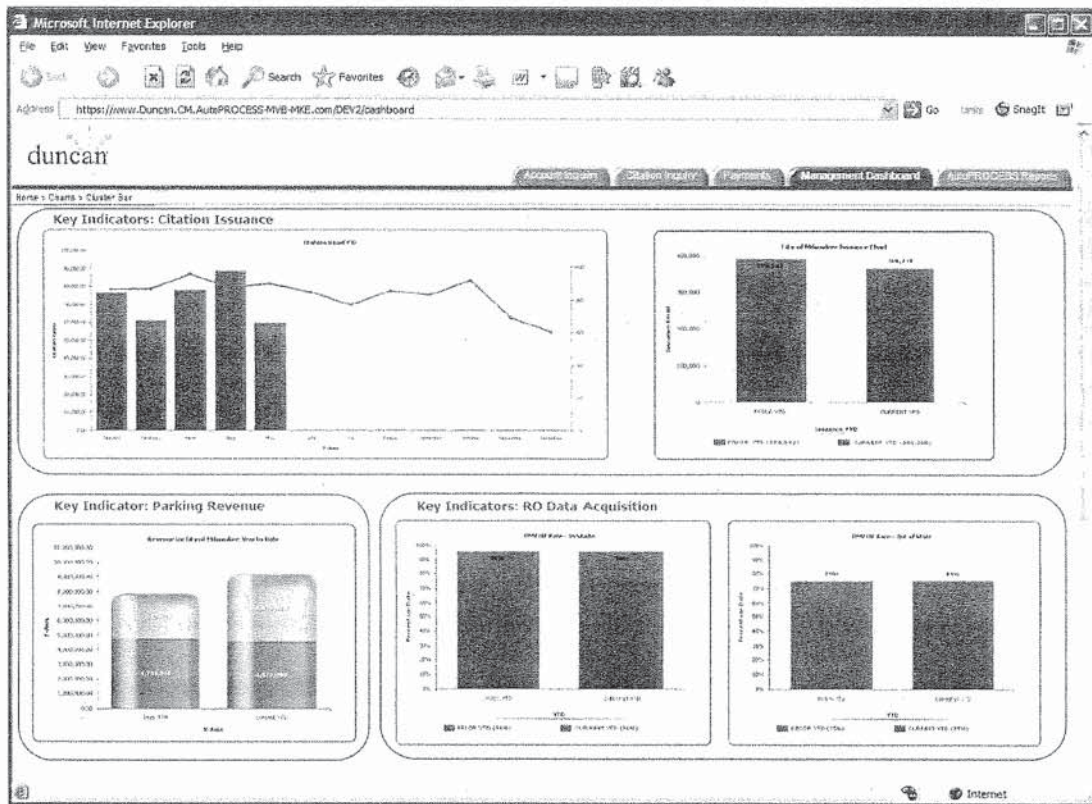
Duncan's AutoPROCESS management dashboard displays KPIs in real-time and compares current performance to prior year baselines.

The dashboard uses graphs, bar charts, and pie charts, along with trend lines and prior year performance to graphically depict high-level information on current:

* Citation Issuance

* Citation Issuance by Violation Type

* Citation Revenue

* Collection Revenue

* Hearing Held

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- Hearing Outcomes
- Permits Issued
- Permit Revenue
- Boots Issued
- Boot Revenue

6.3.31 Boot and Tow

Duncan's AutoPROCESS application contains full-featured boot and tow functionality that automatically provides handheld ticket issuance devices with up-to-date eligibility records.

Duncan's AutoPROCESS application incorporates comprehensive boot/tow management functionality. The AutoPROCESS Boot/Tow module provides the tools the City requires to identifying vehicles that are eligible for seizure. In addition to identifying vehicles as boot eligible, AutoPROCESS monitors the status of vehicles that have been booted and is the system of record for boot fees and corresponding violation payments.

This list of boot-eligible vehicles is automatically prepared using the violation data information for every vehicle in the master database. The scofflaw list will be built in strict accordance with the City's business rule for seizure eligibility. On a daily basis AutoPROCESS automatically and seamlessly will download the scofflaw list to AutoISSUE which, in turn, will automatically download the list to the handhelds described in Proposal Section 6.3.9 Automated Issuance System. AutoPROCESS also will create an export file of the scofflaw list for download to other detection systems, such as the mobile license plate recognition (MLRP) systems in use in some municipalities.

Certain classes of vehicles may be excluded from boot/tow eligibility such as City, State, or Federal government, diplomatic, and "VIP" vehicles. We recognize that each jurisdiction's business rules are different and are in some cases driven by the processing rules associated with fleet/rental programs. Because AutoPROCESS is a fully integrated violation issuance and processing system, any City requirements regarding exclusion from boot eligibility can easily be accommodated.

Scofflaw eligibility status is viewable on-line from the Main Inquiry Results screen in the AutoPROCESS system to enable project staff to determine if a specific vehicle is boot/tow eligible and to ascertain if a recent payment may have changed the boot/tow eligibility status of the vehicle. Additionally, a scofflaw list can be printed from AutoPROCESS for analysis or distribution to parties who do not have any system access. This report lists vehicles eligible for boot or tow and shows pertinent information, such as the date, time and location of open parking violations for each vehicle and is a valuable tool for locating seizure eligible vehicles based on amount owed, address and issued dates. A sample hard copy scofflaw list provided is below.

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Scofflaw Report

Hotsheet Report

Page: 1

Data Type: Parking

Creation Date/Time: 7/23/2007 12:35:38 PM

Issue dates of 07/01/2006 through 07/31/2006

Plate	018NC5	Name				
State	IA	Address				

Citation No.	Issue Date	Location	Violation	Vio Description	Fine	Amount Due
254657?	07/31/2006	300 DITHRIDGE ST	5491P1	P1 No permit	$25.00	$63.00
255513	07/13/2006	300 DITHRIDGE ST	5491P1	P1 No permit	$25.00	$63.00
254624	07/10/2006	DITHRIDGE ST	5491P1	P1 No permit	$25.00	$63.00

| | Citations: | 9 | | Total Amount Due: | | 189.00 |

Plate	102248A	Name				
State	PA	Address				

Citation No.	Issue Date	Location	Violation	Vio Description	Fine	Amount Due
254663?	07/17/2006	1111 PENN AVE	54303	3 Exp Meter (other)	$11.00	$49.00
2530227	07/14/2006	1100 PENN AVE	54303	3 Exp Meter (other)	$11.00	$49.00

| | Citations: | 2 | | Total Amount Due: | | 98.00 |

AutoPROCESS can automatically produce scofflaw lists for enforcement purposes.

When a boot is placed on a vehicle an authorized user, typically a dedicated "Boot Dispatcher", records the boot event in AutoPROCESS which opens a boot records. The system can also be configured to automatically asses a boot fee when the boot record is created and link both the boot record and fee with any unpaid parking citations. As with all AutoPROCESS records, every edit or update to a boot record is recorded in the on-line audit trail.

The status of all booted vehicles is available on-line via the Boot/Tow Dispatch screen. This screen allows the user to filter the display to show open boot records, paid boots that have not yet been removed, boots that have been confirmed as removed, cancelled requests and boots that have been in place for more than 24 hours. This screen is automatically refreshed every 30 seconds to reflect the most recent payment activity on booted vehicles. Authorized system users can use the filter options on the Boot/Tow Dispatch screen to view records in specific categories. A sample of the Boot/Tow Dispatch screen is shown below.

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Boot/Tow Dispatch Screen

From the Boot/Tow Dispatch screen an authorized user can access detailed information for any record displayed on the screen.

The Boot Record contains data such as:

- Date, time and Boot Crew performing the seizure confirmation (System-generated)

- The location, color and make of the seized vehicle;

- The boot device number used for seizure;

- Seizure conflict posed by present or pending parking prohibitions (if any) to aid in prioritizing of subsequent towing.

Immediately upon the entry of this data, the status of the subject state/plate will show an indication of "BOOTED" on the terminal of any authorized user. Entry of the Boot Record will also direct the system to assess and display the pre-determined Boot Fee. An example of the Boot Record entry panel is shown below.

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Boot Tow Record Entry

Tow\Boot Record Entry

Rev 00

BOOT INFO

Add Record

Date: 06/27/2001   Time: 01:12 PM   Serial No.: 30334

Officer: 100   Off. Name: JOHN DOE

Lic No.: P5432   Lic St: IL   Lic. Exp: 06/02

VIN: 22445   Veh. Year: 90

Make: ABAR   Model: Color: BGE

Style: 1W   Pictures ? TAKEN   **X Cancel**

Location: SOUTH 14TH STREET   **? Help**

Boot No.: <SYSTEM>   Operator ID: MASTER   **Find Citations**

Boot Reason: 01   MORE THAN 5 DET. LETTERS   Boot Fee: $30.00   **Apply**

Boot Status: CON   CONFIRMED ON   Validated: Y

Disposition: 00   OPEN BOOT RECORD

The boot record entry panel displays the details of a specific booting activity.

Once a Boot Record has been created, the AutoPROCESS system will monitor its status in real time. The Boot/Tow Dispatch screen display is automatically refreshed every 30 seconds and the Payment of the Boot Fee and the related parking violations will set the Total Due to $00.00 thus making the Boot eligible for Release. When payment has been made and the Boot is eligible for Release, Boot Release orders can be forwarded to the Boot release crew by a dispatcher. Dispatch of the Boot Release request will set the status of the Boot Record to "Release Authorized". When a Boot Release crew releases the Boot, this information is conveyed to the Dispatcher to update the status of the vehicle.

Records for Booted vehicles that are not released to owners or their agents on the street within the timeframe specified by the City may be automatically re-categorized as Tow Eligible. The Dispatcher will monitor the Boot/Tow Dispatch screen and be responsible for generating the transaction in AutoPROCESS that creates a Tow Record with a status of Tow Authorized and coordinating the assignment of a Boot Release Crew and a Tow Truck. The Tow Record will then display on the Boot/Dispatch screen and the Boot Record will be available in AutoPROCESS to authorized users. A sample of the panel used to create the Tow Record for a previously booted vehicle is shown below.

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Tow Record

```
┌─────────────────────────────────────────────────────────────────────────┐
│ Tow\Boot Record Entry                                                     │
├─────────────────────────────────────────────────────────────────────────┤
│ Rev 00                                                                    │
│                                                                           │
│  Tow No.: <SYSTEM>   Date: 06/27/2001 [15]  Time: 03:05 PM    │ Add Record │
│  Squad: [    ]    Officer ID: 000  [▲▼] Off. Name: BEI        │           │
│  Operator ID: 2345              Make: ABAR [▲▼] Model: [    ] │           │
│  Style: 1W [▲▼]   Year: 90      Color: BGE [▲▼]              │           │
│  Lic No.: P5432   Lic St: IL [▲▼]   Exp.: 99 [15]            │           │
│  VIN: 22445          Source Boot No.: 1000040                │           │
│  Location: SOUTH 14TH STREET                                 │           │
│                                                              │           │
│  Moved To: [                    ]                            │ X Cancel  │
│  Tow Reason: 36 [▲▼] EXPIRED BOOT                            │ ? Help    │
│                                                              │           │
│         Tow Fee  Initial Store Fee  Grace Period (days)  Daily Storage Fee│
│  Fees:  $0.00      $0.00              0.0                  $0.00          │
│                                                              │           │
│  Violation Code: [▲▼] Citation No: [   ] Inventory No.: 30334│Find Citations│
│  Property Desc: [                                  ]         │ ✓ Apply   │
│  Surface Damage Areas (excluding rust): [        ]          │           │
│  Dented Areas: [                                  ]         │           │
│  Crushed Areas: [                                 ]         │           │
└─────────────────────────────────────────────────────────────────────────┘
```

AutoPROCESS allows authorized users to create a tow record.

Once the Tow Truck and Boot Release Crew have confirmed that the vehicle has been towed, the Tow Record status will be changed to Confirmed On and the location of the vehicle on the Impound Lot will be recorded and stored.

Full detail for each transaction in the process, date/time, operator, status change, etc, is recorded and is easily available on-line or in hard copy for control and audit purposes.

6.3.32 License Plate Reader Technology Integration

Duncan recognizes that the City is highly interested in expanding its currently limited booting and towing capabilities and operations. As requested in the RFP, Duncan will provide the City with one (1) mobile license plate recognition (MLPR) device for its parking enforcement purposes. There are also many vehicle immobilization devices and solutions in the industry, and we will work with the City to integrate with these as appropriate. The City can greatly leverage the AutoPROCESS system as well as Duncan's industry experience to achieve a booting highly successful booting program.

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The MLPR system that we will provide to the City will include a two-camera system, laptop, operating software, and related vehicle mountings and wirings all installed in a City vehicle. The hardware will be provided with return-repair warranty service for the length of our contract.

Duncan's solution includes the following key features:

- **Boot/tow software module**--The AutoPROCESS system currently provides a full-featured boot and tow software module that is integrated with the parking violation and parking permit database, as described above in Section 6.3.31. We also recommend that the City nominate an individual in the office to act as the "Boot Dispatcher" to support the "Boot Crew" who is operating the vehicle with the MLPR so they may safely focus on driving, operating the MLPR system, and placing and removing boots.
- **Receive a daily scofflaw vehicle plate list**--from the violation database (AutoPROCESS) based on which plates are boot or tow eligible because of their outstanding tickets. At the City's option, the file will either be placed on a Duncan SFTP server for retrieval and/or emailed to the Boot Dispatcher at the City. The list may then simply be transferred to a portable USB storage device and loaded to the MLPR laptop by the Boot Crew.
- **Capability to identify boot and/or tow eligible vehicles ("scofflaws")**--based on matching the plates of the parked vehicles that are read by the MLPR against the list of plates on the scofflaw list.
- **Notification to City vehicle operator**—an on-screen and audible alert on the laptop will notify the Boot Crew of a seizure eligible plate.
- **Ability to verify real time boot/tow status**--by the Boot Crew contacting the Boot Dispatcher to verify the up-to-the-minute payment status on the scofflaw's tickets in AutoPROCESS.
- **Create a boot violation record and update the citations**—upon confirmation from the Boot Crew, the Boot Dispatcher will record that the vehicle has been booted into the AutoPROCESS boot/tow module, which will also link the boot record and any associated fees with the parking violations. Once the boot violation and related parking violations have been paid, the boot/tow module will also show that the Boot Dispatcher that the boot can be removed and to dispatch the Boot Crew for boot removal.

Duncan will require that the City provide the exact year, make, model and trim of its designated booting vehicle in order for Duncan to order the necessary equipment. Delivery commonly takes between 2 and 4 weeks from provision of the vehicle information. However installation and training of the complete system can vary from several weeks to several months, depending on the project team's availability to provide the business rules necessary to program the MLPR software and AutoPROCESS boot/tow module screens.

6.3.33 Database Protection

AutoPROCESS is built on industry standard programming languages and operating systems, and is fully backed-up each day to facilitate comprehensive protection and recovery capabilities.

Our hosted solution allows us to offer an ideal database protection and disaster recovery (i.e., backup and reconstruction) solution to our clients. In the event of a disaster, we are capable of redirecting our clients to an alternate processing center on very short order, ensuring client business continuity. We believe this is a true discriminator of our solution and encourage the City to carefully examine the disaster recovery capabilities of all proposers to ensure the City's needs in this area are truly met.

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We maintain active processing centers in Silver Spring, Maryland, Milwaukee, Wisconsin, and Irvine, California. Each of our Processing Centers is equipped with Dell PowerEdge Servers running Windows 200x server. Each server is patched with the latest Microsoft service packs and security updates. In addition, each server is actively running McAfee VirusScan Enterprise 8.X. We also maintain Dell equipment onsite warranty and support contracts.

The software we deploy for our ticket processing contracts all conform to industry standards. Each processing center contains a primary and a secondary Oracle Database server. Application load balancing and redundancy are implemented through the use of a Citrix Presentation Server Farm configuration. Multiple Citrix Servers in each Processing Center provide redundant access to the application. Clients connect to the AutoPROCESS application securely using a VeriSign 128 Bit Secured SSL connection and the Citrix Secure Gateway SSL connection. The Citrix Secure Gateway application uses cryptographic modules that are FIPS 140-validated between client and server.

Our processing centers are connected using 164Bit 3DES VPN tunnels and serve as disaster recovery sites for each other. As indicated earlier, all systems are backed up on a nightly basis and the backup tape cartridges are transferred and stored at a secure offsite location.

Redundant ISP internet pipes are in place at each processing center and are protected with ISCA-certified, stateful packet inspection firewalls. In the unlikely event of a disaster at our primary processing center (Milwaukee, WI), client connections will be seamlessly redirected to our secondary processing center (Irvine, CA). This optimizes system uptime and productive service for the life of the contract.

Our processing centers are located in secure structures with controlled access and 24-hour security including security guards and closed circuit digital cameras. Server room UPS systems provide filtered power to all server room devices. Battery backup power supplies are in place to ensure against power outages.

All systems are backed up on a nightly basis and the backup tape cartridges are transferred and stored at a secure offsite location to support disaster protection. Duncan will be happy to review details of our backup and recovery procedures with the City.

Recovery from catastrophic failures can be defined as those corrective efforts undertaken at a computer site as the direct result of a natural disaster, fire or flood, which has caused either disruption of services to the user for, extended periods of time or loss of data. Our strategy for backup computer sites will be made available to prevent "System" outages greater than five working days due to a disaster whatever the cause. Backup capabilities will also be provided to ensure that a network outage will never exceed two working days. Each processing center can handle inbound phone calls and process payments to help ensure continued business operations.

As required, copies of the programs deployed to Somerville can be placed with a custodian bank quarterly.

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6.3.34 Correspondence from Violators

Duncan's image-based correspondence processing approach delivers efficient approach to processing correspondence from violators.

Duncan has developed an innovative correspondence processing approach that will allow us to easily process all payment related correspondence within the required five business days of receipt. We will implement an image-based correspondence handling process that reduces paper document handling and provides online access to images. As is standard Duncan practice, this innovative approach was developed for another Duncan client and is being rolled out to all of projects so that all of our clients can recognize the increased processing speed and efficiency that it delivers.

Receive and Image Correspondence

Each day, mail is received at Duncan's lockbox processing facility. The lockbox supervisor or lockbox clerks direct any correspondence items to the correspondence clerks for separate processing. Correspondence items with payments are noted and processed as payments before being processed as correspondence.

Once the correspondence is opened, out-sorted, and batched, clerks deliver it to the imaging area where specially-trained imaging clerks scan and digitize all correspondence received. The table below presents an overview of the digital imaging process

| Document Imaging Process	
Step 1	Staff receives and opens correspondence, either with or without a payment.
Step 2	Correspondence without payment is out-sorted, logged, and imaged.
Step3	As appropriate, payments with correspondence are processed according to lockbox procedures. Following processing, correspondence items are out-sorted, logged and staged for pickup by the courier.
Step 4	Document imaging clerks combine other correspondence documents (e.g. those received at a walk in center) with lockbox correspondence items and stage for imaging.
Step 5	Document imaging clerks prepare correspondence batches by completing a batch header document with batch information, removing all staples and paperclips, repairing ripped pages, and placing document separators between documents.
Step 6	Document imaging clerks scan individual batches on a Fujitsu *fi*-5650 duplex color document scanner.
Step 7	Image workflow application performs an automated image cleanup process. This process crops borders, cleans up random noise, de-skews images, etc.
Step 8	Document imaging clerk removes scanned documents from *fi*-5650 and stages for document storage according to City requirements.
Step 9	Imaging system totals are reviewed against batch header totals to ensure that all items received and placed in a batch were properly scanned in to the AutoPROCESS image workflow application.

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Image Based Correspondence Processing

Once correspondence or adjudication requests have been imaged, they are imported into the image workflow system for automated and manual processing. Duncan's image processing workflow incorporates proven third-party document processing workflow software into our AutoPROCESS application.

Our technical and operational subject matter experts collaborated to integrate state-of-the-art workflow document imaging workflow system and processes into our AutoPROCESS application, customizing it to meet the challenges and requirements unique to a parking violation processing environment.

Correspondence processors use the AutoPROCESS correspondence module to identify and process all correspondence received. Processors view the document images and associate the correspondence (and the image record) to the correct violation in AutoPROCESS as shown in the below illustration.

Correspondence Processing, Citation Number Entry
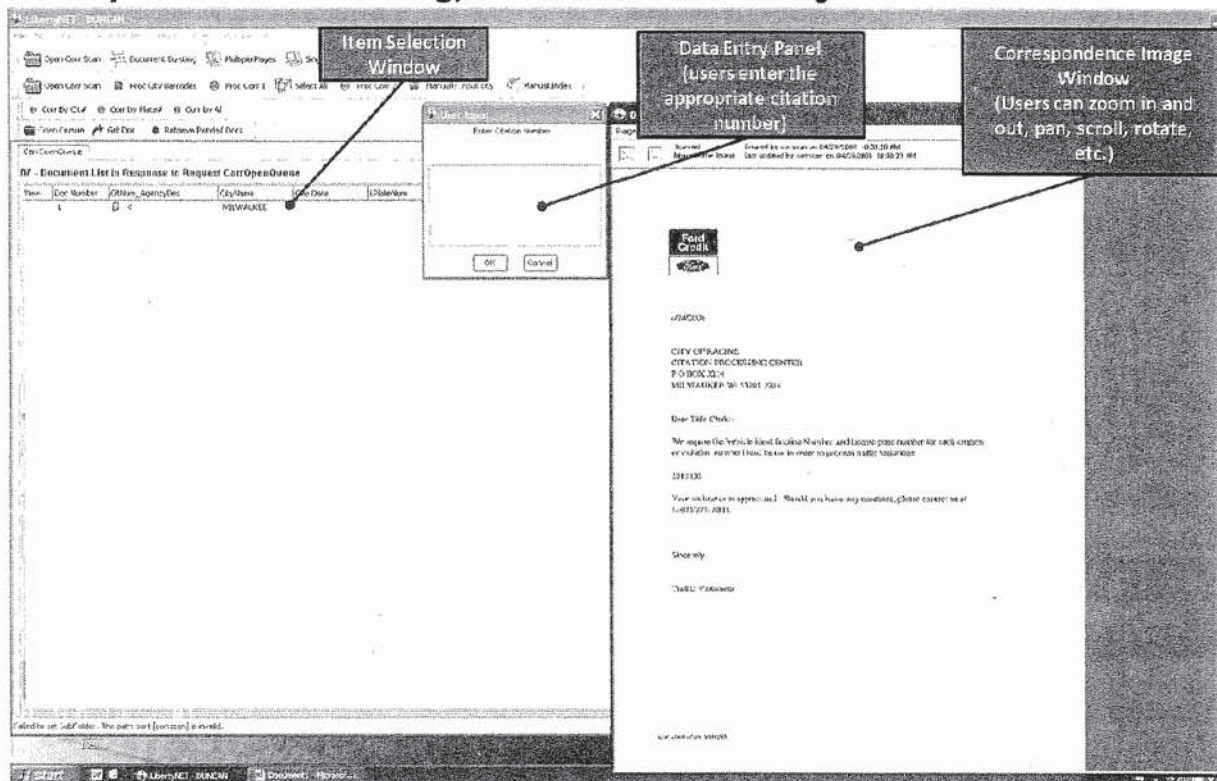
The AutoPROCESS correspondence processing functionality allows users to easily enter the appropriate citation or account number, associating the correspondence image with the citation record and allowing for easy record location and access.

The processor then classifies the correspondence from a set list of dispositions/types, as shown in the graphic in the next page (please note that the dispositions in the exhibit represent a prototype). Once the correspondence item has been associated to the correct violation or account and classified,

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it is indexed to the appropriate record in AutoPROCESS for reference and storage. This provides a record of the interaction in AutoPROCESS that can be accessed as easily as violation information, records of phone calls, or other inquiries. Each correspondence item record includes, but is not limited to, the following information:

* The violation and/or account number with which it is associated

* Type or correspondence, if selected

* Link to the correspondence image

* Description of the resolution or action taken as a result (if applicable)

Correspondence Processing, Disposition Assignment

The image-based correspondence workflow in AutoPROCESS.

The disposition assigned to a correspondence item may also be used to generate work lists of follow up activities by correspondence processors or customer service representatives. For instance, if a correspondence item needs to be sent to the City, the processor can change the disposition to indicate that the item needs City personnel review. This process will generate a work list that displays all of the items that need to be collected in hard copy and transmitted to the City.

Additionally, if any checks must be returned to the sender because they are incorrectly completed, the system will generate a form letter to accompany the returned check. Duncan understands that all letter formats must be approved by the City.

Any other correspondence received will be forwarded to the City within the required two working days.

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6.3.35 Miscellaneous System Features

Duncan's AutoPROCESS meets all of Somerville's miscellaneous system feature requirements.

AutoPROCESS is a flexible, versatile system with a myriad of functions. The system is capable of meeting all of the miscellaneous system requirements described in the RFP.

Returned Checks

Unfortunately, returned checks are more prevalent than any entity that accepts checks would like. The returned check process, with the time-consuming steps of reversing the payment, assessing a bounced check fee, and attempting to notify the customer and collect the total debt, can be cumbersome if not properly supported. Duncan understands the vital importance of properly managing returned checks, as we often perform this function ourselves for our violation processing and public sector debt collection clients. As such, we have built flexible and effective returned check capabilities into AutoPROCESS. Generally, AutoPROCESS provides a standard procedure for processing NSF checks.

To optimize City revenue, Duncan uses the these tools at our disposal to recover funds associated with returned checks, including automatic updates to the violation status and continued processing if a bad check is not redeemed within ten calendar days. The following activities AutoPROCESS features or activities, or those deemed appropriate by the City, will be employed:

- Record the returned check;

- Reverse the prior payment amount;

- Add or waive a returned check fee;

- Enter notes;

- Generate correspondence to the responsible party (as described in Proposal Section 6.3.6 Noticing);

- Review returned check activity for any account; and

- Print returned check activity reports.

An NSF entry automatically will reinstate a closed violation and assesses any late fees that were not posted due to receipt of the original payment. The system can automatically charge a NSF fee (amount configurable based on the City's requirements) to the violation record. The system can also prepare and send letters to inform issuers of bad checks that an NSF fee has been added to the total violation, payment is due and that payments must be made by cash, cashier's check or money order.

Payments on Tickets Not Yet On File

From time to time, payments are received for manual violations that have not yet been entered into the AutoPROCESS system (not yet on file). In this event, AutoPROCESS allows users to easily create a shadow (or "skeleton") ticket to which the payment can be applied. Shadow payments are entered to the system and created using the ticket number, vehicle license plate, license plate state, and payment amount. When the actual violation enters the database either through data entry or import of electronic tickets, the system matches the skeletal payment record to the violation and creates a single ticket record in the database. When the manual violation is entered into the system, the two records are reconciled and the transaction is able to be closed. Standard system reports are available

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to identify unmatched skeletal payment records for correction if required. System tools in AutoPROCESS also automate the process of locating and match skeletal payments to potential matches when key data such as license plate number is similar between the two items but not identical.

"Fast Paths"

AutoPROCESS provides fast paths between related screens. From most screens, a user can click a button or a specific data element to move to the related screen.

Archiving

All data remains in the database until archived. The rules for archiving data will be mutually agreed upon during the implementation process by Duncan and the City. The system provides the ability to archive data based on the data retention policy provided by the city.

Overpayments and Underpayments

In its standard configuration, AutoPROCESS accepts partial payments. The system will allow a violator to pay a single ticket or a subset of tickets selected from all open tickets for the violator. At the City's discression, the system can be configured to apply partial payments first to the violation fine or late penalties. Notification of partial payments will be done via the standard notice process.

Overpayments occur when a payment posted to the system exceeds the violation amount due indicated in AutoPROCESS. If a known overpayment is posted, authorized personnel can perform plate-level research to identify any open violations to which the overpayment can be applied. If other open violations are located, clerks can apply the overage to those items on a last-in, first-out basis, per the direction of the City. If other violations are not located, the overage is noted as an overpayment and creates a credit balance on the violation record.

Field Correction

AutoPROCESS was designed to automate the violation processing environment while maintaining the highest possible levels of accuracy. To support this the system incorporates a number of automated field validations and edit checks. Configurable, detailed, and sophisticated edit checks are used to ensure the accuracy of the data entered into AutoPROCESS (such as plate # or violation code). Field specific data edit routines are used to verify that the data entered meets the field-specific, data type requirements (i.e. the entry of an alpha character in the Issuance Date field would trigger an error message). Where possible the data entered is also validated against agency-specific tables to prevent entry of invalid data (i.e. the entry of a Violation that is not found on the municipality's Violation table would trigger an error message). All data entered must pass the data entry edits and any applicable table edits before a violation can be posted to the system. Standard edits such as SSN or license plate number length are incorporated, as are more complex validations, such as driver's license number algorithm or violation number check digit validation.

The automated edits and controls included in AutoPROCESS include, but are not limited to, the following:

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- Issuing officer named and ID

- Acceptable violation code (automatically assigns correct fine amount)

- Ticket number check digit validation

- Date of issuance (a future date or a date too far in the past will not be accepted)

- State/ZIP code agreement

- Driver's license number validation

Erroneous data is included on a report and can be corrected by authorized system users.

Name and Address Keyed Transaction

As required, AutoPROCESS will accept a name and address through a keyed transaction in lieu of a registry-provided transaction. This is accomplished by adding a manual account to a ticket.

Cashiering Module

While not specifically called out in this RFP section, Duncan felt it appropriate to highlight the AutoPROCESS Online Cashiering module. The cashiering module provides all of the local, online terminal functionality combined with cash register audit, balancing, and reporting requirements. Cashiering Work Stations typically include barcode scanning, cash drawer, display pole and a receipt printer. Our integrated cashiering solution will enable users a wealth of functionality such as:

- Payment and inquiries of individual violations by transaction factor;

- Payment of selected individual or multiple violations to a given license plate number with a single entry;

- Provide on screen prompts for amount paid and change due;

- Printing a receipt which displays all violations or other revenue detail, payment type, and total amount paid;;

- Display totals of monies collected by a cashier in categories (cash, check, money order, or credit card);

- Payment of miscellaneous fees and subsequent export of miscellaneous fee payments to outside systems;

- Apply adjustments to amounts paid to current/previous days;

- Print a listing of all payments and adjustments;

- Cashier journal printing of a duplicate receipt with total fine, penalty, fee, cash, check, and money order amounts, and total amounts by cashier (e.g., open gross, close gross, voids and net amounts);

- Generating automated and hard copy documentation of all key data (e.g., transaction number, violation number, amount owed by type, payment date, time, amount and mode, receipt number and cashier); and

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- Restrictively endorsing all checks and money orders (e.g., for deposit only, City name, bank name, account number, deposit date, terminal number, receipt number, violation number and check/money order amount)

- Providing cashier audit capabilities such as password sign in logs and linking the operator ID to the transaction.

Included below are samples of some of our standard cashiering screens.

Integrated Cashiering Screens

The AutoPROCESS integrated cashiering functionality allows users to process in person payments while incorporating numerous quality assurance and process control standards.

Duncan's cashiering solution is an extremely flexibility windows based system. It can operate as stand alone, can be integrated with other cash receipting systems, including PCI, Active Network and System Integrators), and can send payment files to a cash receipting system or G/L system as export files.

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AutoPROCESS provides several cashiering enhancements including expanded capabilities for adjusting or modifying cashiering payment records in advance of closing and balancing a cash drawer at the end of the work day. These functions allow a cashiering supervisor to identify and correct transaction entry errors, such as the entry of an incorrect method of payment or payment type, before the final balance reports for the day's activity are completed.

A sample of the Cashiering Payment Reversal and Modify screen, which allows supervisors to resolve cashiering errors, is shown below. The cashiering module also includes a set of reports to allow cashiering supervisors to create and print reports detailing all corrections and adjustments.

Cashiering Payment Reversal and Modify Screen

The AutoPROCESS integrated cashiering functionality allows users to process in person payments while incorporating numerous quality assurance and process control standards.

6.3.36 Miscellaneous Clerical Functions

Duncan is well prepared to perform all miscellaneous clerical functions required by the City of Somerville, including the following:

- Making ticket corrections due to vendor data entry mistakes – any corrections needed may be sent to Duncan via the courier, email or simple phone call.

- Entering name and address changes provided by the USPS – the USPS provides name and address changes electronically to Duncan, as well as via forwarding address information on returned mail.

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- Performing data entry of names and addresses provided by rental car companies – the City may forward these to Duncan if it receives them directly.

- Reviewing all printed material for accuracy and quality prior to distribution and mailing – Duncan follows a strict change control process over documents and reviews and approves all forms before printing.

- Creating and adhering to a monthly schedule for noticing, non-renewal, report generation and other tasks to be performed during the coming month – Duncan routinely communicates with City staff on operational schedules to ensure maximum coordination.

6.3.37 Staff Training

Duncan offers comprehensive, effective, and field-proven training to ensure that all users are familiar with the use of the AutoPROCESS application and ancillary systems.

Whilst City users are already trained on the use of current Duncan system, we would like to reiterate our approach to training and our on-going commitment for refresher training.

Start-up Training

Prior to implementation, Duncan typically provides on site, hands-on, classroom training or workshops for each group of users. This training typically occurs immediately before implementation for maximum retention and is conducted over several days depending on complexities to be addressed and the size of the group. Each session takes from 2-4 hours and is best suited for class size up to 15 for optimum results. We work with the City to devise a final training and transition program that will have the most favorable impact for each implementation.

Sample Training Matrix					
Proposed Training (subject matter)	Estimated duration and frequency	Type of Training	Resource Planning	Documentation Planning	Staff Role
Integrated Cashiering	2 hr	ST: On Site and hands on	1 trainer per 4 trainees	Cashiering reference document	CSR
Tow Lot Management System	3 hr	ST: On Site and hands on	1 trainer per 4 trainees	Tow Lot Management Manual	Tow lot attendants
AutoPROCESS Web	2 hr	GT	1 trainer per 10 trainees	AutoPROCESS Manual	General City staff

Type of Training Legend: GS-General Training; ST-Specialized Training; OT-On-Going Training; PRT-Periodic Refresher training; AN-As needed Training

Training typically includes the following:

- **AutoCITE General Training** including new ticket issuance device features and functions conducted using the actual AutoCITE devices both in classroom and outdoor settings for all officers. These workshops typically include a quick review of features the City is using today as well as any new features. An emphasis is made on writing practice test tickets outdoors in as

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close as possible to real world situations to elicit questions and issues, and teaching leads who can be the on-site "go to person" for day-to-day as most users do not response well to structured, classroom training.

- **AutoISSUE General Training** including a general review of the new issuance management system features and functions for enforcement supervisors and analysts. The workshop is conducted at an AutoISSUE enabled PC for selected personnel and includes a quick review of features the City is using today as well as any new features the City may use after implementation. An emphasis is made on simple do's and don'ts when it comes to downloading handhelds, running reports, logging issues, and making service requests with the help desk.

- **AutoPROCESS General Training** including system access, violation and permit searches and account inquiries conducted using our development database. These workshops typically include a review of appropriate screens and procedures to be used by the City.

- **AutoPROCESS Specialty Training** to each functional group, including customer service representatives, cashiers, permit processors, hearing examiners, boot dispatchers, accountants, etc., to focus on the specific modules and functions they will be using. These workshops are the most extensive of all.

Ongoing Training

After implementation, Duncan provides additional training quarterly, or as required by the City. Training can be delivered in whatever format works best with the audience, whether on-site with one individual or via WebEx to an entire group. Training will be provided within one week of the City's request.

Documentation Considerations

Duncan provides a comprehensive AutoPROCESS system manual both electronically and in hard copy. This extensive document describes all system modules and their usage, along with narrative and screen shots. It is often used as a reference guide. Duncan also provides shorter, customized procedure manuals upon request that provide instruction on how to accomplish a very specific task with the specific AutoPROCESS screens and data values needed to accomplish the procedure. These procedure manuals are most often used to train new staff on step by step procedures.

An assessment will be completed to determine the type and frequency of training required for each staff group. Types of training will vary according to the skills to be learned. Below is a sample training matrix that will be used to document training needs and initial planning.

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Training agendas can be reviewed by the client in advance of training to ensure that expectations are appropriate.

<Client Name>

Parking Citation Processing Training

Date: Month Day, Year

AGENDA

Session-1 (AutoPROCESS Citation Processing)

Meeting Objective:
- *To provide knowledge and training for citation inquiry, maintenance & reporting*
- *To ensure an understanding of day-to-day procedures*
- *Ensure understanding of how to get help*

Introductions (as needed)	5 min
System Overview	5 min
Logon, Menu & Submenu Review	15 min
Parking Inquiry Focused Features/Functions Review – Look-up, Multiples, Results, Layout, Option Buttons	30-60 min
Reporting Capabilities Focused Review – Citations, Processing, Ad Hoc	15-30 min
Break (as needed)	10-20 min
Procedures, Business Scenarios & Practice – Citations – Payments – Disputes – Inquiries – Void – Dismiss	60-180 min

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Training Feedback Form

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Training Feedback Evaluation

The questions below and feedback provided following the installation and training of your AutoPROCESS environment is greatly valued and will be used in future training sessions to enhance and deliver superior service to our customers. Please take the time to fill out this form and return it to your instructor. It can also be sent by fax, email or regular mail to the following:

Duncan Solutions
633 W. Wisconsin Avenue, Suite 1600
Milwaukee, WI 53203
414-847-5758 Fax
twendler@duncansolutions.com

Please fill in the information below:

Name (optional):	
City:	
Class:	Unknown
Instructor:	Unknown
Date of Class:	

The survey takes just a few minutes, and we'd really like to have your feedback. Your comments will help us improve our future training experiences and our service. Please be assured that your identity and the specific responses you provide for this survey will be kept confidential. Survey results will only be shared with Duncan and Inglewood personnel.

Thanks again for your participation.

Please rank the following statements on a sliding scale. There is a field for any notes you feel would be appropriate for the corresponding topics.

Access and Logon

1. I was able to easily access and logon to Citrix.

☐ Strongly Agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly Disagree

Duncan distributes, collects, and analyzes training feedback materials to allow us to better construct follow up and additional training, and to improve our overall training programs.

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Enforcement Training

As required, Duncan will provide bi-annual enforcement training.

6.3.38 Management Consulting

Duncan's key personnel have significant experience in all aspects of parking operations and are excited to assist the City of Somerville in any way.

Duncan and its key personnel have vast experience with parking operations and are clearly capable of assisting the City by reviewing Massachusetts legislation and advising the City of any impacts of pending legislation. Operationally, Duncan personnel have been key contributors to some of the largest and most successful parking management organizations in the world.

For example, Duncan program manager currently in the City of Atlanta, Anderson Moore, oversaw the city-wide parking management programs for the cities of Kansas City, Missouri (2005-2007), and Denver, Colorado (2001-2005). Duke Hanson spent six years with the District of Columbia's Bureau of Parking where he helped design and implement procedures for the District of Columbia's new parking enforcement program. As Vice President, Parking Management Consulting, for Brophy and Associates (now Xerox), he worked directly with staff in city governments around the country and abroad to implement comprehensive parking management programs and fine tune operational elements of those programs.

6.3.39 Reports

AutoPROCESS is fully capable of providing all required reports for the City of Somerville violation processing project. These reports are described in detail in Proposal Section 4.0, Standard Reports.

6.3.40 On-Request Reports

Duncan will deliver to the City all required on-request reports to the City of Somerville within required timeframes. These reports include the following:
- Missing Ticket Report.
- Current Resident Parking Account Register.
- Reports to monitor internal operations, such as;
    - Listings of notices produced.
    - Listings of tickets to be marked/cleared.
    - Transmission and update error and edit reports.
    - Name/address request return statistics.
    - Mark/clear request/return statistics.

It may be noted that the City has extremely flexible ad-hoc reporting capabilities via the AutoPROCESS ad hoc report writer. Detailed information on ad hoc reports may be found in Proposal Section 4.0 Standard Reports.

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6.3.41 Courier Service

Duncan regularly provides courier services for of our municipal violation processing clients. Currently we provide the City with USPS priority overnight mail boxes and pre-paid postage to ship out manual tickets and any handhelds requiring service when convenient for the City. Duncan and the City often exchange electronic documents and images for greater efficiency. Should the City desire, we can instead employ a local courier service for pick-up and delivery at the Office of Traffic and Parking and the Somerville Police Department, a minimum of three days per week, per the City's schedule. Duncan also understands that the City reserves the right to require daily pick-up and delivery.

6.3.42 Billing

Duncan provides and will continue to provide detailed bills for services rendered each month, within five working days of the calendar month end.

6.3.43 Transition

The City will not require any transition of operations if it remains with Duncan as its vendor.

6.3.44 Additional Information

Automated Payment Kiosks

In 2004, Duncan installed the first automated payment centers in the nations that enabled the payment of parking tickets and other real-time parking services for the City of Milwaukee. We provided nine Pay-Ease kiosks that were fully integrated with AutoPROCESS providing real-time access and maintenance of ticket and other permit data. With this convenient service, the City has experienced increased acceptance, use and revenue through automated payment stations along with a reduction in the dependency and cost for over the counter transactions. Automated payment centers now account for nearly four percent of ticket payments, which is in accordance with Milwaukee's desire to taking advantage of new and convenient technologies.

For Milwaukee, we provided the Pay-Ease Series "F" Automated Commerce Machines (ACM), commonly referred to as Automated Payment Centers (APC). However, for Somerville, we would recommend newer technology – the "C" Series Pay-Ease ACM. The "C" Series ACM is now the flagship Pay-Ease ACM developed to process multiple financial, government and retail transactions. The "C" Series ACM is built on a modular platform that can accommodate a wide variety of functions. The ACM can provide basic bill payment functions but can also accommodate additional functionality as new requirements become necessary.

The illustration below depicts some of the popular peripheral devices the "C" Series ACM supports.

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C Series Kiosk

Touch Screen — Digital Camera

Biometric Finger Scanner — Scanner/Driver's License Scanner

Numeric Keypad

Card Reader — Card Printer

Bill Acceptor — Receipt Printer

Cash Dispenser — Label/Decal/Ticket Printer
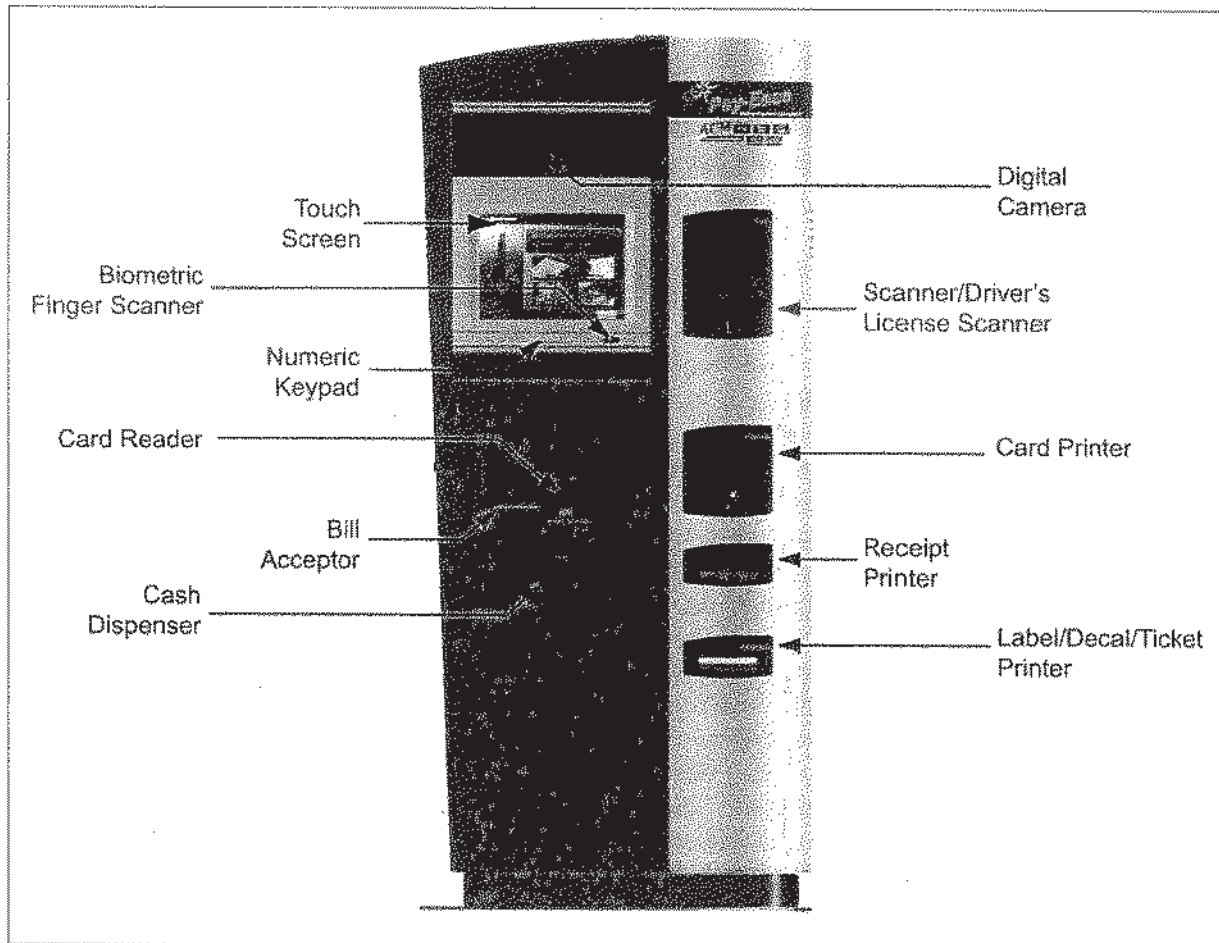
The C Series Pay-Ease Kiosk is a multifunctional payment center that will allow the payment of parking tickets and other government transactions.

In addition to ACM functionality and its performance, Duncan recognizes that the structure and procedures for managing the processing and reconciling of payments may be just as important as the device itself. In deploying AC technology for Milwaukee, we have developed processes and procedures in conjunction with their Treasurer's Office. Our thorough understanding of the requisite financial reconciliation and reporting structures will enable of to provide timely and accurate processing and reconciliation for Somerville.

Booting Services

Immobilizing, or booting, vehicles belonging to habitual parking violators is an enforcement tactic that has been used by cities across the U.S. since the 1970s. The primary objective of this action is to force the owners of these vehicles to settle their outstanding parking tickets. In addition to securing the payment of fines and fees, booted vehicles act as a visible deterrent, encouraging regulatory compliance. Duncan not only supports many of these U.S. cities through the capabilities of AutoPROCESS and other complimentary technologies, we are also a practitioner of providing booting operations as one of our contractual responsibilities for the Pittsburgh Parking Authority

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(PPA). Accordingly, we have first-hand knowledge of the impact that a booting program can have in promoting the overall success of a city's parking management program.

Since the 1970s, the processes of identifying scofflaw vehicles and applying and releasing the boots themselves have been greatly enhanced through technological advances. The first of these advances was the use of handheld issuance devices as an additional tool for identifying scofflaws. Scofflaw detection became an automated process because the license plates of the vehicles cited by handheld-equipped PEOs could be automatically checked against a scofflaw list loaded into these devices.

More recently, through the advent of automatic vehicle identification/license plate recognition (AVI/LPR) technology, "boot crews" and other field personnel can more rapidly and accurately reading the license plates of parked vehicles electronically, automatically checking them against a city's scofflaw vehicle list. Cities that have implemented AVI/LPR technology have found that it can increase dedicated boot crew efficiency by as much as 300 percent.

Self-releasing, or smart boot, technology is another new approach that is gaining considerable traction. Self-releasing boots, which is more aptly described as a "service", is rapidly emerging as a tool that offers the potential to improve both booting efficiency as well as customer service. When this service is implemented, immobilized motorists with credit cards can contact a customer service center by phone, make payment with their credit card, and release the boot themselves using an access code entered on the boot's keypad. This code is supplied by service center representatives, only after the appropriate fees are collected. Duncan has already established a working relationship with industry's sole provider of this service – PayLock – as we integrated their systems with ours for a mutual client, Prince George's County, MD. PayLock also is a member of the Duncan team that was recently awarded the contract for processing and collection services in Montgomery County, MD.

In the remainder of this section, we describe the booting services that we provide in Pittsburgh as an example of the type of technologies that could be provided to Somerville to support booting activities. We also briefly describe the integration of AutoPROCESS and the systems used by PayLock to provide their services.

Duncan Booting – The "Pittsburgh Model"

In March, 2005 Duncan was selected by PPA to provide ticket processing and collections and other parking management services, including booting. In October of that year, we implemented a booting and towing program that enhanced PPA's overall enforcement management program. To do so, we hired a local towing services provider for booting and towing operations. We equipped the crews with Nextel two-way radios and their vehicles with AVI/LPR units.

Scofflaw lists are downloaded from AutoPROCESS to AVI/LPR units via the AutoCITE Database Interface (ACDI). This is the same protocol used to load/refresh the AutoCITE and AVI/LPR unit scofflaw lists in Milwaukee. Using the AVI/LPR system, the boot crews, while moving, automatically read the license plates of parked vehicles, which are checked against the scofflaw hotlist. Using this

technology, the crews can read up to 1,000 license plates per hour, night or day. When the AVI/LPR system recognizes a boot eligible state/plate it immediately delivers both visual and audio notices to the boot crew.

To verify that the vehicle is still boot eligible, the boot crew contacts Duncan's dispatcher who uses AutoPROCESS to make an on-line account inquiry as to the current real time boot status of the given state/plate. If the vehicle is still eligible, the crew is advised to apply the boot. Once the vehicle is immobilized, the crew advises the dispatcher who then creates a new boot record in AutoPROCESS. Immediately upon the entry of this data, the status of that account is displayed, upon inquiry, as "Booted" on all terminals throughout the network. Entry of the boot record also causes the system to assess and display the pre-determined Boot Fee.

When the payment of ticket and boot fees is processed, AutoPROCESS immediately creates a notification that the boot is eligible for release. All related records for a specific vehicle or account present this notification, including the Boot/Tow Dispatch used by our dispatcher. Once notified, our dispatcher contacts a crew to remove the boot. Because all transactions can viewed system-wide in AutoPROCESS, our operation and the activity of our subcontractor are fully transparent to the PPA.

AVI/LPR Technology

If the City opts for the AVI/LPR technology, we could provide a wireless solution that bypasses voice dispatching. Duncan's integrated systems would be the engine that drives scofflaw enforcement in Somerville. Devices such as AutoCITE, the AutoVU AVI/LPR and the AutoPROCESS Boot/Tow Module provide the basic data for identifying vehicles that are eligible for seizure. In addition to identifying vehicles as boot eligible, AutoPROCESS monitors the status of vehicles that have been booted and is the system of record for boot fee and corresponding citation payments.

As proposed Proposal Section 6.3.17, Boot and Tow, Duncan will automatically prepare the list of boot-eligible vehicles using the citation data information, in strict accordance with the City's business rules, for every vehicle in the master database. On a daily basis AutoPROCESS automatically and seamlessly will download the scofflaw list to AutoISSUE which, in turn, will automatically download the list to the enforcement handhelds. In addition, AutoPROCESS also would create an export file of the scofflaw list for download to the AutoVU devices.

When a boot is placed on a vehicle, the boot crew will create a new boot record in AutoPROCESS via the Mobile Data Terminal (MDT). The Boot Record contains data such as:

* (System-generated) Date, time and Boot Crew performing the seizure confirmation

* The location, color and make of the seized vehicle;

* The boot device number used for seizure; and

* Seizure conflict posed by present or pending parking prohibitions (if any) to aid in prioritizing of subsequent towing.

Immediately upon the entry of this data, the status of the subject state/plate will show an indication of "Booted" on the terminal of any authorized user. Entry of the boot record will also direct the system to assess and display the pre-determined Boot Fee. An example of the boot record entry panel is shown below.

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Boot/Tow Record Screen

Tow\Boot Record Entry

Rev 00

BOOT INFO

Add Record

Date: 06/27/2001 Time: 01:12 PM Serial No.: 30334

Officer: 100 Off. Name: JOHN DOE

Lic. No.: P5432 Lic. St: IL Lic. Exp: 06/02

VIN: 22446 Veh. Year: 90

Make: ABAR Model: Color: BGE

Style: TW Pictures ? TAKEN

Location: SOUTH 14TH STREET

X Cancel

? Help

Boot No.: <SYSTEM> Operator ID: MASTER

Boot Reason: 01 MORE THAN 5 DEL. LETTERS Boot Fee: $30.00

Boot Status: CON CONFIRMED ON Validated: Y

Disposition: 00 OPEN BOOT RECORD

Find Citations

✓ Apply

Boot crews will create records for immobilized vehicles by recording vehicle and location data. AutoPROCESS will automatically populate the record with the boot fee and other data.

Once a boot record has been created, AutoPROCESS will monitor its status in real time. The Boot/Tow Dispatch screen display is automatically refreshed every 30 seconds. The payment of the boot fee and the related parking citations will set the Total Due to $00.00 thus making the boot eligible for release. When payment has been made and the boot is eligible for release, a notification is forwarded to a boot (release) crew via the MDT.

Self-release Boot Solution

Another optional consideration for the City to add to its overall parking management program would be offering the convenience of self-release booting. With traditional booting programs, once the motorist finds out that their vehicle has been immobilized, they must find their way to a payment location, during business hours and make payment – all without their car. This process of reclaiming a booted vehicle can take anywhere from an hour to days.

With a self-release boot service, motorists can settle their outstanding debt by calling a toll-free number 24 hours a day and by paying with a credit card, debit card, or check by phone. Once the payment is processed, the motorist is given a six-digit release code. Using the boot's built-in keypad, the motorist can enter the code, which will disarm and release the boot. Since the motorist does not have to wait for a boot release crew, the average reconciliation time is less than five minutes.

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To implement such an innovative program for Somerville, Duncan could integrate PayLock's Self-Release SmartBoot solution with our services.

PayLock services are underpinned by their BootView software and this system provides a complete set of tools to help manage on-street activities and support the operations of PayLock's 24/7 Help Center. PayLock's BootView software would be fully integrated with AutoPROCESS' violation database and Boot/Tow module so that operational staff will only have to access one system when processing customer payments or phone inquiries. License plate listings will be synchronized nightly basis so that both systems reflect accurate scofflaw populations. System synchronization will also ensure that records for booting field activity, fee and fine payment activity, and administrative actions will be accurate.

The capabilities of Duncan and PayLock could be combined to provide the City with an efficient yet customer-friendly self-release booting scenario, as outlined in the table below.

Self-Release Booting Process	
Step	General Description
Step 1	A PEO, in the process of issuing a citation with the AutoCITE handheld or scanning vehicles with the AutoVU AVI/LPR system, is notified that the vehicle is boot eligible. The PEO contacts the City's dispatch office, which uses AutoPROCESS to verify that the vehicle owner has not paid the outstanding tickets that day. If not, the dispatch office notifies a boot crew. If the boot crew is scanning vehicles with the AutoVU AVI/LPR system and is notified that the vehicle is boot eligible, the operator enters the state/plate to an ACDI form on the MDT and requests verification of seizure eligibility. The ACDI connects with AutoPROCESS database using its wireless GPRS capabilities and inquires as to the current real time seizure status of the given state/plate and return the results of the query to the operator via the MDT. Upon receiving verification of eligibility, the boot crew applies a SmartBoot to a wheel and creates a new boot record in AutoPROCESS via the MDT. A seizure notice is affixed to the driver side window and a copy is provided under the windshield. The seizure notice instructs the motorist to call PayLock's toll free number for payment and boot removal.
Step 2	The details of the booting event are communicated to PayLock by a simple phone call, fax, or radio transmission to PayLock's Help Center operating 24 hours per days 365 days per year. PayLock staff will enter all information about the immobilization into PayLock's BootView system. Through the real time integration established between BootView and AutoPROCESS, specific event-data will appear in AutoPROCESS.
Step3	When a motorist discovers that their vehicle has been booted, the motorist calls the PayLock's toll-free number provided on the seizure notice for boot removal. The motorist is initially presented with legal disclaimers specifically designed for the each installation and then provided with payment options by a live operator. The average duration of this phone call, including payment processing and boot removal instructions for motorists, is five minutes. This call will be digitally recorded, filed, and stored. The PayLock operator, through special training to do so, will work with motorists to help them determine the most convenient payment option so that their vehicle can be released as quickly as possible.
Step 4	The motorist may choose to pay by credit card, debit card, checking or savings account. In rare cases when they are unable to make a single payment, they will be provided with options to break a single payment up between cards or accounts. Through the integration with AutoPROCESS, the payment event record details that are recorded in BootView will appear in AutoPROCESS. As an option, the violator could report to one of the payment center. Our staff will process the payments in AutoPROCESS and contact the PayLock Call Center to execute the boot release.
Step 5	Once a payment has been made and the violator verbally agrees to return the SmartBoot device, a release code is issued to the motorist to unlock the boot using an integrated keypad. PayLock operators provide directions to boot return locations (and maps are also printed on the seizure notice). The

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	Self-Release Booting Process	
	SmartBoot, which is lightweight and easy to unlock, must be returned to a designated drop off location. If the boot is not returned within the allotted time frame, the violator is subject to a $25 charge per day late fee up to $500.00 (or until the SmartBoot is returned).	
Step 6	When the boot is returned to the designated location, a return receipt is obtained by the motorist from the attendant who enters a short serial number into PayLock's browser based-software and prints a receipt. A PayLock Help Center Operator is available 24 hours a day, via a toll free number to answer any questions or concerns regarding payments.	
Step 7	Payment records are reconciled daily between The PayLock SmartBoot management system and the AutoPROCESS citation management database.	

The proprietary and patented PayLock SmartBoot concept was born as part of a creative exercise on how to build a better "boot" (vehicle immobilization device). The conclusion, after much research, was that it's wasn't the device alone that needed re-engineering, it was the entire booting process.

A brief summary of the business process proposed includes the following deliverables:

- PayLock's patented self release "SmartBoots"
- Access to web-based BootView software
- 24/7 live operator help center for booted motorists (multi-lingual)
- PCI Compliant payment processing
- Digital recording of all inbound calls
- Custom data integration with the City's ticket processing system
- Dispatch support for assisted release and towing components
- Comprehensive performance and financial reporting
- Implementation management planning & coordination
- Public education support

The PayLock Solution

With traditional municipal booting programs, once the motorist sees that their vehicle has been immobilized, they must find their way to a payment location, during business hours and make payment; all without their car. This process of reclaiming one's vehicles can take from four hours to several days. By implementing the PayLock SmartBoot solution motorists can settle their outstanding debt by calling a toll free number 24 hours a day by paying with a credit card, debit card, or check by phone. Once the payment is processed the motorist is given a 6 digit code. Using the SmartBoot's keypad, the motorist can enter the code which will disarm and release the SmartBoot. Since the motorist does not have to wait for a boot release crew, PayLock's average reconciliation time is less than 5 minutes.

The PayLock solution has taken a criminally sanctioned event and transformed it into a simple business process which can be easily digested by City Administrators and their citizenry.

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The Typical PayLock Transaction

The following is a description of a transaction utilizing the PayLock Solution. The Somerville Standard Operating Procedures Manual will be collaboratively revised during the implementation of the project.

1. While patrolling City streets, parking structures, surface lots and other enforcement areas, a boot eligible vehicle is identified.

2. Once this vehicle has been verified by either PayLock or the designated party, a SmartBoot is applied to the vehicle wheel. A seizure notice is also affixed to the driver side window, and a second copy of the seizure notice is placed under the windshield blade for maxim visibility. The seizure notice instructs the motorist to call PayLock's toll free number for payment and boot removal.

3. Details related to the booting event entered to the PayLock system by using the provided application, or radio transmission using the provided Nextel direct-connect phone to PayLock's Help Center.

4. Upon discovery of the immobilized vehicle, the motorist calls our toll free number for boot removal. After listening to the legal disclaimers specifically designed for the City of Somerville, the motorist is prompted for payment by a live operator. The average phone call including payment processing and boot removal instructions is 5 minutes. All phone calls are digitally recorded, filed, and stored. PayLock operators are specially trained to work with booted motorists to help them find a convenient payment option to help get on with their day as quickly as possible.

5. The motorist may choose to pay by credit card, debit card, checking or savings account. In rare cases when they are unable to make a single large payment, they will be provided with options to break a single payment up between cards or accounts.

6. Once a payment has been cleared and the violator verbally agrees to return the SmartBoot, a release code is issued to the motorist to unlock the boot using an integrated keypad. PayLock operators provide directions to boot return locations. The SmartBoot is lightweight and easy to unlock. In order to ensure the motorist returns the SmartBoot, a $25 per day fee up to $500 (or until the SmartBoot is returned) will be charged to the motorist via the same method of payment used to release the SmartBoot.

7. A return receipt is obtained by the motorist at designated return location from an attendant who can simply enter in a short serial number using PayLock's browser based software and print a receipt.

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BootView Software

PayLock's BootView software provides the City with a complete set of tools to manage their on-street collection program. Designed as client management software, BootView is the backbone of PayLock's 24/7 Help Center and provides tools and information to integrate the PayLock Solution with your existing or planned on-street collection effort.

This is a list of BootView screens that will be used by PayLock's Help Center and management team to support your program:

- Dashboard – a summary page of the entire booting operation
- Towed Vehicle Status
- Financial Reports – Complete set of financial reports
- Administrative tools – Add users, update passwords, etc.

The PayLock Dashboard

The familiar web-based interface makes PayLock's BootView application more intuitive and easy to learn. Once logged in the user can view the Dashboard; a summary page which displays current information including:

- Total boot records Vehicles towed
- Boots returned
- Boots pending return
- Boots on a vehicle

Self-Release Boots

PayLock's Self-Release SmartBoot is an electronic, vehicle immobilization device which can be remotely unlocked by a motorist at their vehicle. The SmartBoot has a 12-button, vandal proof, integrated keypad where the motorist enters a 6-digit code to unlock the device.

PayLock designed the SmartBoot specifically for this unique solution. It is light enough for the motorist to handle, but strong enough to resist unauthorized attempts at removal. It is also fast and easy to install, fits virtually any tire/wheel combination, and can be removed quickly and easily by the motorist. At 16 pounds, the SmartBoot is light enough for virtually all motorists.

There are two back-up releases for the SmartBoot to be used when an assisted release is required. The first is an over-ride release key which releases the internal locking mechanism. The second is a cylinder lock at the base of the inside arm. This can be used in the event of an attempted drive-off or
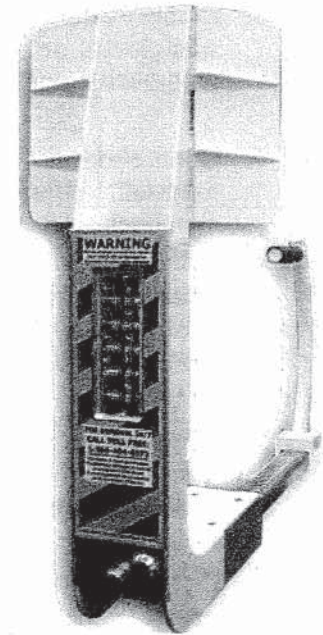
extreme vandalism. This allows for the complete removal of the inside arm and the boot can then be easily removed from the vehicle.

A three day supply of SmartBoots will be provided to ensure that a sufficient number of devices will be available to maximize productivity.

Boot and Boot Release Dispatch Services

As vehicles are identified, immobilized, paid, and towed each day it is important to coordinate and monitor the efforts of each responsible party. This includes Parking Enforcement personnel, the towing contractor, Police, Adjudication Center, the boot crew, and the walk-in payment centers. To facilitate this coordination as needed, PayLock will provide Nextel two-way radios to each responsible party. Some examples of field dispatching and communication services include:

- Dispatching the boot crew to facilitate an assisted release request
- Dispatching the tow company to a vehicle that has been immobilized longer than the defined threshold (usually between 24 and 48 hours)
- Communication with the walk-in payment centers following a walk-in payment and assisted release request
- Communication with the boot return location

Upon locating a potential boot-eligible vehicle, PayLock's BootView system is used to confirm and authorize the immobilization of the vehicle. Once authorized, all relevant information is called into the Help Center using a Nextel two-way or a mobile phone. The information (Plate, State, Reason, Location, Make, Model, etc.) is entered into BootView and a boot record is created. This information is immediately available through BootView to both the Help Center and the City staff.

| Home | Boot a Car | Release a Boot | Tow a Car | Release a Tow | Return a Boot | Search | Reports | Change My Pwd | Log Out | PAYLOCK |

Release A Boot

| Customer | All | | License Tag No. | |
| Violation # | | | | |

[Search]   [Cancel]

You can search by Violation number and/or License Tag number

Sticker#	Boot#	Plate	Make/Model/Color	Location	Installed On	Amt Due
007294	SB008663	PYY22A - NJ	JEEP SILVER	58 13th	12/19/2005 10:36:00 AM	$130.00
007368	SB008705	RKK46H - NJ	NISSAN 4DR BLACK	1017 madison st	12/16/2005 4:58:00 PM	$130.00
007335	SB008662	FDD6759 - PA	SUZUKI SILVER	62 12TH	12/16/2005 3:37:00 PM	$130.00

1

PayLock's specialized help center operators are trained to seek a payment solution in one call, minimizing motorist frustration and reconciling payments and releases in five minutes. If requested, our help center operators will review each parking fine and fee with the motorist. By accepting a

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variety of payment types such as credit, debit, and check-by-phone, PayLock is able to settle most payments and releases during the initial call. Subsequently, there are times when the driver claims they do not have any means of making payment over the phone. In these cases, the operator is trained to offer a variety of payment options including splitting payments over several cards by conference calling family or friends. We will also conference in their bank to verify funds if the motorist is paying with a check. Our goal is to help customers satisfy their obligations simply and quickly. Once the payment has been successfully processed, the help center operator will provide the motorist with the 6-digit release code and walk the motorist though releasing the SmartBoot.

The "Release a Boot" screen is used to accept payment and issue release codes to the motorists.

If a boot eligible vehicle is located and it is determined by the boot crew that immobilizing the vehicle could present a safety risk; such as booting a vehicle in front of a fire hydrant, a tow would be initiated in lieu of booting the vehicle. Tows may also be initiated for other reasons as allowable by law.

PayLock will be able to accept payment on towed vehicles in the same fashion as booted vehicles. Once settlement has been made on a towed vehicle the tow company will be notified that they are authorized to release the vehicle to the motorist. When a vehicle is 'Tow Eligible' PayLock's Help Center Operators will go to this page to update the towing activity. This will change the status in BootView and the information is available to the Help Center, City, and Tow Company immediately.

When payment is made, the status of the vehicle is changed using the 'Release a Tow' page. This information can be made available for 'viewing only' for the tow company to verify that vehicles are authorized for release.

When the motorist returns the SmartBoot to the designated return location, the attendant will log the SmartBoot back into the system and print a paper receipt for the motorist. This process is the endpoint of the transaction. PayLock's Search screen allows the user to search for Boot Records, Payments, Outstanding Tickets and Tow Records. Boot Records include a comprehensive history of the booting action including detailed notes of the initial booting and each contact or action taken during the booting, payment, tows, boot release, etc.

BootView will provide reports containing summary and detailed information of booting events. These reports are used to track activity trends and the overall health of the scofflaw enforcement program. Each report can be exported to multiple formats including Word, Excel, PDF, and HTML. Titles of a sampling of these reports include:

Booted Vehicles Report

- Towed Vehicles Report
- Revenue Summary
- Booted Vehicles by Parking Enforcement Officers (call in hits)
- Boot and Tow Summary

Integration with Ticket Processing System

To ensure that only accurate citation and boot/tow status information is provided to motorists and project staff, BootView will be integrated with the ticket processing system to ensure that this information is synchronized in near real-time. For example, violation payments will be updated in the ticket processing system and, subsequently, that vehicle will be removed from the scofflaw list. Citation records will be synchronized on a daily basis while vehicle status information will be synchronized more frequently. Ensuring that citation data is consistent in both systems will allow operators to provide the most current information to the motorist in order to facilitate payments and releases.

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Receive all boot-related calls customer phone calls 24/7

The PayLock Help Center is open 24/7/365. This enables the motorist to settle their obligation and release the SmartBoot when it is most convenient for them. In instances when the motorist pays over the phone and chooses not to release the boot themselves, someone will be dispatched to assist with the boot release within 1 hour as required.

The entire SmartBoot transaction from payment to release is digitally recorded. During the course of the call, the motorist and payee (which are sometimes different people) must each state their name for the record while accepting a verbal agreement. By accepting the verbal agreement, the motorist states they can safely remove the device weighing 16 pounds and understands the ramifications of not returning the SmartBoot. Additionally, the SmartBoot produces an audible alert that can be heard over the phone. This audible alert can be used to verify that the SmartBoot was successfully disarmed.

6.3.45 Financial Strength

Duncan is a reliable partner with documented stability and profitability and a track record of growth.

As evidenced by our steady revenue growth, bottom-line profits, and continuously growing demand for services, Professional Account Management, LLC, (d/b/a Citation Management) and its corporate parent Duncan Solutions, Inc. are positioned to serve as a financially and operationally stable partner for the City of Somerville.

Professional Account Management, LLC is a U.S. company based in Milwaukee, Wisconsin, with key offices and operations located in Inglewood, California, Pittsburgh, Pennsylvania, Oceanside, California and Silver Spring, Maryland. Professional Account Management, LLC, is a wholly owned subsidiary of the Milwaukee-headquartered Duncan Solutions, Inc., which is itself a wholly owned subsidiary of Duncan Solutions Limited (formerly Saltbush Parking Services Limited). The audited financial statement of Duncan Solutions, Inc. for fiscal year ending June 2008, which are provided at the end of this section, reflects the summary financial condition of all of our subsidiaries, including Professional Account Management, LLC. These financial documents include our consolidated income statement, balance sheet, cash flow statement, and the assessment of our independent auditors, Schenck Business Solutions.

As these documents reflect, Duncan is a growing company with a strong addressable market and prospects for continued growth and future profitability. Capital provided by active shareholders has facilitated high-quality product development, ongoing innovation, the appointment of a high-caliber management team, and the consolidation of a full end-to-end customer fulfillment process pervaded by quality and procedural rigor.

2. Quality Requirements Form

Duncan is able to completely satisfy all of the City's required categories on the quality requirements form.

As required, Duncan has responded to the City's Quality Requirements form. Duncan is capable of meeting all of the City's required quality requirements categories. Reviewers will find supporting evidence of our ability to satisfy the Quality Requirements in Proposal Sections 3 Response Comparative Evaluation Criteria and 6 Plan for Services.

SECTION V. QUALITY REQUIREMENTS	YES	NO
Five (5) years or more of experience in providing similar Parking Violation Processing Services to municipalities?	✓	
Is your Firm capable of processing: a. 250,000 new citations per year? b. 80,000 Lock Box Payments per year? c. 80,000 on-line cashiering payments per year? d. 10,000 automated phone payments per year? e. 100,000 Internet payments per year, via credit card and check?	✓	
Can you provide basic processing for: a. Inquiry by ticket, name, plate, and license number? b. On-line, real time cashiering, Monday thru Friday from 7:00 AM to 8:00 PM with an on-line response time of 3 seconds or less? c. On-line depositions? d. On-line scheduled hearings with audio and visual recordings? e. On line and email correspondence letters for hearings, bounced checks and overpayments as well as any future letters needed?	✓	
Can you provide a direct line with RMV/DMV research, to support: a. 4,000 inquiries per week? b. 2,000 non-renewal mail transactions per month? c. 1,000 non-renewal clear transactions bi-weekly? d. Acquisition of name and address for tickets issued to out of state registrants? e. All types of Municipality state plates? f. Link plates for Municipality state swaps? g. Manually review and research violations with no plate match at the RMV?	✓	
Do you have the ability to provide a Performance Bond, for 100% of the Contract amount (contract estimated at $500,000.00) annually?	✓	
Are you capable of commencing all aspects of operations within 30 calendar days, after notice of award, with a parallel operation as required by the City?	✓	

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SECTION V. QUALITY REQUIREMENTS	YES	NO
Are you able to retrieve archived information within one week?	✓	
Are you able to provide back-up of all files?	✓	
Are you able to restore all files from back-up?	✓	
Can you provide lockbox processing to include payments updated to database within 48 hours of receipt?	✓	
Can you provide Data entry/processing to include ticket documentation, updated to database within 72 hours of receipt?	✓	
Can you provide a Lessor Noticing Program capable of inputting name/address provided by lessor?	✓	
Can you provide a new website, complete with contemporary design and functionality, full integration with your ticket processing system, online payment and permitting system, online appeals and traffic an email alerts?	✓	
Can you provide one (1) fully integrated Mobile License Plate Reader (LPR) technology system, and integrate in the future with remote vehicle immobilization (RVI) systems?	✓	
Can you provide all hardware and software items associated with implementing LPR and RVI systems as well as maintain equipment under warranty?		
Can you provide new computer terminals, printers, and payment receipting equipment as stated in Section I, Scope of Services? (New Vendors)	✓	
Can you provide all telecommunication links?	✓	
Will you be able to provide service/access with the Massachusetts RMV?	✓	
Can you generate all reports listed in Appendix 9?	✓	

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SECTION V. QUALITY REQUIREMENTS	YES	NO

Can you provide documented ability to provide a residential permit parking program which would:
a. Process 130,000 permits per year, via email, in-person and online?
b. Inform all permit holders annually, on expiration dates of residential parking permits and visitor permits as determined by the City, via mail and email?
c. On-line permit issuance entry and change functions to include changing expiration dates for daily, weekly and monthly permits?
d. Allow for renewal of residential and visitor permits by mail and email with appropriate renewal notices?
e. Inquiry by at least six different options:
   • Name?
   • Registration Number?
   • Address?
   • Permit Number?
   • Account Number?
   • Guest Card Number?
f. Print Reports:
   • Cashiering Reports?
   • Renewal Reports?
   • Reports by Locations?
	✓	

Can you supply 250,000 computer tickets and 10,000 hand written tickets per year with a delivery of 10,000 tickets within five (5) working days?	✓	
Can you store physical ticket copies after entry for at least three months – copy to be deliverable upon request, within three (3) days?	✓	
Can you accommodate changes to fines as required by City Ordinance within thirty (30) days?	✓	
Can you provide on - site training as outlined in the Scope of Services?	✓	
Parking Permit Management		
Can you document experience in providing electronic computer generated tickets and ticketing systems, including equipment that would integrate with the hand written ticket system?	✓	

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SECTION V. QUALITY REQUIREMENTS	YES	NO
Can you provide an online parking permit issuance management solution that is fully integrated within your parking management system and website, which would: a. House an inventory of resident permit parking districts and regulated streets within each district? b. Fully integrate with parking management system, enabling resolution of parking citations issued incorrectly to permit holders, or the withhold of permit sales due to outstanding parking tickets? c. Financial controls for tracking and reconciliation of fees collected and inclusion of fees in a collections report? d. Ability to perform all maintenance, updates and payments online? e. Ability to inquire online using a variety of search parameters? f. Ability to generate notices, and emails for use in renewal or informational mailings? g. Integration with parking management system cashiering module, allowing outstanding balances for parking tickets and new permit sales? h. Configurable to match existing permit data entry flow, for easy transition? i. Interface with other online systems, such as department's website and any other payment providers? j. Ability to utilize assign/allocate multiple permits to single address? k. Ability to assign multiple vehicles to single permit tag (carpools, multivehicle families)? l. Allows permit types to be defined with flat-rate, prorated or tiered fee schedules? m. Integration of vehicle owner information into ticket issuance database? n. The resident permit application must be capable of generating various mailings and merged with name and address file of system of record? 0. Resident permit application must provide ability for applicants to register online as well as renew online, with appropriate controls to ensure any delinquencies of tickets are paid first? p. Management reports can be provided relating to functions as designated by the city?	✓	
System will have ability to inquire on permit data by street address, name, license plate and permit number?	✓	
The inquiry function can accept partial search, and permit data can update real-time?	✓	
Permit system can accept new permits and interface with ticket system to inquire for delinquent tickets?	✓	
Permit system can allow user to issue or not issue (based upon supporting documentation) a new permit?	✓	
Ticket Payment Processing		

SECTION V. QUALITY REQUIREMENTS	YES	NO
Can you provide documented ability to process ticket payments via phone with credit card; and via internet with credit card and check?	✓	
Can you provide all raw data created by your company to the City of Somerville use in our Somerstat Department? This data would need to be sent on tape, CD, or other data source to City Hall for use in creating charts, graphs, and other documents.	✓	
If you are a company based outside of Massachusetts, will you be able to provide continuous service, according to the scope of services/specifications?	✓	
Will you comply with the City of Somerville's Living Wage Ordinance?	✓	
Optional:		
Vendor: Are you a State Office for Minority and Women Owned Business Assistance (SOMWBA) certified minority or woman owned business?	NA	

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7.2 TAX COMPLIANCE CERTIFICATION

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.
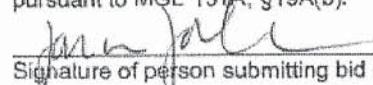
Signature of individual submitting bid or proposal

Professional Account Management, LLC

Name of business

TAX COMPLIANCE CERTIFICATION

Pursuant to M.G.L. c. 62C, §49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support, as well as paid all contributions and payments in lieu of contributions pursuant to MGL 151A, §19A(b).

Signature of person submitting bid or proposal

Professional Account Management, LLC

Name of business

May 9, 2012

Date:

FID#

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7.3 SOMERVILLE LIVING WAGE ORDINANCE FORM

CITY OF SOMERVILLE

LIVING WAGE ORDINANCE # 1999-1

TO: ALL VENDORS

FROM: PURCHASING DEPARTMENT
CITY OF SOMERVILLE

ENCLOSED IS A SUMMARY OF ORDINANCE # 1999-1 "THE LIVING WAGE" PASSED BY THE BOARD OF ALDERMEN IN THE CITY OF SOMERVILLE.

PLEASE READ VERY CAREFULLY. YOUR SIGNATURE IS REQUIRED ON THE COMPLIANCE FORM INCLUDED.

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7.7 SIGNATURE FORM
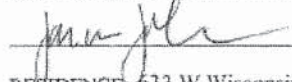
CITY OF SOMERVILLE
SIGNATURE FORM

NAME OF COMPANY: Professional Account Management, LLC

ADDRESS: 633 W Wisconsin Ave. Ste 1600 Milwaukee, WI 53203

TELEPHONE #: 414-847-3700   FAX #: 414-847-6700

DATE: 5/9/2012   EMAIL: jjohnston@duncansolutions.com

SIGNATURE OF AUTHORIZED CONTRACTING OFFICIAL:

TITLE: President

RESIDENCE: 633 W Wisconsin Ave Ste. 1600 Milwaukee, WI 53203

IF COMPANY IS A PARTNERSHIP:

FULL NAME AND RESIDENCE OF EACH PARTNER:

Not Applicable

IF COMPANY IS A CORPORATION:

THE CORPORATE NAME IS: Duncan Solutions, Inc

THE CORPORATION IS ORGANIZED UNDER THE LAWS OF: California

THE PRESIDENT IS: Michael Nickolaus

THE TREASURER IS: Norman Brooks

THE CLERK/SECRETARY IS: Jeff Fischer

NAME OF CORPORATION THAT WILL APPEAR ON A POTENTIAL CONTRACTUAL
AGREEMENT IF DIFFERS FROM ABOVE: Professional Account Management, LLC -

a Duncan Solutions Company

NAME AND TITLE OF PERSON WHO WILL BE RESPONSIBLE FOR THE SIGNING OF A
POTENTIAL CONTRACTUAL AGREEMENT IF DIFFERS FROM ABOVE:
NAME: Jason Johnston   TITLE: President
NAME OF CLERK/SECRETARY WHO WILL ALSO BE SIGNING FOR A POTENTIAL
CONTRACTUAL AGREEMENT IF DIFFERS FROM ABOVE: Jeff Fischer

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Appendix E

Insurance

INSURANCE SPECIFICATIONS
INSURANCE REQUIREMENTS FOR AWARDED VENDOR ONLY:

Prior to commencing performance of any work or supplying materials or equipment covered by these specifications, the contractor shall furnish to the Office of the Purchasing Director a Certificate of Insurance evidencing the following:

A. GENERAL LIABILITY - Comprehensive Form

        Bodily Injury Liability..............$ One Million

        Property Damage Liability........$ One Million

B. COVERAGE FOR PAYMENT OF WORKER'S COMPENSATION BENEFIT PURSUANT TO CHAPTER 152 OF THE MASSACHUSETTS GENERAL LAWS IN THE AMOUNT AS LISTED BELOW:

        WORKER'S COMPENSATION...............$Statutory

        EMPLOYERS' LIABILITY..................$ Statutory

C. AUTOMOBILE LIABILITY INSURANCE AS LISTED BELOW:

        BODILY INJURY LIABILITY..........$ STATUTORY

1. A contract will not be executed unless a certificate (s) of insurance evidencing above-described coverage is attached.
2. Failure to have the above-described coverage in effect during the entire period of the contract shall be deemed to be a breach of the contract.
3. All applicable insurance policies shall read:
"CITY OF SOMERVILLE" as a certificate holder and as an additional insured for general liability only along with a description of operation in the space provided on the certificate.

<center>

Certificate Should Be Made Out To:
City Of Somerville
Purchasing Department
93 Highland Avenue
Somerville, Ma. 02143

</center>

Note: If your insurance expires during the life of this contract, you shall be responsible to submit a new certificate(s) covering the period of the contract. No payment will be made on a contract with an expired insurance certificate.

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
10/15/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:		
Aon Risk Services Central, Inc. Milwaukee WI Office 10700 Research Drive Suite 450 Milwaukee WI 53226 USA	PHONE (A/C. No. Ext): (866) 283-7122		FAX (A/C. No.): (847) 953-5390
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED	INSURER A: Atlantic Specialty Insurance Company		27154
Duncan Solutions, Inc. 633 W. Wisconsin Ave Suite #1600 Milwaukee WI 53203 USA	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES   CERTIFICATE NUMBER: 570047920158   REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.   Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	**GENERAL LIABILITY**			711-01-21-51-0002	10/10/2012	10/10/2013	EACH OCCURRENCE	$1,000,000
	X COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$500,000
	CLAIMS-MADE X OCCUR						MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
							GENERAL AGGREGATE	$2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$2,000,000
	POLICY PRO-JECT X LOC							
A	**AUTOMOBILE LIABILITY**			711-01-21-51-0002	10/10/2012	10/10/2013	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	ANY AUTO						BODILY INJURY (Per person)	
	ALL OWNED AUTOS SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	X HIRED AUTOS X NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	
	DED RETENTION							
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						WC STATU-TORY LIMITS OTH-ER	
							E.L. EACH ACCIDENT	
							E.L. DISEASE-EA EMPLOYEE	
							E.L. DISEASE-POLICY LIMIT	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

City of Somerville is included as Additional Insured as required by written contract, but limited to the operations of the Insured under said contract, per the applicable endorsement with respect to the General Liability policy.

CERTIFICATE HOLDER	CANCELLATION
City of Somerville Purchasing Department 93 Highland Avenue Somerville MA 02143 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Aon Risk Services Central, Inc.*

Holder Identifier :

570047920158

Certificate No :

ACORD 25 (2010/05)   The ACORD name and logo are registered marks of ACORD

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/06/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Risk Management Department		
Aon Risk Services Northeast, Inc. New York NY Office 199 Water Street New York, NY 10038-3551	PHONE (A/C, No, Ext): (866) 443-8489		FAX (A/C, No): (800) 889-0021
	E-MAIL ADDRESS: work.comp@trinet.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED TriNet HR Corporation and all its affiliates and subsidiaries* Professional Account Management, LLC (Endorsed as alternate employer) 9000 Town Center Parkway Bradenton, FL 34202	INSURER A: Commerce & Industry Ins Co		19410
	INSURER B: Illinois National Ins Co		23817
	INSURER C: Ins Co State of Penn		19429
	INSURER D: Nat'l Union Fire Inc Co		19445
	INSURER E: New Hampshire Ins Co		23841
	INSURER F:		

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

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INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY						EACH OCCURRENCE	$
	COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
	CLAIMS-MADE ☐ OCCUR						MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$
	☐ POLICY ☐ PROJECT ☐ LOC							
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Each accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ☐ NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							
A D E E E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	060516169 (FL) 060516177 (MD) 060516170 (GA) 060516179 (MI) 060516186 (PA)	07/01/2012 07/01/2012 07/01/2012 07/01/2012 07/01/2012	07/01/2013 07/01/2013 07/01/2013 07/01/2013 07/01/2013	☒ WC STATU-TORY LIMITS ☐ OTHER	
							E.L. EACH ACCIDENT	$2,000,000
							E.L. DISEASE- EA EMPLOYEE	$2,000,000
							E.L. DISEASE- POLICY LIMIT	$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required): 94NQ / AEB

* TriNet HR II, Inc. and TriNet HR V, Inc.

CERTIFICATE HOLDER	CANCELLATION
City of Somerville 93 Highland Ave Somerville, MA 02143	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Aon Risk Services Northeast Inc.*

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ACORD 25 (2010/05)   The ACORD name and logo are registered marks of ACORD

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/06/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Risk Management Department	
Aon Risk Services Northeast, Inc. New York NY Office 199 Water Street New York, NY 10038-3551	PHONE (A/C, No, Ext): (866) 443-8489	FAX (A/C, No): (800) 889-0021
	E-MAIL ADDRESS: work.comp@trinet.com	

	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED TriNet HR Corporation and all its affiliates and subsidiaries* Labor Contractor for Professional Account Management, LLC	INSURER A: Commerce & Industry Ins Co	19410
	INSURER B: Illinois National Ins Co	23817
	INSURER C: Ins Co State of Penn	19429
9000 Town Center Parkway Bradenton, FL 34202	INSURER D: Nat'l Union Fire Inc Co	19445
	INSURER E: New Hampshire Ins Co	23841
	INSURER F:	

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY						EACH OCCURRENCE	$
	COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
	CLAIMS-MADE ☐ OCCUR						MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$
	☐ POLICY ☐ PROJECT ☐ LOC							
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Each accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ☐ NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
	UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							
B D	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	060521037 (WI) 060517538 (CA)	07/01/2012 07/01/2012	07/01/2013 07/01/2013	☒ WC STATUTORY LIMITS ☐ OTHER	
							E.L. EACH ACCIDENT	$2,000,000
							E.L. DISEASE - EA EMPLOYEE	$2,000,000
							E.L. DISEASE - POLICY LIMIT	$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required): 94NQ / AEB

* TriNet HR II, Inc. and TriNet HR V, Inc.

CERTIFICATE HOLDER	CANCELLATION
City of Somerville 93 Highland Ave Somerville, MA 02143	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Aon Risk Services Northeast Inc.*

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ACORD 25 (2010/05)   The ACORD name and logo are registered marks of ACORD

Duncan Solutions, Inc.
633 W. Wisconsin Ave
Suite #1600
Milwaukee WI 53203 USA

Named Insureds

Duncan Solutions, Inc.
Enforcement Technology, Inc.
Borso Engineering, Inc.
Duncan Parking Technologies, Inc.
Professional Account Management, LLC
Law Enforcement Systems, LLC.

Certificate No :   570047920158

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART.

SCHEDULE

Name of Additional Insured Person(s) or Organization(s)

City of Somerville
Purchasing Department
93 Highland Ave.
Somerville, MA 02143

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

A. In the performance of your ongoing operations; or

B. In connection with your premises owned by or rented to you.

CG 20 26 07 04   © ISO Properties, Inc., 2004   Page 1 of 1

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

CANCELLATION / DO NOT RENEW BY US

This endorsement modifies the insurance provided by the following:

COMMON POLICY CONDITIONS

SCHEDULE*

Number of Days for Cancellation: _30 DAYS__
Number of Days for Nonrenewal: _30 DAYS __

Paragraph A. **CANCELLATION**, subparagraph 2. is deleted in its entirety and replaced by the following:

2. We may cancel this policy by mailing or delivering to the first Named Insured written notice of cancellation at least:

a. 15 days before the effective date of cancellation if we cancel for non-payment of premium; or

b. The number of days shown in the Schedule before the effective date of cancellation, if we cancel for any other reason.

Paragraph B. **When We Do Not Renew** is deleted in its entirety and replace by the following:

If we decide not to renew this Coverage Part, we will mail or deliver to the first Named Insured show in the Declaration written notice of the nonrenewal not less then the number of days shown in the Schedule before the expiration date.

If notice is mailed, proof of mailing will be sufficient proof of notice.

Appendix   F

Somerville Living Wage Ordinance

PLEASE POST

NOTICE TO ALL EMPLOYEES
REGARDING
PAYMENT OF LIVING WAGE

Under the Somerville, Massachusetts' Living Wage Ordinance (Ordinance No. 1991-1), any person or entity who has entered into a contract with the City of Somerville is required to pay its employees who are involved in providing services to the City of Somerville no less than a "Living Wage". The Living Wage as of July 1, 2011 is $11.22 per hour. The only employees who are not covered by the Living Wage Ordinance are individuals in a Youth Program. "Youth Program" as defined in the Ordinance, "means any city, state or federally funded program which employs youth, as defined by city, state or federal guidelines, during the summer, or as part of a school to work program, or in any other related seasonal or part-time program."

For assistance and information regarding the protections and obligations provided for in the Living Wage Ordinance and/or a copy of the Living Wage Ordinance, all employees should contact the City of Somerville's Purchasing Department directly.

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SOMERVILLE LIVING WAGE ORDINANCE FORM
(Ordinance No. 1999-1")

This form shall be included in all Invitations for Bids and Requests for Proposals which involve the furnishing of labor, time or effort (with no end product other than reports) by vendors contracting or subcontracting with the City of Somerville, where the contract price meets or exceeds the following dollar thresholds:

a) $50,000 for contracts commencing during the period 7-1-99 to 6-30-01
(Fiscal Years 2000 and 2001);

b) $30,000 for contracts commencing during the period 7-1-01 to 6-30-03
(Fiscal Years 2002 and 2003); and

c) $10,000 for contracts commencing during the period 7-1-03 and thereafter
(Fiscal Years 2004 and thereafter.);

The purpose of this form is to ensure that such vendors pay a "Living Wage" (defined below) to all covered employees (i.e., all employees except individuals in a city, state or federally funded youth program). In the case of bids, the City will award the contract to the lowest responsive and responsible bidder paying a Living Wage. In the case of RFP's, the City will select the most advantageous proposal from a responsive and responsible offeror paying a Living Wage. In neither case, however, shall the City be under any obligation to select a bid or proposal that exceeds the funds available for the contract.

Definition of "Living Wage" For this contract or subcontract, as of 07-01-2011 "Living Wage" shall be deemed to be an hourly wage of no less that $11.22/hour. From time to time, the Living Wage may be upwardly adjusted and amendments, if any, to the contract or subcontract may require the payment of a higher hourly rate if a higher rate is then in effect.

If the undersigned bidder or offeror is selected, this form will be attached to the contract or subcontract and the certifications made herein shall be incorporated as part of such contract or subcontract.

CERTIFICATIONS

1.   The undersigned shall pay no less than the Living Wage to all covered employees who directly expend their time on the contract or subcontract with the City of Somerville.

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* Copies of the Ordinance are available upon request to the Office of the City Clerk

2. The undersigned shall post a notice, (copy enclosed), to be furnished by the contracting City Department, informing covered employees of the protections and obligations provided for in the Somerville Living Wage Ordinance, and that for assistance and information, including copies of the Ordinance, employees should contact the contracting City Department. Such notice shall be posted in each location where services are performed by covered employees, in a conspicuous place where notices to employees are customarily posted.

3. The undersigned shall maintain payrolls for all covered employees and basic records relating hereto and shall preserve them for a period of three years. The records shall contain the name and address of each employee, the number of hours worked, the gross wages, a copy of the social security returns, and evidence of payment thereof and such other data as may be required by the contracting City Department from time to time.

4. The undersigned shall submit payroll records to the City upon request and, if the City receives information of possible noncompliance with the provisions the Somerville Living Wage Ordinance, the undersigned shall permit City representatives to observe work being performed at the work site, to interview employees, and to examine the books and records relating to the payrolls being investigated to determine payment of wages.

5. The undersigned shall not fund wage increases required by the Somerville Living Wage Ordinance by reducing the health insurance benefits of any of its employees.

6. The undersigned agrees that the penalties and relief set forth in the Somerville Living Wage Ordinance shall be in addition to the rights and remedies set forth in the contract an/or subcontract.

Executed this 9th day of May 2012

Professional Account Management, LLC
Name of Vendor

By: Jason Johnston
Name

Its: President
Title

Signature

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* Copies of the Ordinance are available upon request to the Office of the City Clerk

2. The undersigned shall post a notice, (copy enclosed), to be furnished by the contracting City Department, informing covered employees of the protections and obligations provided for in the Somerville Living Wage Ordinance, and that for assistance and information, including copies of the Ordinance, employees should contact the contracting City Department. Such notice shall be posted in each location where services are performed by covered employees, in a conspicuous place where notices to employees are customarily posted.

3. The undersigned shall maintain payrolls for all covered employees and basic records relating hereto and shall preserve them for a period of three years. The records shall contain the name and address of each employee, the number of hours worked, the gross wages, a copy of the social security returns, and evidence of payment thereof and such other data as may be required by the contracting City Department from time to time.

4. The undersigned shall submit payroll records to the City upon request and, if the City receives information of possible noncompliance with the provisions the Somerville Living Wage Ordinance, the undersigned shall permit City representatives to observe work being performed at the work site, to interview employees, and to examine the books and records relating to the payrolls being investigated to determine payment of wages.

5. The undersigned shall not fund wage increases required by the Somerville Living Wage Ordinance by reducing the health insurance benefits of any of its employees.

6. The undersigned agrees that the penalties and relief set forth in the Somerville Living Wage Ordinance shall be in addition to the rights and remedies set forth in the contract an/or subcontract.

Executed this _9th_ day of _May_ _2012._

Professional Account Management, LLC
Name of Vendor

By: _Jason Johnston_
Name

Its: _President_
Title

Signature

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Appendix   G

Performance Bond

Annual Performance Bond

KNOW ALL MEN BY THESE PRESENTS, that we,

PROFESSIONAL ACCOUNT MANAGEMENT, LLC , as
Principal, (hereinafter called the "Principal"), and **WESTCHESTER FIRE INSURANCE COMPANY** , (hereinafter called the "Surety"), are held firmly bound unto

CITY OF SOMERVILLE, as Obligee,
(hereinafter called the "Obligee"), in the maximum penal sum of Five Hundred Thousand and 00/100 and
no/100 Dollars, ($ 500,000.00), good and lawful money of the United States of America, for the payment of which, well and truly to be made, we bind ourselves, our heirs, administrators, executors, successors, assigns, jointly and severally, firmly by these presents.

WHEREAS, the above bound Principal has entered into a certain written contract with the above mentioned Obligee described as: Parking Violations Processing dated
9/1/12 , contract is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein.

WHEREAS, the Obligee has agreed to accept a bond guaranteeing the performance of said contract for a period of only one year.

NOW, THEREFORE, the condition of this obligation is such that, if the Principal shall indemnify the Obligee for any and all loss that the Obligee may sustain by reason of the Principal's failure to comply with the terms and conditions of said Contract, then this obligation shall be null and void, otherwise it shall remain in full force and effect.

PROVIDED, HOWEVER, that:

1. The term of this bond is for the period commencing 9/17/12 and expiring on 9/17/13 , unless released by the Obligee prior thereto. However, the term of this bond may be renewed for an additional one-year period(s) by the issuance of a Continuation Certificate by the Surety.

2. Neither nonrenewal by the Surety nor failure of the Principal to provide the Obligee with a replacement bond shall constitute default under this bond.

3. In the event the Principal shall be declared by the Obligee to be in default under the Contract, the Obligee shall provide the Surety with a written statement setting forth the particular facts of said default no later than thirty (30) days from the date of said default, which notice shall be sent to the Surety by registered mail to the address in stated in Section 6 below.

4. The Surety will have the right and opportunity, at its option, and in its sole discretion, to: a.) cure the default; b.) assume the remainder of the Contract and to perform or sublet same; c.) or to tender to the Obligee funds sufficient to pay the cost of completion less the balance of the Contract price up to an amount not to exceed the penal sum of the bond. In no event shall Surety be liable for fines, penalties, liquidated damages or forfeitures assessed against the Principal.

5. The Obligee's acceptance of this bond and reliance upon it as security constitutes its acknowledgement and agreement as to the terms under which it is offered and issued by the Surety.

6. All notices, demands and correspondence with respect to this bond shall be in writing and addressed to:

The Surety at: 436 Walnut Street WA10F, Philadelphia, PA 19106

The Principal at: 633 W. Wisconsin Ave., Milwaukee, WI, 53203

The Obligee at: 93 Highland Avenue, Somerville, MA, 02143

SIGNED, SEALED AND DATED this 17th day of September , 2012 .

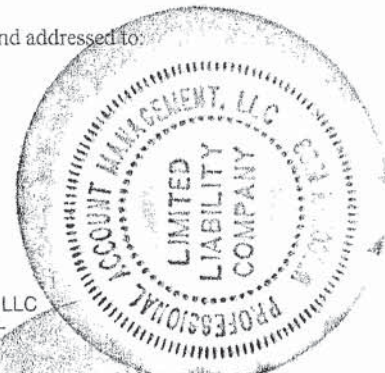Principal: PROFESSIONAL ACCOUNT MANAGEMENT, LLC

By: _____

Title: CEO

Surety: WESTCHESTER FIRE INSURANCE COMPANY

By: _____ , Attorney-In-Fact

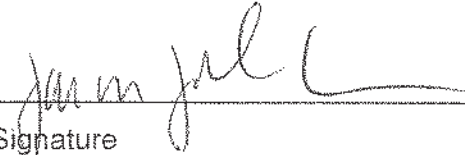Susan A. Welsh

CITY OF SOMERVILLE, MASSACHUSETTS

Joseph A. Curtatone
MAYOR

Vendor Certification

The vendor certifies that it has provided the City of Somerville with an accurate tax identification number (TIN). In the event that the City is fined by the IRS for an incorrect TIN provided by the vendor, the vendor agrees to reimburse the City for the amount of the fine.

████████████

TIN

_____
Signature

Jason R Johnston
_____
Printed Name of Person signing

Professional Account Management, LLC
a Division of Duncan Solutions, Inc
_____
Company

September 18, 2012
_____
Date