

**AGREEMENT FOR PROJECT SERVICES
BETWEEN THE CITY OF REDONDO BEACH
AND TURBO DATA SYSTEMS INC.**

THIS AGREEMENT FOR PROJECT SERVICES (this "Agreement") is made between the City of Redondo Beach, a chartered municipal corporation ("City") and TURBO DATA SYSTEMS INC., a California corporation ("Contractor" or "Consultant").

The parties hereby agree as follows:

- A. Description of Project or Scope of Services. The project description or scope of services to be provided by Contractor, and any corresponding responsibilities of City or services required to be performed by City are set forth in Exhibit "A".
- B. Term and Time of Completion. Contractor shall commence and complete the project or services described in Exhibit "A" in accordance with the schedule set forth in Exhibit "B".
- C. Compensation. City agrees to pay Contractor for work performed in accordance with Exhibit "C".
- D. Insurance. Contractor shall adhere to the insurance requirements outlined in Exhibit "D", unless otherwise waived by the City's Risk Manager.

* * * * *

GENERAL PROVISIONS

- 1. Independent Contractor. Contractor acknowledges, represents and warrants that Contractor is not a regular or temporary employee, officer, agent, joint venturer or partner of the City, but rather an independent contractor. This Agreement shall not be construed as a contract of employment. Contractor shall have no rights to any benefits which accrue to City employees unless otherwise expressly provided in this Agreement. Due to the independent contractor relationship created by this Agreement, the City shall not withhold state or federal income taxes, the reporting of which shall be Contractor's sole responsibility.
- 2. Brokers. Contractor acknowledges, represents and warrants that Contractor has not hired, retained or agreed to pay any entity or person any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement.
- 3. City Property. All plans, drawings, reports, calculations, data, specifications, videos, graphics or other materials prepared for or obtained pursuant to this Agreement shall upon request be delivered to the City within a reasonable time,

and the rights thereto shall be deemed assigned to the City. If applicable, Contractor shall prepare check prints upon request. Said plans, drawings, reports, calculations, data, specifications, videos, graphics or other materials shall be specific for the project herein and shall not be used by the City for any other project without Contractor's consent. Notwithstanding the foregoing, Contractor shall not be obligated to assign any proprietary software or data developed by or at the direction of Contractor for Contractor's own use; provided, however, that Contractor shall, pursuant to Paragraph 14 below, indemnify, defend and hold the City harmless from and against any discovery or Public Records Act request seeking the disclosure of any such proprietary software or data.

4. Inspection. If the services set forth in Exhibit "A" shall be performed on City or other public property, the City shall have the right to inspect such work without notice. If such services shall not be performed on City or other public property, the City shall have the right to inspect such work upon reasonable notice. Inspections by the City shall not relieve or minimize the responsibility of Contractor to conduct any inspections Contractor has agreed to perform pursuant to the terms of this Agreement. Contractor shall be solely liable for said inspections performed by Contractor. Contractor shall certify in writing to the City as to the completeness and accuracy of each inspection required to be conducted by Contractor hereunder.
5. Services. The project or services set forth in Exhibit "A" shall be performed to the full satisfaction and approval of the City. In the event that the project or services set forth in Exhibit "A" are itemized by price in Exhibit "C", the City in its sole discretion may, upon notice to Contractor, delete certain items or services set forth in Exhibit "A", in which case there shall be a corresponding reduction in the amount of compensation paid to Contractor. City shall furnish Contractor, to the extent available, with any City standards, details, specifications and regulations applicable to the Project and necessary for the performance of Contractor's services hereunder. Notwithstanding the foregoing, any and all additional data necessary for design shall be the responsibility of Contractor.
6. Records. Contractor, including any of its subcontractors, shall maintain full and complete documents and records, including accounting records, employee time sheets, work papers, and correspondence pertaining to the project or services set forth in Exhibit "A". Contractor, including any of its subcontractors, shall make such documents and records available for City review or audit upon request and reasonable notice, and shall keep such documents and records, for at least four (4) years after Contractor's completion of performance of this Agreement. Copies of all pertinent reports and correspondence shall be furnished to the City for its files.
7. Changes and Extra Work. All changes and/or extra work under this Agreement shall be provided for by a subsequent written amendment executed by City and Contractor.

8. Additional Assistance. If this Agreement requires Contractor to prepare plans and specifications, Contractor shall provide assistance as necessary to resolve any questions regarding such plans and specifications that may arise during the period of advertising for bids, and Contractor shall issue any necessary addenda to the plans and specifications as requested. In the event Contractor is of the opinion that City's requests for addenda and assistance is outside the scope of normal services, the parties shall proceed in accordance with the changes and extra work provisions of this Agreement.
9. Professional Ability. Contractor acknowledges, represents and warrants that Contractor is skilled and able to competently provide the services hereunder, and possesses all professional licenses, certifications, and approvals necessary to engage in its occupation. City has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor shall perform in accordance with generally accepted professional practices and standards of Contractor's profession.
10. Business License. Contractor shall obtain a Redondo Beach Business License before performing any services required under this Agreement. The failure to so obtain such license shall be a material breach of this Agreement and grounds for immediate termination by City; provided, however, that City may waive the business license requirement in writing under unusual circumstances without necessitating any modification of this Agreement to reflect such waiver.
11. Termination Without Default. Notwithstanding any provision herein to the contrary, the City may, in its sole and absolute discretion and without cause, terminate this Agreement at any time prior to completion by Contractor of the project or services hereunder, immediately upon written notice to Contractor. In the event of any such termination, Contractor shall be compensated for: (1) all authorized work satisfactorily performed prior to the effective date of termination; and (2) necessary materials or services of others ordered by Contractor for this Agreement prior to Contractor's receipt of notice of termination, irrespective of whether such materials or services of others have actually been delivered, and further provided that Contractor is not able to cancel such orders. Compensation for Contractor in such event shall be determined by the City in accordance with the percentage of the project or services completed by Contractor; and all of Contractor's finished or unfinished work product through the time of the City's last payment shall be transferred and assigned to the City. In conjunction with any termination of this Agreement, the City may, at its own expense, make copies or extract information from any notes, sketches, computations, drawings, and specifications or other data, whether complete or not.
12. Termination in the Event of Default. Should Contractor fail to perform any of its obligations hereunder, within the time and in the manner provided or otherwise violate any of the terms of this Agreement, the City may immediately terminate this

Agreement by giving written notice of such termination, stating the reasons for such termination. Contractor shall be compensated as provided immediately above, provided, however, there shall be deducted from such amount the amount of damages, if any, sustained by the City by virtue of Contractor's breach of this Agreement.

13. Conflict of Interest. Contractor acknowledges, represents and warrants that Contractor shall avoid all conflicts of interest (as defined under any federal, state or local statute, rule or regulation, or at common law) with respect to this Agreement. Contractor further acknowledges, represents and warrants that Contractor has no business relationship or arrangement of any kind with any City official or employee with respect to this Agreement. Contractor acknowledges that in the event that Contractor shall be found by any judicial or administrative body to have any conflict of interest (as defined above) with respect to this Agreement, all consideration received under this Agreement shall be forfeited and returned to City forthwith. This provision shall survive the termination of this Agreement for one (1) year.
14. Indemnity. To the maximum extent permitted by law, Contractor hereby agrees, at its sole cost and expense, to defend protect, indemnify, and hold harmless the City, its elected and appointed officials, officers, employees, volunteers, attorneys, and agents (collectively "Indemnitees") from and against any and all claims, including, without limitation, claims for bodily injury, death or damage to property, demands, charges, obligations, damages, causes of action, proceedings, suits, losses, stop payment notices, judgments, fines, liens, penalties, liabilities, costs and expenses of every kind and nature whatsoever, in any manner arising out of, incident to, related to, in connection with or arising from any act, failure to act, error or omission of Contractor's performance or work hereunder (including any of its officers, agents, employees, Subcontractors) or its failure to comply with any of its obligations contained in the Agreement, or its failure to comply with any current or prospective law, except for such loss or damage which was caused by the sole negligence or willful misconduct of the City. Contractor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Contractor or Indemnitees. This indemnification obligation shall survive this Agreement and shall not be limited by any term of any insurance policy required under this Agreement.
 - a. Nonwaiver of Rights. Indemnitees do not and shall not waive any rights that they may possess against Contractor because the acceptance by City, or the deposit with City, of any insurance policy or certificate required pursuant to this Agreement.
 - b. Waiver of Right of Subrogation. Contractor, on behalf of itself and all parties claiming under or through it, hereby waives all rights of subrogation and contribution against the Indemnitees.

15. Insurance. Contractor shall comply with the requirements set forth in Exhibit "D". Insurance requirements that are waived by the City's Risk Manager do not require amendments or revisions to this Agreement.
16. Non-Liability of Officials and Employees of the City. No official or employee of the City shall be personally liable for any default or liability under this Agreement.
17. Compliance with Laws. Contractor shall comply with all federal, state and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals, with respect to this Agreement, including without limitation all environmental laws, and employment laws.
18. Non-Discrimination. Contractor shall comply with all applicable federal, state, and local laws, ordinances, regulations, and codes prohibiting discrimination, including but not limited to the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and the California Fair Employment and Housing Act. Contractor shall not discriminate against any employee or applicant for employment on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, military and veteran status, or any other legally protected characteristic. Contractor shall ensure that the evaluation and treatment of its employees and applicants for employment are free from such discrimination and harassment. Contractor shall include a similar non-discrimination provision in all subcontracts related to the performance of this Agreement.
19. Limitations upon Subcontracting and Assignment. Contractor acknowledges that the services which Contractor shall provide under this Agreement are unique, personal services which, except as otherwise provided herein, Contractor shall not assign or sublet to any other party without the prior written approval of City, which approval may be withheld in the City's sole and absolute discretion. In the event that the City, in writing, approves any assignment or subletting of this Agreement or the retention of subcontractors by Contractor, Contractor shall provide to the City upon request copies of each and every subcontract prior to the execution thereof by Contractor and subcontractor. Any attempt by Contractor to assign any or all of its rights under this Agreement without first obtaining the City's prior written consent shall constitute a material default under this Agreement.

The sale, assignment, transfer or other disposition, on a cumulative basis, of twenty-five percent (25%) or more of the ownership interest in Contractor or twenty-five percent (25%) or more the voting control of Contractor (whether Contractor is a corporation, limited liability company, partnership, joint venture or otherwise) shall constitute an assignment for purposes of this Agreement. Further, the involvement of Contractor or its assets in any transaction or series of transactions (by way of merger, sale, acquisition, financing, transfer, leveraged buyout or otherwise), whether or not a formal assignment or hypothecation of this

Agreement or Contractor's assets occurs, which reduces Contractor's assets or net worth by twenty-five percent (25%) or more shall also constitute an assignment for purposes of this Agreement.

20. Subcontractors. Contractor shall provide properly skilled professional and technical personnel to perform any approved subcontracting duties. Contractor shall not engage the services of any person or persons now employed by the City without the prior written approval of City, which approval may be withheld in the City's sole and absolute discretion.
21. Integration. This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof and supersedes any previous oral or written agreement; provided, however, that correspondence or documents exchanged between Contractor and City may be used to assist in the interpretation of the exhibits to this Agreement.
22. Amendment. This Agreement may be amended or modified only by a subsequent written amendment executed by both parties.
23. Conflicting Provisions. In the event of a conflict between the terms and conditions of this Agreement and those of any exhibit or attachment hereto, this Agreement proper shall prevail. In the event of a conflict between the terms and conditions of any two or more exhibits or attachments hereto, those prepared by the City shall prevail over those prepared by Contractor.
24. Non-Exclusivity. Notwithstanding any provision herein to the contrary, the services provided by Contractor hereunder shall be non-exclusive, and City reserves the right to employ other contractors in connection with the project.
25. Exhibits. All exhibits hereto are made a part hereof and incorporated herein by reference; provided, however, that any language in Exhibit "A" which does not pertain to the project description, proposal, or scope of services (as applicable) to be provided by Contractor, or any corresponding responsibilities of City, shall be deemed extraneous to, and not a part of, this Agreement.
26. Time of Essence. Time is of the essence of this Agreement.
27. Confidentiality. To the extent permissible under law, Contractor shall keep confidential its obligations hereunder and the information acquired during the performance of the project or services hereunder.
28. Third Parties. Nothing herein shall be interpreted as creating any rights or benefits in any third parties. For purposes hereof, transferees or assignees as permitted under this Agreement shall not be considered "third parties."

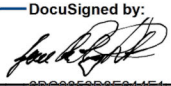
29. Governing Law and Venue. This Agreement shall be construed in accordance with the laws of the State of California without regard to principles of conflicts of law. Venue for any litigation or other action arising hereunder shall reside exclusively in the Superior Court of the County of Los Angeles, Southwest Judicial District.
30. Attorneys' Fees. In the event either party to this Agreement brings any action to enforce or interpret this Agreement, the prevailing party in such action shall be entitled to reasonable attorneys' fees (including expert witness fees) and costs. This provision shall survive the termination of this Agreement.
31. Claims. Any claim by Contractor against City hereunder shall be subject to Government Code §§ 800 *et seq.* The claims presentation provisions of said Act are hereby modified such that the presentation of all claims hereunder to the City shall be waived if not made within six (6) months after accrual of the cause of action.
32. Interpretation. Contractor acknowledges that it has had ample opportunity to seek legal advice with respect to the negotiation of this Agreement. This Agreement shall be interpreted as if drafted by both parties.
33. Warranty. In the event that any product shall be provided to the City as part of this Agreement, Contractor warrants as follows: Contractor possesses good title to the product and the right to transfer the product to City; the product shall be delivered to the City free from any security interest or other lien; the product meets all specifications contained herein; the product shall be free from material defects in materials and workmanship under normal use for a period of one (1) year from the date of delivery; and the product shall be fit for its intended purpose(s). Notwithstanding the foregoing, consumable and maintenance items (such as light bulbs and batteries) shall be warranted for a period of thirty (30) days from the date of delivery. All repairs during the warranty period shall be promptly performed by Contractor, at Contractor's expense, including shipping. Contractor shall not be liable under this warranty for an amount greater than the amount set forth in Exhibit "C" hereto.
34. Severance. Any provision of this Agreement that is found invalid or unenforceable shall be deemed severed and all remaining provisions of this Agreement shall remain enforceable to the fullest extent permitted by law.
35. Authority. City warrants and represents that upon City Council approval, the Mayor of the City of Redondo Beach is duly authorized to enter into and execute this Agreement on behalf of City. The party signing on behalf of Contractor warrants and represents that he or she is duly authorized to enter into and execute this Agreement on behalf of Contractor, and shall be personally liable to City if he or she is not duly authorized to enter into and execute this Agreement on behalf of Contractor.

36. Waiver. The waiver by the City of any breach of any term or provision of this Agreement shall not be construed as a waiver of any subsequent breach.

SIGNATURES FOLLOW ON NEXT PAGE

IN WITNESS WHEREOF, the parties have executed this Agreement in Redondo Beach, California, as of this 5th day of August, 2025.

CITY OF REDONDO BEACH,
a chartered municipal corporation

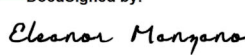
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8BC0853B8F044F1...
James A. Light, Mayor

TURBO DATA SYSTEMS INC.,
a California corporation

Signed by:

A9FB0647AEC24CF...
By: _____
Name: Roberta J. Rosen
Title: President

ATTEST:

DocuSigned by:

72F2AC716C214CF...
Eleanor Manzano, City Clerk

APPROVED:

Signed by:

ABED8CF35EEF48C...
Diane Strickfaden, Risk Manager

APPROVED AS TO FORM:

Signed by:

A5A27AAE40834DE...
Joy A. Ford, City Attorney

EXHIBIT "A"

PROJECT DESCRIPTION AND/OR SCOPE OF SERVICES

CONTRACTOR'S DUTIES

Contractor shall perform the following duties beginning no later than October 1, 2025.

1. Parking Citation Management System. Contractor shall provide the Parking Citation Management System (PCMS), including the following services, to the specifications described in the proposal included herein as Attachment A to this Exhibit "A" and is incorporated herein by this reference. If there are any inconsistencies between the terms contained in Attachment A and this Agreement, this Agreement shall prevail.
 - a. Handheld citation issuance hardware, including Samsung Smartphones and Zebra mobile printers.
 - b. ticketPro Mobile software platform for citation issuance, including advanced license plate reader (LPR), and with integration to the City's parking system vendors including Mackay Meters, ParkMobile, and T2. The City reserves the right to request integration with future parking system vendors. Software shall include real-time meter and permit lookups and history, pay-by-plate/space integration, real-time scofflaw alerts, meter mapping, real-time data sharing across all the City's handheld citation issuance devices, marking/chalking, shared chalks, and GPS/GIS tagging.
 - c. Contractor shall provide warranty, technical support, and live software support for the hardware and software, as outlined in Attachment A. If there are any inconsistencies between the terms contained in Attachment A and this Agreement, this Agreement shall prevail.
 - d. Data entry for manual citations.
 - e. Citation collection services, including delinquent and Franchise Tax Board collections. Customer payment processing shall occur within two (2) business days of receipt.
 - f. pticket.com web-based application portal for customer citation inquiry, payment processing, contesting and adjudication information, and online appeals. The portal shall include City image branding.
 - g. Processing administrative appeals and hearing scheduling services. Contractor shall provide a paperless appeal option through its eAppealsPro web-based service.

- h. Payment plan in support of AB503 legislation for indigent and non-indigent individuals.
 - i. Registered Owner name retrieval, including Out-of-State retrieval. Agency assistance required with ORI number for NLETS.
 - j. DMV registration holds/releases. Agency assistance required with DMV PARC code.
 - k. Toll-free customer service telephone number with Interactive Voice Response (IVR) System providing real-time, detailed citation information, in English and Spanish.
 - l. In addition to IVR, Contractor shall also provide customer service center representatives through the toll-free telephone number available during regular business hours from 8:00 a.m. to 5:00 p.m. Pacific Standard Time (PST) Monday through Friday, in both English and Spanish.
 - m. Custom notices and letters containing all information required by the California Vehicle Code mailed using first-class mail, sent according to the City determined schedule.
 - n. ticketPro Web, cloud-based website portal for City personnel to easily inquire on citation data and analytics, including the turboInsights Dashboard, and reports provided in PDF format.
 - o. Direct support for City personnel and user manuals, including an initial in-person training. City personnel shall receive additional training as-needed through the course of the agreement.
 - p. Technical support for City staff, including email and telephone support between 8:00 a.m. and 5:00 p.m. Pacific Standard Time (PST), Monday through Friday, exclusive of holidays.
2. Parking Permit Management System. Contractor shall provide the Parking Permit Management System, including the following services, to the specifications described in the proposal included herein as Attachment A to this Exhibit "A" and incorporated herein by this reference. If there are any inconsistencies between the terms contained in Attachment A and this Agreement, this Agreement shall prevail.
- a. getaPERMIT cloud-based, self-service, web-based application portal for the public to apply for parking permits, including the ability for the public to upload validation documents. The portal shall also accept credit card payments and include City image branding.

- b. The parking permit management system shall handle multiple permit types, including residential permits, guest permits, zone and district permits, oversized vehicle (i.e. RV) permits, parking lot permits, employee permits, and meter permits. The system shall have the capability of issuing virtual permits if needed.
 - c. The parking permit management system shall handle multiple duration of permits, including annual, semi-annual, monthly, and overnight.
 - d. Parking permit pricing can be tiered or prorated, if needed.
 - e. Permit renewal notifications for customers in advance of permit expiration.
 - f. Permit support call center and email assistance with representatives available from 8:00 a.m. to 5:00 p.m. Pacific Standard Time (PST) Monday through Friday in both English and Spanish.
 - g. City staff shall have administrative access to the web-based parking permit management application.
 - h. getaPERMIT shall provide real-time integration with ticketPro Mobile software platform for parking citations.
3. Network and Security Infrastructure. Contractor shall provide the network and security infrastructure as outlined in Attachment A to this Exhibit "A". If there are any inconsistencies between the terms contained in Attachment A and this Agreement, this Agreement shall prevail.
4. Storage for the City. Contractor agrees to store all electronic data for parking citations and permits on behalf of the City, subject to the City's retention schedule of two (2) years from resolution or expiration. Contractor shall delete any data when once requested by the City to comply with the retention schedule.



Electronically Submitted on 3/31/2025



CONFIDENTIAL INFORMATION DISCLAIMER:

This proposal contains certain confidential and valuable information in the form of ideas, knowledge, concepts, processes, plans, and trade secrets that belong to Turbo Data Systems, Inc. Under the California Public Records Act, this confidential information shall not be disclosed outside the agency. It shall not be duplicated, used, or disclosed in whole or part for any purpose except in the procurement process. Confidential information in this document is noted on each applicable page or image. Severe and irreparable competitive disadvantage in future procurements could result from the release of any confidential information contained in this proposal. Please notify us immediately, in writing, if there is a request to disclose confidential information so that we can participate in any disclosure discussions.



March 31, 2025

Mr. Robert Norman
City of Redondo Beach – Purchasing
415 Diamond St., Door 1
Redondo Beach, CA 90277

RE: RFP # 2425-005 for Parking Citation and Permit Management System

Dear Mr. Norman,

For four decades, Turbo Data Systems (TDS) has set the standard for parking management in California. Our success is based on two things: exceptional service and proven results.

What makes us different? We build solutions that work. Our integrated systems are powerful and simple to use, consistently delivering collection rates between 85% and 95%. We achieve these numbers through a comprehensive approach: CA DMV, NLETS for out-of-state vehicle data, Franchise Tax Board collection services, and ICS collection notices.

Our flagship product, ticketPRO™ Mobile, puts real-time citation issuance/management at your fingertips. The system was developed with input from parking officers across California. The result? A streamlined cloud-based system that integrates seamlessly with our comprehensive getaPERMIT residential permit platform and works together with Genetec and Vigilant ALPR systems for efficient parking enforcement.

You will find our expertise backed by over 150 California municipalities and colleges, most of whom have trusted us for more than 20 years. As a certified small business and 100% woman-owned company in California, we bring a personal touch to everything we do. Our key team members average over two decades of experience each, and they know the California Vehicle Code inside and out.

Don't take our word for it – we encourage you to contact our references. They'll tell you about the level of service that has kept clients with us for decades.

We're ready to bring this same commitment and excellence to Redondo Beach.

This proposal shall be valid for 180 days.

Sincerely,

Roberta J. Rosen
President

**Turbo Data
Systems, Inc.**
*Premier Parking Citation
Processing Solutions*

1551 N Tustin Ave
Suite 950
Santa Ana, CA
92705-8634

T: 714.573.5757
F: 714.573.0101

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

T: 408.971.1238
F: 408.918.0973

www.turbodata.com

Table of Contents

Company Experience.....4

Proposed Team6

Turbo Data Systems ticketPRO™ platform..... 10

Parking Citation Management System PCMS 12

Citation Issuance Hardware and Software TPM 24

Parking Permit Management System PPMS 29

Network and Security Infrastructure..... 35

Implementation Plan 38

Cost Proposal 41

References 48

Company Experience

Turbo Data Systems, Inc. (TDS) is pleased to present a comprehensive and adaptable solution for citation services and the management of parking permits to the City of Redondo Beach. Partnering with a vendor like us ensures that all your needs are met efficiently and effectively, leading to enhanced collections and improved customer service. Our strong reputation for delivering exceptional customer service and advanced technological solutions is something that clients and the community have come to value and anticipate.

List of our diverse products and services:

Full line of Services:	Cloud Services:
• Parking Citation Processing • Admin Citation Processing • Permit Management and Fulfillment • Traffic Citation Processing • Online - Paperless Appeals • Administrative Adjudication Services • Interactive Voice Response System • Internet Credit Card Payments & Info • Notice/Correspondence • Cashiering Systems • Banking Services • Special Delinquent Collections • Franchise Tax Board Collections • CA DMV Interface • NLETS Interface – Out-of-state • Digital Archiving	• ticketPRO™ Web Customer Citation Portal • ticketPRO™ Web Services API • ticketPRO™ nFORCER Parking • ticketPRO™ nFORCER Traffic • ticketPRO™ nFORCER Code • ticketPRO™ Reporter • pticket.COM Public Payments & info • eAppealsPRO Web Contesting • reportNET Digital Online Reports • dmvCOMM DMV Communicator • turboINSIGHTS Dashboard • fieldTRACKER Locate and Monitor • notifyLPR ALPR Integration • getaPERMIT Management Portal • Partner Integrations • Court Integrations • RMS Integrations - RIMS

The distinction between processing agencies will be evident in our customer service, which can be challenging to quantify:

- Is there always a representative available to assist citizens during business hours?
- Are citizens treated with respect when contacting the call center?
- Is the information provided by the system accurate and current?
- Are client requests addressed promptly?
- Are phone calls and emails responded quickly and efficiently?

At TDS, all of these aspects are top priorities. We take our responsibility to represent our clients seriously and strive to uphold the highest service standards.

History

Turbo Data Systems, Inc. (TDS) has been a leading service provider for citation processing in California since 1985. We are a privately held company with two offices and over thirty employees to serve our California clients effectively. Our Corporate headquarters is in Santa Ana, California. Our northern California office, the Office of Parking Violations (OPV), is in San Jose, within walking distance of San Jose City Hall.

TDS is 100% woman-owned and a certified small business in California. It serves over 150 California municipalities and colleges. Our clients have experienced TDS's reliable, flexible, and innovative solutions.

TDS parking customers range in size and issue 500 to 250,000 citations annually. Parking citations are processed according to the California Vehicle Code and local municipal code.

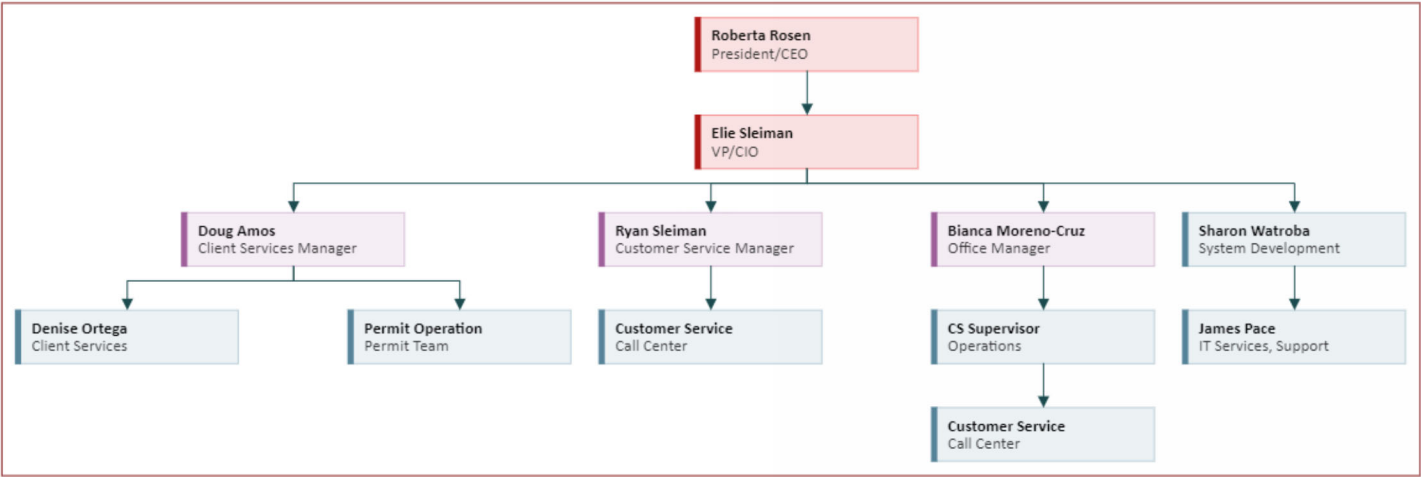
Turbo Data's History Timeline

- 1985 – Turbo Data Systems, Inc. founded.
- 1985 – Roberta J. Rosen was CEO/President of TDS and is still today.
- 1993 – TDS offers adjudication services with notices integrated into the citation system.
- 1996 – TDS adds delinquent collections for parking citations through Innovative Collection Services.
- 1998 – TDS opens a second office in San Jose to service Northern California customers.
- 2001 – Online credit card payments for the public through pticket.com.
- 2003 – Agency Reporting made available online through the TDS Parking Portal.
- 2005 – **ticketPRO™ Mobile** is introduced. Handhelds are fully serviced and supported by TDS.
- 2006 – Franchise Tax Board Collections added as a TDS service.
- 2007 – **eAppeals** Online appeals for the public. Reviews/decisions entered online.
- 2008 – TDS adds Administrative Citation Processing Services and Collections.
- 2010 – **eAppeals** adds cloud-based agency custom review.
- 2012 – NLETS approves TDS to become a strategic partner.
- 2012 – **ticketPRO™ Mobile**: 4G Smartphone, Always-Connected, real-time citation issuance.
- 2015 – Launch of **getaPERMIT** Residential Parking Permit (RPP) Management platform.
- 2016 – e-Citations for moving violation enforcement.
- 2017 – e-Citations for Admin/Code violation enforcement.
- 2018 – Electronic Fare Evasion issuance with **ticketPRO™ Mobile** and nFORCER hardware.
- 2019 – **turboINSIGHTS** Analytics Dashboard Intro
- 2020 – **field TRACKER** Real-time visual mapping of your team in the field.
- 2021 – Racial & Identity Profiling App (RIPA) introduced for Android, iOS and Web.
- 2022 – **ticketPRO™** Parking for iOS.
- 2023 – **turboINSIGHTS** Analytics dashboard platform updated for Parking and RIPA.
- 2023 – **turboINSIGHTS** Analytics dashboard for Permits introduced.
- 2024 – **getaPERMIT** new public portal released.

Proposed Team

Team Organization Chart

Turbo Data Systems, Inc. Corporate Officers and Key Personnel are fully proficient in our services and systems and parking processing requirements in California. Our key staff members average over 20 years of experience in the parking industry.



*Proprietary and Confidential
Do not Distribute*

Project manager for the City of Redondo Beach:

Elie Sleiman
Vice President/Chief Technology Officer

Alternative project manager for the City of Redondo Beach:

Doug Amos
Client Services Manager

Corporate Officers



Roberta J. Rosen
President and Owner
Chief Executive and Liaison

Ms. Roberta Rosen is the President and owner of Turbo Data Systems, Inc., a position she has held since the company's incorporation in 1985. As the chief executive officer of TDS, she plays a pivotal role in managing the company and maintaining communication with client management.

Under Ms. Rosen's direction, the company has expanded its services and technology offerings. Those services include payment processing services, out-of-state collections, Interactive Voice Response System developments and installations, various computer system platform migrations, and the development and implementation of a web-based parking citation information and payment processing system. In addition to the administrative responsibilities of the corporation, she has been responsible for overseeing parking citation processing projects during system conversions and implementations. Major accounts and management experience include the Tri-Cities/Westside Cities Joint Database Project, the addition of the Administrative Adjudication Process to the Parking Citation Collection System, and the addition of a fully staffed processing center in San Jose with a full-service walk-up payment center. Before her work with Turbo Data Systems, Ms. Rosen was in the Information Technology field, working with an international oil drilling and exploration company on their material requisition systems. Ms. Rosen is a Cal State Long Beach graduate where she completed a bachelor's degree in business administration. She has over 30 years of experience providing service and innovative solutions to the corporate environment, municipalities, and universities.



Elie M. Sleiman
Vice President
Chief Technology Officer

Mr. Elie Sleiman is Turbo Data Systems, Inc.'s Vice President and Chief Technology Officer. He graduated from Coleman University, San Diego, in 1981 with a computer science degree. Mr. Sleiman worked for Turbo Data Systems from 1986 through 1991, developing systems still in place today. In November 2002, he rejoined Turbo Data Systems to assist with its ongoing growth and development and has been involved in every aspect of the company, particularly systems and operations.

The development of our most recent technology solutions has been under the direct supervision of Mr. Sleiman. These systems include **getaPERMIT** Permit Management, **ticketPRO™ Mobile** enforcement for Parking, Moving, and Code Enforcement, **turboINSIGHTS** Dashboard Analytics Reporting. In addition to the above systems, Mr. Sleiman is also responsible for partner integration efforts that bring more solutions and options for our customers. He has an extensive information technology and customer service background spanning over 35 years. Before rejoining Turbo Data Systems in 2002, Mr. Sleiman worked with Prudential Real Estate Affiliates in various technical and management capacities. Tasks and projects include MIS management, security and controls, disaster recovery/business continuity planning, customer service, help-desk management, and supporting in-house and field personnel for over 11 years.

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Key Associates



Doug R. Amos

Client Services Manager Primary Liaison

Doug Amos is the Client Services Manager. He serves as the primary liaison for our existing clients and manages the daily service functions of the Santa Ana office.

Mr. Amos' duties include project management, client acquisition and retention, company marketing and systems research, design, and development. He conducts online and onsite training for our **ticketPRO™ Mobile** and **ticketPRO™ WEB** back-office solutions. Client support includes training, customer change requests, Vehicle Code regulations and adherence, Franchise Tax Board services assistance, and new client onboarding. Mr. Amos has significantly contributed to our **eAppealsPRO**, **ticketPRO™ Mobile**, and **getaPERMIT** applications. He annually attends industry-hosted conventions, including CMPA, CACEO, CSFMO, and CPOA. Mr. Amos stays current through parking industry training sessions on DMV, new Legislative Laws, Hearing examiner training, and new technologies for parking enforcement.

Mr. Amos has over 20 years of experience in management, sales, and personnel, including extensive sales and marketing experience. His educational background is in electrical engineering, and he attended Cal State University of Fullerton.



Denise Ortega

Client Services Acquisition and Retention

Denise Ortega is a member of our Client Services team in our Santa Ana office. Her responsibilities are client support, acquisition and retention, company marketing and systems training, and managing Permit Support. She has over 25 years of customer service experience and over 17 years of experience in the parking industry.

Ms. Ortega is experienced in onboarding clients and program implementation, ongoing account management, monitoring contract compliance and renewals, writing bids and proposals, and software application training. She assists with new client presentations and training. She received Hearing Examiner Training at CPPA. She is our DMV liaison and manages and helps with all agency DMV PARC codes. She also handles the Franchise Tax Board annual agency sign-ups, FTB resolutions, and weekly updates to the Franchise Tax Board. In addition, Ms. Ortega handles all client set-up and implementation for our **getaPERMIT** online permit system.

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Ryan Sleiman
Customer Service and Operations Manager

Ryan Sleiman is Turbo Data's Customer Service and Operations Manager. He manages the call center and customer service staff and overseeing operational activities.

Mr. Sleiman's duties include hiring, developing, mentoring, and training staff for the customer service and operations team. Mr. Sleiman is directly involved with customers, supporting data reporting and analytics. Mr. Sleiman's previous experience includes call center management and logistics. He attends industry-related professional training classes and events. He has a bachelor's degree in finance from Chapman University and has been with TDS since 2015.



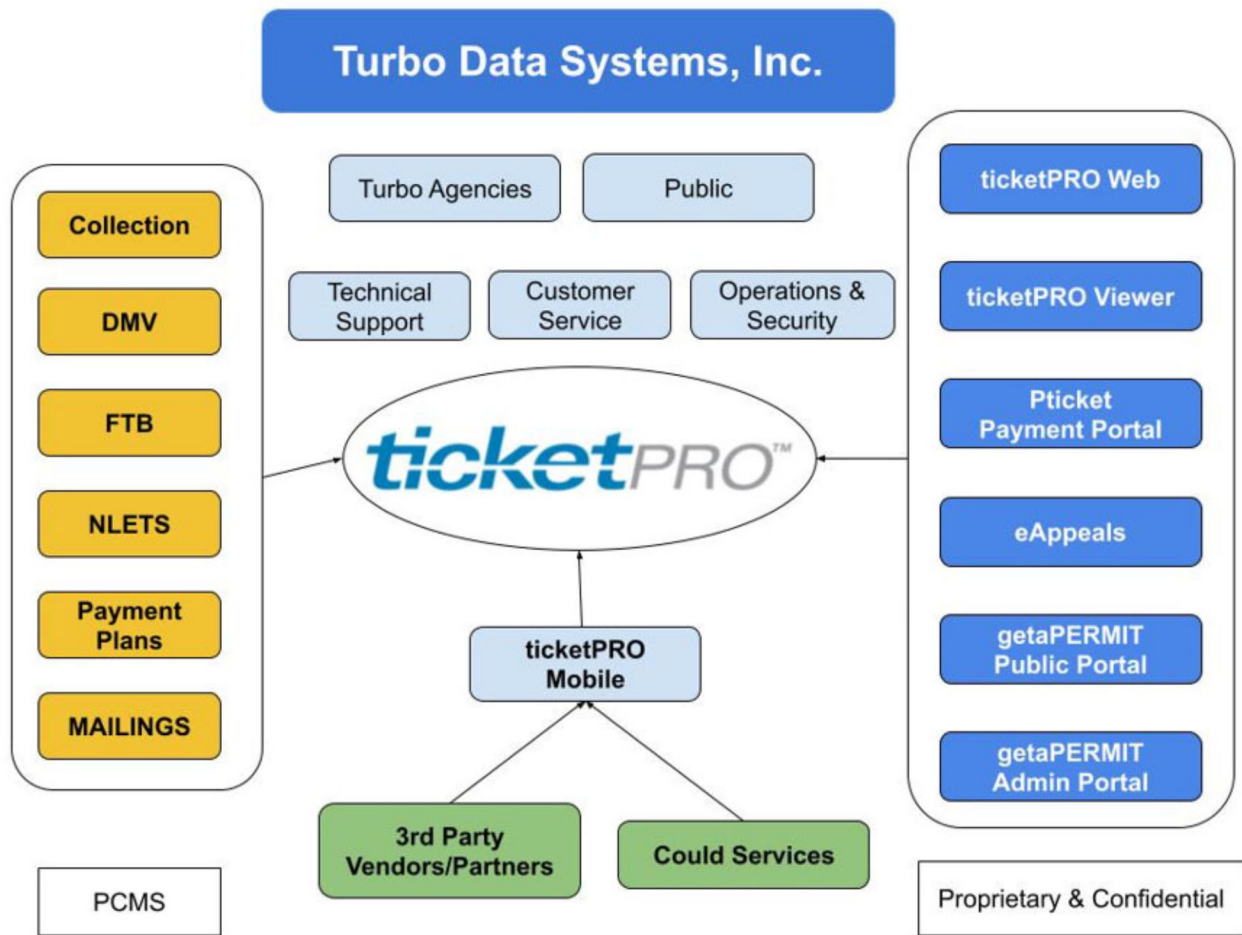
Sharon A. Watroba
Project Manager
Technical Installation Support

Sharon Watroba serves as the project manager for the development group and provides technical and installation support.

Since 1990, she has worked out of our corporate office in Orange County and has maintained and developed technical solutions for the company. Ms. Watroba has put extensive analysis and development effort into keeping the citation system current with the new features and enhancements implemented over the years. Ms. Watroba's roles include Program Maintenance and Development, Database Management, Processing Support, Technical Training and Support, In-House Technical Support, and Server Management.

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Turbo Data Systems ticketPRO™ platform



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Third-Party Vendor Integration

Turbo's ticketPRO™ platform is designed to support numerous industry leaders, offering customers seamless integration for various pay-by-plate, pay-by-space, and other parking transaction lookups and validations. These integrations enable the enforcement team to validate a plate or space in real time. Officers also have the option to access a color-coded list of plates or spaces that indicates which vehicles or spaces have expired or are nearing expiration.

Additionally, our collaboration with leading ALPR vendors, such as **Genetec** and **Vigilant**, allows for an efficient connection between the data collected by the ALPR system and the ticketPRO™ mobile platform. This integration enables officers to issue tickets within seconds of an ALPR-confirmed hit.

Below is a list of our current partners. If the city requires integration with other vendors not mentioned here, we are more than willing to establish new partnerships and facilitate the necessary integrations.

Partners List



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Parking Citation Management System PCMS

Automated Transfer and Upload of Citations

ticketPRO™ Mobile customers enjoy immediately uploading citations as they are written. The app prevents user errors, as all required information must be collected during issuance. Ticket data and photos are transferred immediately after printing. If there is poor connectivity or reception, the app will retain the data until the conditions improve. Efficiency and speed are a big part of the app, allowing ticket issuance in about 15 seconds.

Data Entry from Manual Citations

Manual citations are forwarded to TDS via mail or scan. The agency may send citations via email and/or an FTP drop option. All manual citations are entered within two business days of receipt, and scanned images of manual tickets are linked to each citation record for quick viewing access. TDS encourages agencies to send manual citations daily, if possible, to facilitate easy payment/appeal access for the public. All citation transactions are entered with tight controls to prevent errors.

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

Manual citations not processed due to incorrect or missing information are returned to the city for clarification.

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

TDS scans all manual citations and is easily accessible by the city using our ticketPROWeb and Online Appeals systems.

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

Correspondence Processing

A courier picks up mail weekly from a Post Office Box provided by TDS. The mail is brought to the Santa Ana office, where the payments are immediately processed. All information entered is updated in real-time. All mail received at TDS is sorted by category (payments, correspondence, etc.). Correspondence related to citations is opened and forwarded immediately to the appropriate department for further investigation by staff experienced in identifying and separating contesting information from complaints.

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

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

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

Vehicle Change of Ownership/Rented Vehicles

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

Payment Processing

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

TDS staff do all payment processing in-house. Payment batches are balanced and reconciled at three separate steps of our process. Payments are processed into the system within two (2) business days of receipt. To reduce the number of refunds required to be processed by the Agency's finance department. TDS does not accept duplicate payments or payments attempting to be made toward already closed citations.

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

Unmatched Payments

Our system accepts payments for citations that are not yet in the system. Basic information about the citation is entered into the database with the payment. Upon receipt of the original citation, the basic information entered with the payment is compared for accuracy and merged with the issued citation, and all other data fields are updated.

Depositing of Agency Funds

TDS scans checks and deposits parking funds into the city's bank account or an escrow established by TDS for the City. This method is safe, secure, and efficient. If the city chooses to deposit directly into their account, check scanning hardware and software is provided by the city.

Credit Card Payments

TDS provides a toll-free telephone number for the public to inquire and take credit card payments on citations. Credit Card payments are accepted 24/7. This number is unique to your city. When callers reach this service, customized city agency information is provided. Pre-recorded agency information includes the address for mailing a payment, making internet payments, instructions for contesting a citation, and instructions for correcting equipment violations.

This system also offers options for reaching a customer service representative. The system secures immediate authorization from the processor and updates the citation status immediately. All TDS credit card processing platforms (Web and Phone) are PCI compliant.

For web payments, an email with the payee's unique confirmation number/payment information is generated. The monies collected are processed into a merchant account established by the city. TDS performs daily reconciliations to validate all credit card transactions.

Registered Owner Name Retrieval

TDS has a direct online interface with the California Department of Motor Vehicles (DMV) for retrieving registered owners' names and addresses for California vehicles. Requests for registered owners are submitted to the DMV each business day. Multiple citations issued under one plate or VIN may have different registered owners depending on the issue date of the citation. Most registered owner information is retrieved within 24-48 hours of entering a citation.

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

Also, the whole vehicle identification number (VIN) and the registration expiration date are retrieved during the name retrieval process. This allows for comparing the last four digits of the VIN on the citation with the VIN from the DMV and the registration expiration date on the citation with the registration expiration date at the DMV. These are essential tools to verify that the license plate on the citation was recorded correctly and that the correct violator is pursued.

When a name and address are unavailable from the DMV on the first inquiry, multiple attempts are made until we successfully obtain an R/O or at least nine (9) attempts. Corrections are made when necessary, and the DMV name retrieval process continues. This process has ensured accuracy and increased our DMV Hit and collection rates.

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

Out-of-State Registered Owner Name Retrieval

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

TDS is a strategic partner/member of Nlets (National Law Enforcement Telecommunications System), like CLETS, but on a national basis. Nlets allow electronic access to vehicle information registered by owners in all 50 states. Non-California registered owner names are retrieved quickly and without delay. All specific out-of-state activities (generation of inquiries, sending inquiries, update of citation records with name and address information) are functions of the out-of-state process and happen automatically. We have direct access to the NLETS network via a site-to-site VPN. NLETS require stringent security controls that we must comply with, as well as annual and multi-annual audits.

DMV Registration Holds/Releases

TDS can inquire about/update DMV records and Disabled Placards on demand based on the Agency's request. This eliminates the need for issuing abstracts on closed citations. The DMV is notified each business day to modify the amount due on citations already on DMV hold that receive a partial payment. DMV Status Reports are published monthly for citations placed/released from DMV hold. A report of payments made at the DMV is provided to the Agency for reconciliation.

Custom Notices and Letters

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

TDS provides all notices, letters, and postage and mails them using first-class mail. Parking and Administrative violation notices are sent according to their Agency-determined schedule. All mailings are imprinted with the post-net barcode and FIM markings as requested by USPS. Using the Postal Service National Change of Address (NCOA) database allows TDS to ensure the most rapid and accurate delivery of notices.

This feature allows the new address of respondents who have moved (and filed a notice with the USPS) to be directly printed on the notice form as it is mailed, eliminating the time delay usually encountered by the mail piece going to the old address, getting a forwarding sticker, and then going to the new address.

Mail returned as undeliverable is tracked and identified as returned mail on the inquiry screen. All notices contain information required by the California Vehicle Code or Agency Municipal Code.

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

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

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

Client Online Access – *ticketPRO™ Web*

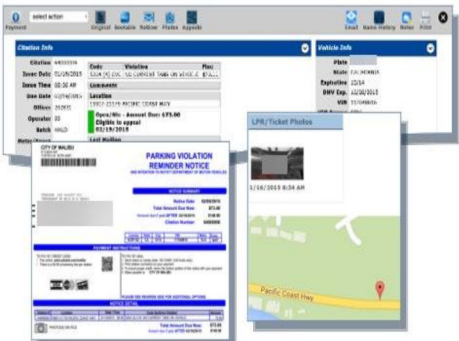
Cloud-based access is available to the city 24/7 using a web browser and a secure Internet Connection. Real-time access offers our clients the most current database information. All transactions, such as citation records, payments, dismissals, administrative adjudication information, notes, registered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

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

City personnel can easily inquire about and update citation information using a single interface. Authorized staff can complete dismissals, administrative holds, payments, extensions, and fine reductions. All access is granted using role-based security controls (RBAC). For audit tracking, each transaction is stored with the ID of the person entering the transaction. Dismissals, administrative holds, and payments can be entered with a prior received date. Partial payments and write-offs can also be entered through this system.

Our citation details screen includes all relevant information on each citation.	
• Citation Date/Time • Violations and Fines • Location of Violation • Current Status • Vehicle Information • Notices Mailed and Dates • DMV Vehicle Make	• DMV Registration Expiration • DMV Registered Owner Name/Address • Responsible Party Name/Address • Contesting Dates and Results • Payment and Collections History • DMV Vehicle VIN

The citation details screen contains all pertinent information on each citation:



Online Access to the public - pticket.com

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

- Citation information
- Adjudication information
- Contesting information
- Pay single or multiple citations.
- Printable Forms
- View Photos

Citizens accessing the www.pticket.com website will find only specific information related to City of Redondo Beach citations. No other agency data will be displayed. City of Redondo Beach agency graphics (logos, banners, etc.) are used to compliment the agency website or identity. It includes web pages with content unique to the Agency. These pages are customized to reflect the desired information about your parking and administrative citation program. - contesting, payment options, forms, etc.

Select Language ▼

pticket.com

More To See
redondo
BEACH

Find, Pay or Appeal Your Citation for:
REDONDO BEACH PARKING

Citation number:

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

VISA MasterCard DISCOVER

Search

MORE INFORMATION

- Other Methods of payment
- How to contest
- Payment Plan Information
- Correctable violations
- Printable forms
- Franchise Tax Board Intercept Program

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Data security is provided using the highest industry SSL encryption. **pticket.com** is PCI compliant. To redirect the public, an address link can be placed on the City's website.

Online Appeals: Through the pticket.com website, we provide an integrated online appeals process that is entirely paperless. The system is dynamic in preventing late appeals from being submitted, saving the City time, money, and resources. Once citizens submit their electronic appeals and upload any desired documents, the appeal becomes available for review. A confirmation of each submitted appeal is emailed to the appellant. The citation process is suspended pending review of the appeal, saving considerable processing effort and time. City personnel can review all processed appeals and decisions at any time.

All results and critical dates for initial reviews and hearings are viewable on pticket.com, including the written reasons if the citation is upheld. Result and notification letters are automatically mailed as per CVC 40215's requirement.

Customer Service Center / Processing

TDS Customer Service Representatives are available during regular business hours (8:00 a.m.–5:00 p.m.). TDS employs and trains staff to respond to calls received in English and Spanish. Assistance is available for Administrative Citations, Parking Citations, and Permits. Call center representatives also support the public on permit inquiries via email.

We provide in-house training to all our Customer Service staff, allowing them to provide general information on city policies and procedures and research information to respond accordingly.

In addition, the staff is trained to manage complaints professionally and provide information on all levels of the administrative adjudication process. Where specified information on violations, code compliance, or property inspections is necessary, our representatives will refer callers to the appropriate city department number and office location.

TDS can enter 'Notes' on a citation record or permit account when calls are taken that provide specific information helpful for future reference. The city and TDS staff can view and print all entered 'Notes'.

Supervisors within the Customer Service Department can monitor all calls received. This is helpful not only for training purposes but also for support should the call be escalated.

Interactive Voice Response Systems (IVR)

TDS's interactive Voice Response system (IVR) provides real-time, detailed citation information linked to the Agency's database. Each caller has the option of hearing the information in English or Spanish. The IVR allows parking citation recipients 24/7 access (with a brief interval of maintenance occurring between 12:00 midnight and 1:00 a.m.). The public can inquire by citation or license plate number and obtain the issue date, citation number, delinquent date, and amount due on all open citations.

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

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

Options for reaching a Customer Service Representative are also available through this system during business hours.

Staff Support

TDS provides in-house staffing for all aspects of parking citation processing during regular business hours. The city's contract administrator and all designated city staff are provided with direct phone numbers and emails for all key contacts.

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

Initial training is provided for all systems to be used. Throughout the contract term, the city receives additional training as requested.

Technical Support

TDS provides City staff with telephone support between 8:00 am and 5:00 pm Pacific Standard Time (PST), Monday through Friday, except TDS' holidays. Multiple direct contact numbers for key staff and management are provided. Our staff follows up on client requests to ensure an effective solution is provided promptly. We can conduct remote support sessions with permission to assist or train users when necessary.

Email support is also available during normal hours and monitored by key personnel before and after hours and on weekends. TDS provides special customer service and technical support emails viewed by primary staff and operations to ensure requests are responded to quickly, usually in minutes.

Partial Payments and Returned Checks

A second notice is mailed for bounced checks (adding a returned check charge to the system established by the Agency) and for the balance due on partial payments or payment plans. If no payment is received on these second notices, the system processes the citation through the penalty phase and additional notifications.

Due Date Extensions

The system can accept suspensions or due date extensions when the Agency requests. The city or TDS can enter these upon request.

Payment Plans

TDS has a payment plan to support AB503 legislation. The plan considers indigent and non-indigent individuals. Plan requests will be submitted to the Agency for review/approval/denial.

TDS will mail correspondence of the Agency decision. Payment Plans will support recurring payments, waive fees for the indigent, plan length, and minimum payments due. If a plan defaults prior, the system automatically resumes the citation process (DMV, Collections, etc.). TDS provides required city-specific online information or city links for AB503 indigent payment plans on pticket.com.

Processing of Administrative Review Requests

Our Administrative Appeals process was designed to save our clients significant time. It relieves the staff of the day-to-day clerical tasks associated with the process and provides an organized, efficient, and professional way to process their appeals.

TDS's administrative Appeals processing tracks relevant dates, automatically interfaces with and updates the citation system, provides adjudication status on our IVR (automated telephone system) and pticket.com (public website), and mails all notifications. We also schedule hearings and mail all required hearing notifications.

Benefits of Using TDS' Adjudication Services

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

This service has proven successful because appeal information is easily accessible in the parking citation database. The system tracks all adjudication activities in real-time; therefore, they are available to the public 24/7 online and by telephone.

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

The process starts with TDS entering all mailed-in Initial Review requests into the system. Citation activities are stopped at this point from progressing further in the citation process (no notices, etc.). The Agency determines the disposition of each contested citation. A decision code corresponding to a brief description of the reason that will appear in the result letter is selected. The reviewer can edit decision codes or enter custom decisions from scratch. Once saved, the system automatically activates the citation and sends a result letter with information about the decision and the amount due.

The adjudication system's reporting includes a monthly report on Outstanding Administrative Reviews and the Administrative Adjudication Services report, which provides a summary of the adjudication activities for the month.

Hearing Scheduling Services

Payment of the citation fine is required at the time of hearing entry. In the case of indigence, the system allows an override to accept the hearing request without payment of the fine. Hearing information and documentation is prepared in advance of the hearings.

In-person and telephone hearing requests receive a hearing date notification letter with detailed instructions for the scheduled hearing. If requested, the appellant is allowed one rescheduling. Once the hearing is rescheduled, a new hearing date notification letter is mailed with the new date and time.

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

Hearing Officer Coordination

TDS coordinates with the Agency on hearing location, dates, and times for parking citation hearings. Hearings are scheduled within the guidelines of California Vehicle Code 40215 and the Agency's municipal code.

The hearing examiner receives a packet containing a cover sheet and all documentation required for each hearing. The hearing examiner records the decision for each hearing. The Hearing Officer selects from a hearing disposition code list and enters the results electronically. TDS mails result letters and files any required documentation. Hearing examiners can benefit from using the latest eAppeals application, which provides access to first and second-level detailed information and photos in one single interface.

TDS staff ensure that both the Hearing Officer and a room are available three (3) weeks before scheduling hearings and before mailing Hearing Notification Letters to the citizens. Hearing information and documentation are prepared in advance of the hearings. TDS will notify the agency and Hearing Officer of any hearing rescheduling.

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

Hearing Officer

TDS staff coordinates with an independent Hearing Officer (provided by TDS) regarding the dates and times for hearings to be scheduled. All Hearing Officers contracted by TDS have met the requirements for Hearing Officers as outlined in the California Vehicle Code Section 40215.

Court Appeals

Hearing letters that find the contestant liable will provide the time, court address, and phone number where the appellant can file a civil appeal. Upon notification of TDS by the court or agency of an appeal to the court, TDS will promptly provide all required contesting documents to the agency. If the court favors the contestant, TDS will notify the agency of any undeposited parking penalty plus a filing fee for a refund. If a citation is upheld, TDS will continue to pursue any unpaid penalties on behalf of the agency.

The status of court decisions (court requested date; court decision and date) is tracked in the agency's TDS inquiry system.

eAppealsPRO - Online and Scanned Appeals

Through the pticket.com website, we provide a completely paperless integrated online appeals process. The system is dynamic in that it will prevent late appeals from being submitted, saving time, money, and resources. Once they have submitted their electronic appeal and uploaded any desired documents, confirmation of each submitted appeal is emailed to the citizen.

The citation process is suspended pending review of the appeal, saving considerable processing effort and time. Agency personnel can review all processed appeals and decisions at any time. All results and key dates for initial reviews and hearings are viewable on pticket.com, including the written reasons if the citation is upheld. Result and notification letters are automatically mailed as per the requirement of CVC 40215.

The Agency can review the submitted online appeals through our online review system, including uploaded files and photos. Mailed appeals are scanned and added for an entirely **paperless** appeal review process. The list of prior citations, original citation image (paper ticket), appellant documents, phone notes, and agency notes for all citations issued for the same license can also be viewed.

For our clients that use **ticketPRO™** Mobile handheld ticket writers, citation photos taken are accessible to each online appeal. Notices are automatically stopped at appeal submission and activated when the online

decision is made.

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

Reporting

TDS provides its customers with a dedicated website accessible to authorized personnel. This site offers access to parking-related information and resources that are available 24/7. TDS will provide the Agency with a wide variety of electronic reports. Over 40 standard reports are generated. Custom reports can be created upon request at no additional cost to the Agency. The frequency of reports generated can be on a one-time-only basis, monthly, weekly, or as the Agency desires. Authorized Agency staff are provided with a unique login and password. These reports are provided in PDF format and can be viewed and printed. Reports can be viewed 24/7 and remain online for at least five (5) years.

TDS has created a **turboINSIGHTS** Dashboard to provide analytics and immediate information on statistics and performance measures for officers and the department as a whole. Various areas of focus are available, and more are being added. This is a must-see and must-have tool, and we look forward to demonstrating the various parking and permit reports available.



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Citation Collections Services

Special Collections and Delinquent Follow-Up

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

Parking citation collections do not proceed until after citations have been through the DMV hold process or cannot be held at the California DMV. This allows the DMV process to collect a maximum before moving to collections. DMV holds last up to 18 months.

While other vendors offer low-percentage collection pricing, they often collect much earlier in the citation timeline or provide little more than another mailed notice or both. TDS uses the highest-quality collection service to get consistently high results. More importantly, we successfully collect more citation revenue before entering special delinquent collections.

Innovative Collection Services

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

Incoming new accounts, payment, and “stop” information transmitted from the citation system are monitored and validated to ensure accuracy. ICS collects citations considered otherwise non-collectable. Violators become responsive when a collection agency becomes involved, resulting in payments that normally remain uncollected.

Franchise Tax Board

TDS also provides collections through the Franchise Tax Board Interagency Offset Program. We comply with all requirements set forth by the FTB for the Interagency Offset Program and provide all the necessary resources so that you do not have to.

For all FTB-qualified citations, TDS:

- Combines all citations by the responsible party into single accounts.
- Retrieves Social Security numbers.
- Mails the pre-intercept notice to each registered owner. No multiple notices are required.
- Process the mailed payments and enter FTB intercept payments.
- Handle all calls from the public.
- The public may also make credit card payments online at pticket.com.

We have provided this service to our customers since 2007, and it has been proven to maximize citation collection rates for all participating agencies. Every agency that has participated in this program has continued to use it every year thereafter. All FTB-qualified accounts that remain unpaid are sent to the FTB to be ready for the submission of State tax returns. The FTB will send all intercepted funds directly to the City. TDS will receive the offset funds electronically, update the system to show the accounts/citations as closed and perform an ongoing reconciliation for the City.

TDS notifies the FTB of any interim payments received and reports them to the FTB so they can close the account on their system.

Citation Issuance Hardware and Software

The hardware required for mobile enforcement will depend on the agency's chosen options. Turbo Data offers top-quality hardware for smartphones and printers, including rugged devices from Samsung and Zebra for the two-piece option. The all-in-one **ticketPRO™** nFORCER device is also available. Verizon, AT&T, and FirstNet connectivity options ensure optimal coverage.

Smartphone • Samsung XCover6 Pro • (L-6.65 x W-3.15 x 0.39 in) Weight-8.29 oz • Display 6.6 inches • Android 12 + with One UI 6 • Storage 128GB • Battery Li-Po 4050 mAh, removable • GPS, Wi-Fi, Bluetooth • 4/5G • Push-to-talk (PTT) button	
Printer • (5.9 in. L x 4.7 in. W x 2.4 in. H) • Weight 1.39lbs/0.63 kgs • Android, Apple iOS • 3250 mAh Battery • IP54 rated • MIL-STD 810G certified • Tolerance of multiple drops from 6.6 ft./2 m to concrete • Simple easy-to-read LCD • Print speed Up to 5 in per second	

Mobile App

The ticketPRO™ Mobile app is designed to work in real-time but also supports offline mode in cases of weak reception or communication. In offline mode, the app will create and print tickets, including images. Communication with the server will be delayed until communication has been re-established. This automatic process runs in the background and involves no user intervention. Depending on the signal level, features such as GPS lookup, LPR, and plate search may be disabled with a visual indicator. There is a validation and a handshake process between the device and the server to ensure that pending tickets have been processed.

Technical Support and Response

We understand that the enforcement team needs support and quick response while in the field. To accomplish this, all ticketPRO™ Mobile devices are equipped with Mobile Device Management (MDM) software, which gives the support team immediate access to the device. Many activities can be performed remotely, including device connectivity with the printer, software installation and upgrade, device reset, training, collection of diagnostics information, file transfer, etc.

Furthermore, our app has a built-in support tool that allows the user to send a support email for a specific citation or to report any issues. This email supports sending correction requests by the officer as an alternative to voiding a citation.

Customer service monitors such requests and performs the needed correction to the citation, which triggers an automatic Notice of Correction to be sent.

Hardware Warranty



The Zebra ZQ511 printer comes with a standard two-year warranty covering materials and workmanship defects, beginning on the date of shipment. However, the warranty does not cover batteries or printheads, which are considered consumable. A one-year warranty covers Zebra batteries, and a six-month warranty covers printheads.



Smartphone Warranty: Samsung XCover6 PRO

24 months - Our warranty covers manufacturer defects, motherboard failures, DOA (dead on arrival), software malfunctions, etc.; it does not cover user-inflicted errors, including liquid, impact, sun exposure, etc.

TDS will pay for return shipping. We will inspect the device to determine the nature of the issue and replace it if it qualifies. If not, we will issue a salvage value payment for user-inflicted errors and submit an invoice for the replacement.

ticketPRO™ Mobile

ticketPRO™ Mobile was designed and developed by TDS to provide our customers with the best possible enforcement experience. It focuses on efficiency and error-free processes to ensure a fast and dependable environment. It empowers the enforcement team by giving them real-time current and historical plate and citation information while connecting to integrated cloud-based resources to validate parking payment transactions.

There are various hardware choices to meet the city's needs. A two-piece option with a smartphone and printer or an all-in-one model.

ticketPRO™ Mobile has capabilities never offered before in citation issuance products. The concept is revolutionary and incomparable to other solutions in the parking industry. It is based on a "smart app" design that uses native smartphone technologies and features for both **Android and iOS devices.**

ticketPRO™ Mobile has helped many customers improve their parking operation. Field enforcement staff appreciate all the features that it offers. Over the years, we have observed an increase of 20% in issuance volume for many customers. Below is a brief list of the many features:

notifyLPR -ALPR Integration (Genetec, Vigilant, Tannery Creek, and Quest Solutions)

With one button push, our exclusive notify feature allows the ALPR vehicle to transfer vehicle hit info, **violations**, and photos onto a ticketPRO™ Mobile unit to print the citation. The ALPR vehicles also receive active permit status from our **getaPERMIT** application for real-time virtual and standard parking permit enforcement.

Advanced On-Board LPR - AI

There is no need to type in Plate, State, Make, or Color. Enforcement users snap a photo of the vehicle; an AI analyzes the image and auto-populates the information to start the citation. The app performs seven steps with a single picture snap, saving the officer precious time. We have reduced the time to issue a ticket to 15-20 seconds, depending on the type of violation.

Permit Lookups and History

With TDS' Permit Management, Physical and Virtual parking permits are automatically searched and reported to each ticketPRO™ Mobile device and the mobile ALPR solution.

Live, Always Connected Device

Citation data and photos are transferred to and from all handheld units into our server in real-time. The agency and the public will have immediate access to information and payment. No workstation computer is needed, and no batch process will be required. Furthermore, the public can pay or appeal their citation immediately after issuance. This improves customer service and eliminates the frustration of waiting a few days before someone can pay for their ticket.

Pay-by-plate/space Integration.

It integrates with pay-by-plate and pay-by-space systems, which provide real-time reporting to the officer to determine whether the vehicle paid or added additional time to its parking session. Vendor list below.



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Real-time Scofflaw and VIP Alerts

Scofflaw and VIP alerts notify the issuing officer of five or more previous violations or other vital information, even if updated on the same day. City staff can easily add plates with specific instructions, and the officer will be alerted immediately when the same plate is used.

Real-time Meter and Permit Lookup

Meter and permit information from the agency can be integrated and used during issuance for lookups and validation.

Meter Mapping

By entering or scanning a meter number only, violation and location are automatically filled in, saving issuance time.

Real-time Data Sharing to All Units

All units can share citation data information, even if issued within minutes by another handheld.

Sticky Fields

The user can easily set the Location, Violation, and Comment to remain for the following issued citation. This is ideal for Street Sweeping enforcement.

Ticket History, Retention, and Lookup

The system allows for automatic notification if a ticket is about to be issued to a plate previously cited or warned. The information from the previous ticket is used to populate the current ticket information.

Marking/Chalking

The software tracks vehicles by time, zone, location, or photo. Chalk alerts and Maps show expired vehicles and locations.

Shared Chalks

Enforcement staff can retrieve chalk records from other units on the same day to allow for continuous enforcement when shifts and staff changes occur.

Live Software Support to Each Device

Our infrastructure allows us to interact remotely with each device. This is used for training and troubleshooting, even while in the field. Our support staff also performs software upgrades remotely.

Issuing tickets and Warnings

Officers can issue warnings and tickets for different violations simultaneously, saving time and providing a public service for citizens.

GPS/GIS

Citations are automatically geo-tagged and mapped on ticketPRO™ Viewer and *turboINSIGHTS* for Agency access.

Scofflaw Report

A scofflaw file and a scofflaw report are generated each day. The file contains the most current habitual offenders and is used by ticketPRO™ Mobile and ALPR vehicles. The reports are updated daily for manual use. Taking advantage of multi-agency contracts, TDS can provide a combined scofflaw list.

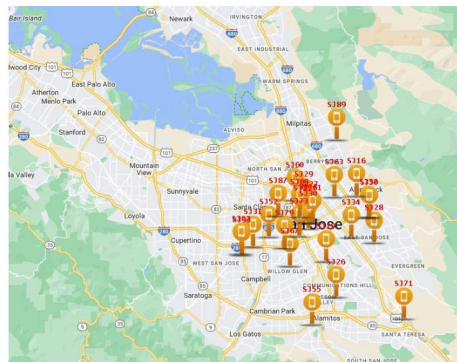
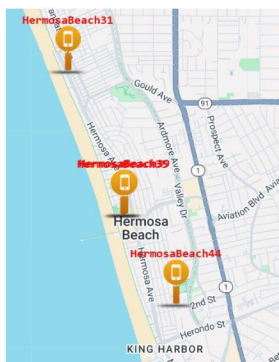
TDS also provides a detailed scofflaw report containing vehicle location information, which includes all license plates with five or more delinquent parking violations.

Tow Agency Notifications

Email notifications with maps, photos, issued citations, and amounts due can be sent directly to a designated tow company or police department contact.

Visual Reporting/ Mapping

fieldTRACKER is a workforce activity tool showing live devices and issuance activities with options to filter by officer and devices. Historical information is available for a specific date, along with login/logout, count of tickets, and locations. A playback feature is also available to show and analyze office routes.



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Support Features

Our support offering includes constantly monitoring device vital information such as storage, battery, memory, and other resources. Our support team can instantly connect to any device in the field to provide training, troubleshoot, or perform software updates. Our solution offers an always-connected device independent of the City's network.

Call or email directly from the device:

- Remote Control/ In-field Support
- Unattended Software Development & Upgrades
- Quick & Easy Recovery
- Hot Swap Program to Ensure Continuous Operation
- Phone/ Email Support
- Proactive Notifications from Device to Support Team



Email support is also available during regular hours and monitored by key personnel.

Parking Permit Management System



TDS offers a comprehensive residential permit solution that is comprised of a self-service web application accessible to the public and city staff. This is a very customizable solution that supports city-specific content, information, and activities. The public can register for a new portal account, which can be used to view profiles, applications, history, and vehicles, obtain guest permits, and pay online. The system allows permit renewal by letter generation and mailing or electronic notification. TDS can assist the city with creating email campaigns to improve customer service and communication. It is a complete solution with flexibility to help the city address its parking permit needs and provide convenience to the public.

getaPERMIT is a cloud-based solution that simplifies managing and maintaining residential permit issuance and enforcement while adhering to city policies and ordinances. Required documents can be collected during the registration and application process and digitally viewed and maintained by the city and/or TDS during the verification process.

The permit management system is scalable and is designed to handle multiple permit types:

- Multiple physical permits and multiple combinations (bumper sticker, decal, hangtag)
- Virtual Permits - use vehicle license plate
- Guest permits
- Overnight permits
- Multiple residential zones/ districts
- Annual residential permits
- Business parking permits
- Lot Permits
- RV permits
- Yard sale permits
- Discount permits for qualified applicants.

Permit pricing can be tiered-structured or prorated. Special exceptions and discounts can be allowed. Our permit program is customized to fit your needs. Our system will enable TDS and designated city staff to issue and administer permits as needed.

City users will have the option of waiving permit costs and override permit limits.

Tier pricing example:

Agency-A allows four residential permits per household.

The first two permits are charged \$50. Permit 3 is \$100, and Permit 4 is charged at \$200.

Prorate pricing example:

Agency-B residential permits are priced at \$100 at the beginning of each year.

They are reduced by \$25 each quarter; for example, the residential permit price is reduced to \$50 from July to September.

Our system will allow TDS and designated city staff to issue and administer permits as needed. Our permit program services both online and manual permit processing.

TDS Permit Services

Manual processing of mailed-in (TDS) and over-the-counter (City) applications includes:

- Mail retrieval daily by TDS
- Opening and sorting of incoming documents
- Data entry by TDS
- Revenue collection and daily payment reconciliation
- Review of account and permit documents
- Notifications by email of approval or rejection
- Permit validation
- Fulfillment mailing for permit decals and hangtags.

New Account Process

An applicant will visit the URL assigned to the specific city to register for a new account and upload the required documents to establish the account.

New Permit Application

After registering for a new account, the applicant would order the necessary permit and upload any required documents for the vehicle (usually the vehicle registration).

Document Validation

Depending on the city's choice, both TDS and the city can verify the required documents. Account holders will be notified when their account and application(s) are approved so they can sign back in to pay for the requested permit(s). Rejected accounts and applications will also result in email notification notifying the account holder of further actions or corrections needed.

Mailed-In Applications

Applicants also have the option to mail in their account and permit application along with the required documents. TDS will create an account, order the requested permits, and notify the account holder when to log in and pay for permits when payment is required.

All mailed-in, online, and over-the-counter submitted applications and documents will be available for viewing and managing via a single interface.

Permit Support (Call Center and Email Assistance)

TDS Customer Service Representatives are available Monday through Friday from 8 a.m. to 5 p.m., excluding holidays. We provide in-house training to all our Customer Service staff, allowing them to provide accounts, applications, or permit information. The staff are also trained to handle complaints professionally. TDS can enter "Notes" as calls are taken in instances where specific information will be helpful for future reference. All "Notes" entered can be viewed and printed by the city and TDS staff.

Here are just a few of the many getaPERMIT features:

Permit Renewal

Account holders are notified in advance via email or letter to renew permits that are about to expire. A button is available to guide the user through the process.

The system allows for permit renewal by letter generation, mailing, or electronic notification. TDS can assist the city with creating email campaigns to improve customer service and communication. It is a complete solution with flexibility to help the city address its parking permit needs and provide convenience to the public.

Status Notification

Account holders are notified when their account and application have been approved and if they need to sign back in to pay for the permit. Rejected accounts and applications also result in an email notification notifying the applicant of further actions or corrections.

getaPERMIT websites offer many features to help first-time and return visitors quickly navigate and access the site. Each page can have a custom contest to better communicate instructions, announcements, and policies to visitors. This part is a focal point during the planning and implementation and can be changed anytime.

Website Branding

Our permit solution supports image branding features to ensure visitors have reached the correct website. The URL link would be set as oc.getapermit.net, and customized graphics would be used.

Multi-lingual Support

The getaPERMIT website supports multi-lingual translations to help non-English speaking citizens or visitors.

Public Online "Self-Help" Access

The public will access their account profile in the permit portal to add/remove vehicles, order permits, check the status of previous orders, change their account password, delete or resume pending applications, view their account, and pay for their permits.

The getaPERMIT website will accept Visa, MasterCard, or Discover payments. Our permit solution does not hold cardholder data, store, save, or process payments on our servers. It uses a hosted payment system managed by a PCI-compliant merchant/processor. The getaPERMIT website can display descriptions/FAQs related to the permit program, provide forms and instructions for a manual permit application, and provide a link to the city website.

City Staff Users

City users have much more access than the public does. Depending on their role, city users can void permits, change/update the account name, phone number, and email address, add or remove addresses from the database, make an account active/inactive, replace permits, waive permit costs, over-ride the permit limitation, email the account holder using the portal (the email gets saved in notes), add notes to the account and run/save/print reports, and accept credit card, check and cash payments for the permits.

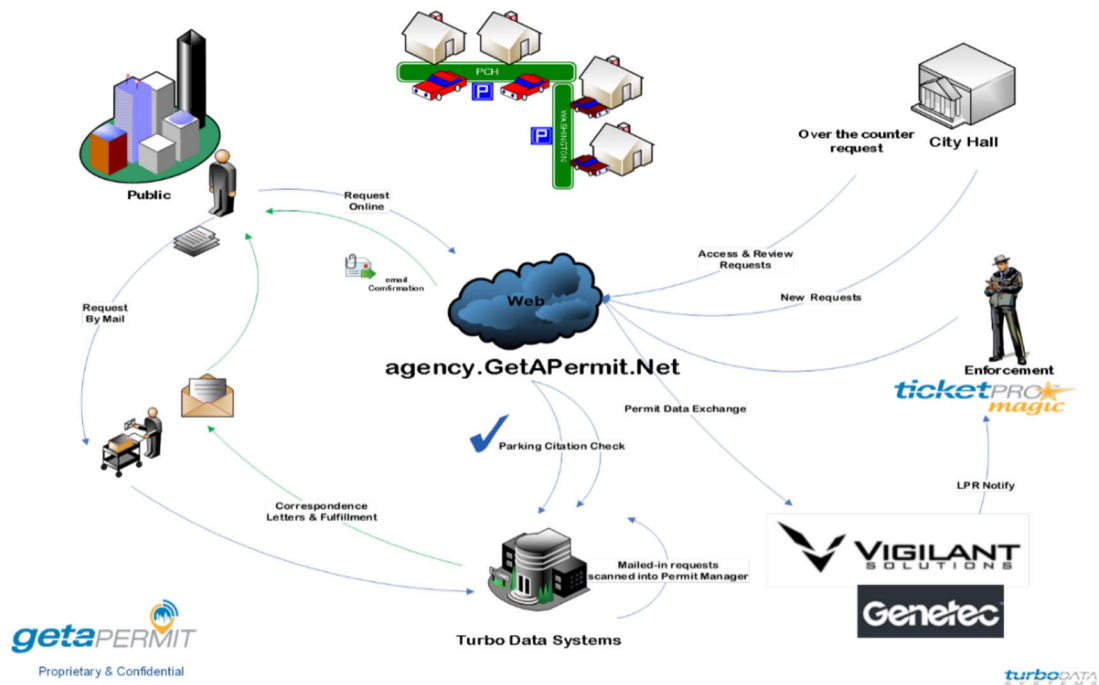
Vehicle Changes/ Permit Replacement

getaPERMIT allows permits to be replaced at a cost or to have the fee waived if the permit is lost or stolen. Permits can also be replaced or transferred to a different vehicle.

Real-Time Enforcement

The TDS permit management system was designed to interface directly with the ticketPRO™ mobile solution to provide real-time information on parking permits. Officers in the field will be able to check permit status and receive pertinent information regarding annual, monthly, and daily permits, including virtual permits, even on the same day. ticketPRO™ can search for virtual permits by permit number and plate.

getaPERMIT integrates with LPR systems by providing current permit information such as type, status, lost, stolen, temporary, etc. TDS has partnered with an LPR solution provider to provide streamlined enforcement.



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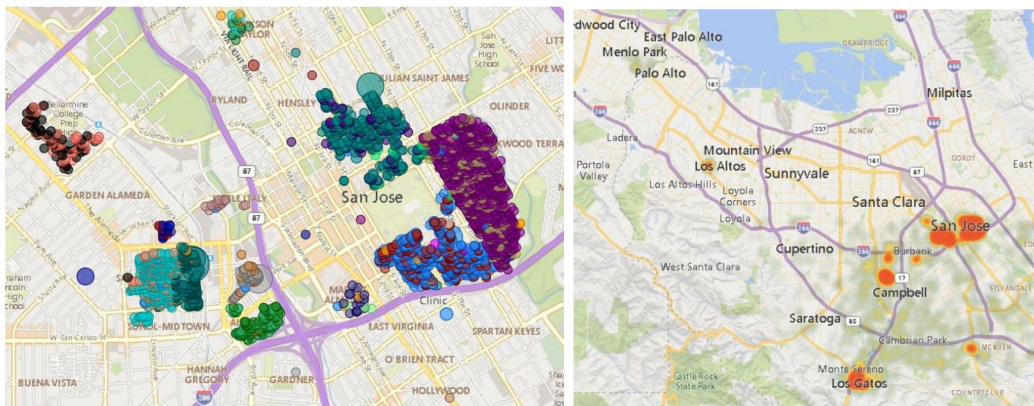
Unpaid Citation Notification (checkCITATION)

getaPERMIT supports the option to interface with the citation database and reports on outstanding citations. This can prevent the purchase/renewal of a permit once the outstanding citations are paid. Visitors will be redirected to the payment website and then returned to the permit page to continue their purchase. This is also available for city staff with options to override if necessary. Any such action will require a note for future audits.

Reporting

TDS will provide daily reporting showing the dollar amounts collected and deposited daily. Detail and management summary reporting will be provided online. Monthly reporting will show the number of permits applied for, the number of pending permits, and the number of permits issued. Financial and statistical reports will be customized as needed. Management reports will identify account types and permit activities. Using the admin portal, users can easily report on many types of information, such as account types, account status, permit type, and status. Predefined pages will automatically filter additional data and allow manual filtering as well. For example, filters are available for account information such as type, status, and city zone. For permits, type, status, and city zone are available. Other filters or search criteria can be added.

TDS permits' turboINSIGHTS Dashboard is available and focused on statistical and analytical information. We also offer GIS-based reporting, including heat, bubble, and other mapping options, to help visually identify city permit information. The dashboard provides filters to support account, permit, and status.



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One of the many things that sets us apart from other vendors is that TDS does not outsource Permit Management to a third party. Our getaPERMIT system simplifies permit issuance, management, and maintenance while adhering to city policies and ordinances.

We have successfully transferred many customers to getaPERMIT. TDS will work with the city to review existing data in the current permit operation and extract relevant data such as addresses and zones. We will

handle the import process and ensure all pertinent data is transitioned.

Our permit program will be customized to fit the city's needs. Depending on the city's needs, both TDS and the city can verify required documents (proof of residence verification, vehicle license information, etc.), perform data entry, perform maintenance functions, fulfill permits, and send all necessary mailings.

Account holders are notified when their account and application have been approved and if they need to sign back in to pay for the permit. Rejected accounts and applications also result in an email notification notifying the applicant of further actions or corrections.

All mailed-in, online, over-the-counter submitted applications and documents are available for viewing and managing via a single interface.

SMS opt-in Notification Options

SMS opt-in will be available via the public portal during the account registration. The account holder can change their preference from their profile/account settings later.

Network and Security Infrastructure

Turbo Data Systems operates its servers from a secure data center, ensuring all applications are accessible via a browser-based interface. All necessary components to support applications, APIs for mobile apps, and vendor integrations are hosted within a private cloud environment, eliminating the need for on-premises servers or hardware.

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

Agency staff access to our systems requires a unique username and password combination. This access is governed by rules associated with each user's access level within the applications. Role-based access control (RBAC) assigns various roles/permissions. Agency-designated personnel submit requests for new access. All requests are logged and tracked internally. On-demand reports are available to show users' access, roles, and applications.

IT and security personnel prioritize all efforts to maintain security, protect data, and maintain compliance. This includes hardening endpoints and following best practices using reputable hardware and software solutions. Security updates and patches are deployed regularly.

Data Backup

System backups occur daily and hourly, depending on the critical nature of the data. Additionally, real-time site-to-site replication is scheduled, offering more assurance of protecting critical data. Replication can be set up at three different locations between SOCAL and NOCAL. Backups are scheduled to run automatically, with failed backup alerts sent to IT operations for review and corrections.

Payment PCI /Security| Multiple merchants | Daily recon

Turbo Data hosts and manages the public payment portal. Each agency is assigned a merchant number for accurate reporting, isolation, and daily reconciliation. Our e-commerce websites undergo monthly intrusion detection and prevention (IDS/IPS) tests to ensure that our firewall and web servers adhere to the Payment Card Industry Data Security Standard (PCI DSS). We also conduct penetration (PEN) testing to validate further and remedy any reported items. We do not capture or process credit card information on our sites. The payment process redirects the visitor to a hosted payment page managed by the credit card merchant. Upon completion of the payment, the hosted page redirects back to the payment site, where we log the activity and update the record status.

TDS' network and security infrastructure provides secure access to all systems, including Agency access to the TDS-hosted applications, public access, and web services to support mobile and integrations. A high-speed, redundant Internet and power ensure availability and accessibility at all times.

Redundant firewalls and network switches provide automatic failover in case of hardware failure and Internet link failover in case of circuit failure. Primary access is provided via a Data Center that offers dependable and highly secure Managed Internet service.

Critical servers are hosted in a Colo-Data center, which provides the following benefits:

- SD-WAN, Fiber, Ethernet & Wireless
- Cutting Edge Infrastructure
- Fully Redundant, Data Grade Power
- Physical and Network Security
- PCI Compliant & SSAE18

Our Santa Ana corporate office also hosts a redundant server and network to enhance business operation and availability.

TDS takes every measure and precaution to ensure the data is managed and appropriately protected. We incorporate high-industry-standard security with SHA256 and RSA data encryption for all our web servers and online systems. Our managed firewalls employ an Intrusion Detection Service (IDS) and an Intrusion Prevention Service (IPS) that continuously updates and refreshes new signatures and threats.

TDS staff and remote customers must connect via an SSL-Virtual Private Network (VPN) with two-factor (2FA) authentication for remote access control and support.

TDS has a fully virtualized infrastructure. We have eliminated our physical server footprint and implemented the latest optimized virtual environment. We have also invested in multi-site SAN technology that provides scalable storage, high performance, and site-to-site replication to protect our critical servers, data, and backups.

Email & Endpoint Security

TDS employs a third-party solution/service that filters out spam, Spyware, and viruses and stores and forwards email in case of failure or network outages. This ensures that emails sent to our clients are spam—and virus-free. All systems, including desktops, Laptops, and servers within our network, have managed endpoint software tools to protect against files, systems, viruses, and ransom attacks. A security operation center (SOC) manages and updates protection policies with 24x7x365 reporting, alerting, and monitoring.

Systems and Network Services

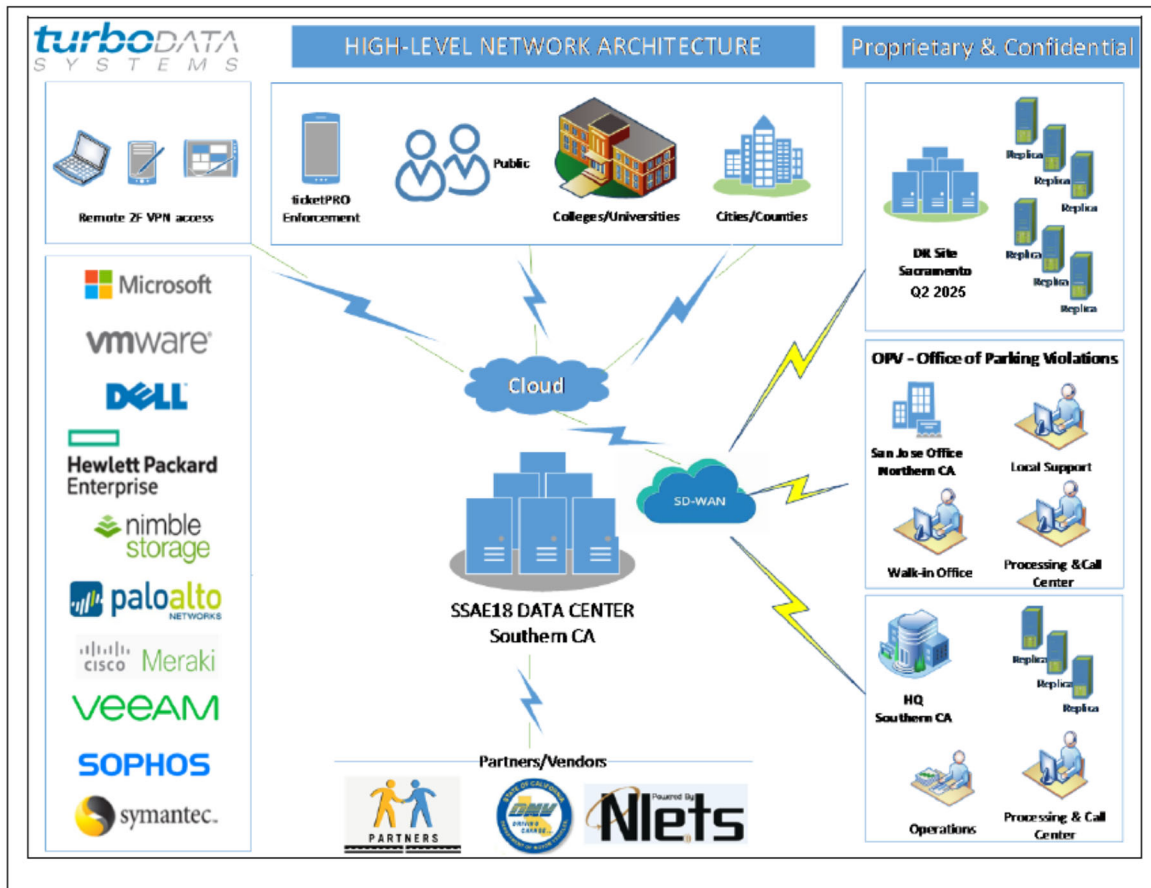
Our core network services are in an SSAE18 Colo-Data center. This is a highly secure off-site facility designed to withstand major disasters. Our equipment is housed in a controlled environment, which provides a complete physical access lockdown.

Furthermore, the redundant power generators, HVAC, and Internet backup guarantee continuous system operation, data safety, and integrity. Facility access requires a physical checkpoint and a bio-scan to enter the server/equipment space. TDS's systems are locked in an unshared space, making external access impossible. Video surveillance cameras are available throughout the facility.

Office Security (Santa Ana & San Jose)

Access cards secure TDS's offices at the building level, allowing entrance only to specific individuals outside of regular business hours. Access cards also secure our suites, allowing entrance only at permissible hours. An intercom system grants access to vendors and visitors after identification by company staff.

Access cards secure the data center, allowing access only to specific individuals. All entries are logged and reviewed regularly. Our suite is also secured by a monitoring service that detects entry and motion during off-hours. Surveillance cameras are throughout the facility, with 24-hour recording and monitoring capability.



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Implementation Plan

TDS has extensive experience with data conversions. We have been extremely successful in bringing in data from your current vendor for multiple projects. We take all measures necessary to allow for a smooth and simple transition for the city. Managing the scope of a project like this is based on our Implementation Plan, which is outlined below. We have managed many projects like this, including conversions from your current vendor. Our team is very experienced with these projects.

TURBO DATA SYSTEMS, INC. IMPLEMENTATION PLAN	
System Service	Calendar Days to Completion
CITATION MANAGEMENT SYSTEM (PCMS)	30-45 Days to go Live
HANDHELD CITATION ISSUANCE SYSTEM (TPM)	30-45 Days
PERMIT MANAGEMENT SYSTEM (PPMS)	30-45 Days to go live

PARKING CITATION MANAGEMENT SYSTEM (PCMS) IMPLEMENTATION				
Required Participants	Item	Projected Start Date	Estimated Duration Days	Projected Completion Date
TDS REDONDO BEACH	Sign the Contract and determine Go Live Date	Prior to 5/15/2025	0	Prior to 5/15/2025
TDS REDONDO BEACH	Schedule Kick-off Meeting	Prior to 5/15/2025	1	Prior to 5/15/2025
PCMS Implementation Start Date: May 15, 2025				
TDS REDONDO BEACH	Kick-off Meeting - Introductions, Key Contacts, Project Managers - PCMS Implementation Review - Overview of existing ticketPRO services/software - Review Citation notice, penalty, and collection timeline - Confirm Banking process and access - Set milestones and completion timelines - Confirm all hardware deliverables and criteria for completion	5/15/2025	1	5/15/2025
REDONDO BEACH TDS	Review/Modify/Order manual citations City to order; TDS will assist with proof changes	5/16/2025	40	6/25/2025
REDONDO BEACH DMV TDS	Vendor transition item - City to complete online DMV PARC Code forms - TDS and DMV will assist with PARC transition	5/17/2025	30-45	6/17/2025 To 7/1/2025
REDONDO BEACH PRIOR VENDOR TDS	Vendor transition item - City to obtain Test Citation Data from prior vendor - TDS to provide SFTP drop site for citation data files	5/18/2025	5	5/22/2025
REDONDO BEACH PRIOR VENDOR TDS	Vendor transition items - Confirm processing cutoff dates with prior vendor - Determine cutoff for sending manual/electronic citations to prior vendor - Establish new P.O. Box address for mailed processing	5/20/2025	1	5/20/2025
REDONDO BEACH	Provide violation/ fine schedule to TDS Include penalties, NSF fees, other fees	5/20/2025	5	5/25/2025
REDONDO BEACH	Provide list of back office and front desk/cashier users to TDS TDS will set security role options (enter payments; dismiss/reduce, etc.)	5/20/2025	7	5/27/2025
TDS	Import/test citation data from prior vendor Create test conversion data & develop conversion program	5/23/2025	15	6/7/2025
TDS	- Enter fine schedule, officers, and user roles into ticketPRO - Setup notice scheduling and standard reports - Assign agency call center phone number and payment PO box	5/25/2025	5	5/30/2025
TDS REDONDO BEACH	Review and approve custom notice text	6/3/2025	3	6/6/2025
TDS REDONDO BEACH	Conference Call to review implementation milestones Discuss coordination of administrative hearings	6/4/2025	1	6/4/2025
TDS	Setup online website for payment and information (pticket.com) Test Public online payments (pticket.com) and Phone (IVR) payments	6/5/2025	4	6/9/2025
TDS	ticketPRO Parking Database ready	6/10/2025	1	6/10/2025
TDS	TDS setup phone/IVR and online payment merchant	6/10/2025	7	6/27/2025

TDS REDONDO BEACH	Meeting/Call on Implementation Milestones - Confirm Status: Remote Bank Deposit access - Schedule Date for web training of Agency office/cashier staff - Confirm new Citation stock delivery status	6/11/2025	1	6/11/2025
TDS	- Setup Adjudication controls, processing parameters and users - Setup scheduled jobs for Agency Citation Database	6/12/2025	2	6/13/2025
TDS	Pticket.com and Phone (IVR) ready for processing	6/15/2025	2	6/17/2025
TDS REDONDO BEACH	Training Date for PCMS - Online training is available by department and/or individual - Additional training as needed	6/20/2025	1	6/20/2025
REDONDO BEACH PRIOR VENDOR	Prior Vendor Processing Cutoff - Final complete data files from prior vendor delivered to TDS - Forward all unprocessed vendor items to TDS PO BOX - Prior Vendor removes all Citation records at Franchise Tax Board Collections	6/27/2025 or TBD	1	6/27/2025 or TBD
TDS	Load Converted Data with the final complete data file	6/27/2025	3	6/30/2025
TDS	ticketPRO PCMS ready for parking processing	6/30/2025	1	6/30/2025
TDS	Pticket.com and Phone/IVR activated for public	7/1/2025	1	7/1/2025

HANDHELD CITATION ISSUANCE IMPLEMENTATION (TPM)-ticketPRO Mobile				
Required Participants	Item	Projected Start Date	Estimated Duration Days	Projected Completion Dates
TDS REDONDO BEACH	Sign Contract and determine Go Live Date	Prior to 5/15/2025	0	Prior to 5/15/2025
TDS REDONDO BEACH	Schedule Kick-off Meeting	5/15/2025	0	5/15/2025
TPM Implementation Start Date: May 15, 2025				
TDS REDONDO BEACH	Kick-off Meeting - Introductions, Key Contacts, Project Managers - TPM Implementation Review - Overview of ticketPRO Mobile - ALPR interface (if applicable) - Approve new smartphones/printers and/or All-in-One quantities - Approve TPM accessories - Set milestones and completion timelines	5/15/2025	1	5/15/2025
TDS	Order new TPM hardware (eta based on availability) - Smartphones - Bluetooth Printers - All-in-One nFORCER units - Battery Charging bays/Charging Docks - Additional agency approved accessories	5/16/2025	21 to 28	6/5/2025 to 6/12/2025
TDS	Order new TPM supplies - Citation rolls and envelopes - Generic citation rolls available immediately	5/19/2025	21 to 30	6/5/2025 to 6/15/2025
REDONDO BEACH	Provide Issuance Lists to TDS (excel) - City Streets and Locations - Violation codes descriptions, fines - Time marked/chalked zones; names and durations - Comments used most often - Repeat offender/Escalating fines if applicable	5/22/2025	7	5/29/2025
REDONDO BEACH	Provide issuing officer/3rd party list to TDS Full Name, Badge/ID, Department, Phone/email	5/22/2025	6	5/28/2025
TDS	Install TPM software onto new hardware	6/15/2025	5	6/20/2025
TDS	Deliver citations and envelopes	6/25/2025	1	6/25/2025
TDS REDONDO BEACH	Deliver new TPM hardware to agency	6/25/2025	1	6/25/2025
TDS REDONDO BEACH	Training with PCOs New ticketPRO Mobile feature training	6/25/2025	1	6/25/2025
COMPLETE	TPM implementation complete	6/26/2025	1	6/26/2025

PERMIT MANAGEMENT SYSTEM IMPLEMENTATION (PPMS) - getaPERMIT.net				
Required Participants	Item	Projected Start Date	Estimated Duration Days	Projected Completion Dates
TDS REDONDO BEACH	Sign Contract and determine Go Live Date	Prior to 5/15/2025	0	Prior to 5/15/2025
TDS REDONDO BEACH	Schedule Kick-off Meeting	Prior to 5/15/2025	0	Prior to 5/15/2025
PPMS Implementation Start Date: May 15, 2025				
TDS REDONDO BEACH	Kickoff Meeting Introduce Project Manager and TDS support contacts for PPMS Identify key City contacts to supply permit data and parameters Brief demo of getaPERMIT system access for public and City Confirm required GO LIVE access for Public High level review of Residential and other City permits	5/15/2025	1	5/15/2025
TDS REDONDO BEACH	Permit Meeting with TDS and City contacts review data/parameters needed from City Residential Addresses with zone/district information List of City users for PPMS Detail review and samples of permit types Permit parameters (price, duration, quantity limits, required documents) Permit prorating and/or discounts Replacement/Change fees Existing permit data (accounts, name/addresses, vehicles, permit numbers)	5/16/2025	1	5/16/2025
REDONDO BEACH	Order Permit Supplies for Physical Hangtags/Decals	5/16/2025	30-45	6/20/2025
TDS	Configuration of PPMS Create permit types with parameters Import Address/Zone data Determine City and TDS permit stock inventory Permit inventory stock provided by City to TDS Obtain FAQ permit information from City Setup custom PMS page text for agency	5/17/2025	14	6/2/2025
TDS	PPMS testing and final setup (Residential Permits) Confirm issuance by type, zone, permit sequence Create and confirm permit fulfillment letter design with City Assign payment merchant to agency in PMS	6/3/2025	10	6/13/2025
TDS REDONDO BEACH	PPMS training for agency users	6/20/2025	1	6/20/2025
REDONDO BEACH	Staging/Sandbox PPMS available to City Staff	6/20/2025	10	6/30/2025
REDONDO BEACH	Activate Public Access to PPMS on City website	7/1/2025	1	7/1/2025
PERMITS COMPLETE	PPMS Residential permits ready for public	7/1/2025	0	7/1/2025

Cost Proposal

Parking Processing Management

Fee Per Electronic and Manual Parking Citation Issued	\$0.50 – Electronic \$0.70 - Manual
• Entry of all citations. • Citation dispositions (bounced checks, payments, extensions, etc.) • DMV interface (r/o retrieval and placing and releasing registration holds) • Toll-free telephone number (for public access) • Multi-lingual interactive voice response system (IVR) • Customer services representatives (8 am – 5 PM, Mon - Fri, excluding holidays) • Daily pickup of payments and other documents from a TDS-provided P.O. box. • Scan and remote deposit checks into the agency's bank account. • pticket.com web pages customized for the agency. • Database maintenance and daily system backups. • Secure cloud access for agency staff. • Documentation and training for the use of the TDS-provided online system. • Ongoing client support and training.	
Reminder Notices (Notice of Violation)	\$1.00
This includes all forms, envelopes, return envelopes, and printing. Reminder notices are mailed 21 days after issuance or per the agency's timeline. It also includes first-class postage.	
Other Correspondence, Notices and Letters	\$1.00
Includes all forms, envelopes, and printing. NSF letters, partial payments, name and address changes, drive away notice, final notices, DMV hold letters, etc. Includes first class postage.	
Initial Review and Hearing Notices/Letters	\$1.00
TDS mails all initial review results letters, hearing notification letters and hearing result letters as required. All forms, envelopes and printing are included with the mailing. Includes first class postage.	
Paperless Appeals (per Appeal)	\$1.25
This service allows for online submitted appeals and a 100% PAPERLESS appeal system. All mailed-in appeals are scanned into the system and are reviewable by Agency staff using the eAppeals PRO online review system. All appeals are in the same place, and the documentation is saved electronically. A complete history of all appeals, results, and who made the decisions, etc., are always available online for the Agency. Includes Hearing services, scheduling and coordination. Documents for Court provided to agency when required.	
Payment Plan Processing	\$10.00
Payment plan supports AB503 legislation. All payment plan letters will be at the "Correspondence" rate.	
Out-of-State Collections	25% of amount collected
TDS absorbs costs to retrieve out-of-state registered owner information. NLETS electronic access for out-of-state license plates.	

ICS Delinquent Collections	25% of amount collected
Applies to citations that are past DMV registration hold. Additional penalties applied, and up to two letters mailed from Innovative at no cost to the Agency. Includes taking toll-free phone calls from ICS customers and other follow-up efforts. Payments collected at DMV will not be billed this fee. Cost recovery option available	
Franchise Tax Board Collections	\$2.50 Per Account Letter +15% of amount collected
TDS pursues otherwise uncollectible accounts by retrieving social security numbers from a third party, mailing required pre-intercept letters (no letter fee), and then sending the accounts to the FTB to intercept any state tax refunds or lottery winnings. *This fee is subject to change each new FTB year. Cost recovery option available	
Credit Card Payments (Internet and Phone/IVR)	No Charge to Agency
A \$3.95 convenience fee per citation paid will be charged to the public for this service. This fee covers the cost of ongoing maintenance, support, and enhancements of the web payment system, and includes daily and monthly reconciliation of all payments. (Fee subject to change).	
Banking Options - Agency may Choose from the following:	
Option 1: Remote (Scan)Check Deposits - Electronic deposits (scanning checks) into the Agency's existing bank account incur no monthly fee. - Same day funding credit for bank deposits. - Scanned check images available for investigations.	No Charge to Agency
Option 2: TDS Bank Management - Process all parking deposits into a separate account set up for the Agency. - Scanned check images available for investigations. \$5.00 fee per NSF/Chargeback and refund billed to Agency. - Write and send monthly surcharge check to the county based on reporting. - Write a check to TDS for services rendered. - Reconcile the account monthly and provide monthly reconciliation of all activities in the account. - Write a check to Agency monthly for the balance of the funds.	\$150/month plus bank fees/supplies
Customization Charges Customization charges will apply for developing any non-standard permit types, parameters, or other requirements not included in the current getaPERMIT system. Estimates for customization costs and date of deployment will be provided before the start of implementation.	\$80 per hour
Postal Rate Increase Offset	
If postal rates increase during the term of this agreement, fees to TDS shall be raised immediately to offset the effect of the postal rate increase.	

ticketPRO™ Mobile Enforcement**ticketPRO Magic 2-piece (Option 1)**

ticketPRO™ Mobile Solution	
This is a complete solution that includes phone, printer, software, 4G data plan, support and maintenance for a single monthly price per unit. Two printer options are available.	
Initial One-time Fees	Unit Cost
ticketPRO™ Mobile software setup and configuration: Initial setup and installation of software with agency specific information	\$100 per unit
36-Month Lease	Monthly Rate
Monthly Lease Details - Rugged Smartphone/Printer Combo + Data Plan • Samsung Galaxy XCover6 PRO smartphone • Zebra ZQ511 Bluetooth printer • USB C Power Adaptor • 4/5G data plan • ticketPRO™ Mobile parking software • Remote management software • ticketPRO™ Mobile and RM software licenses • Maintenance and support	\$135 per month per unit
Monthly Lease Details	Rate
Smartphone: Rugged Samsung smartphone or equivalent High-Res Camera Military spec. MIL-810G rated Bluetooth USB Charging 4/5G LTE Dedicated Push-to-Talk Button	Included
Bluetooth Printer: Zebra Printer Includes Lithium-Ion Battery AC Charger Belt Clip 2 years Parts & Labor Warranty (1 year on printhead) Configured to Agency's ticketPRO™ Mobile system Additional accessories: spare battery, case with shoulder strap, charging dock are available for purchase.	Included
Managed 4/5G Voice and Data Plan (Push-to-Talk service optional for an additional fee)	Included
ticketPRO™ Mobile Software: Parking Software Real-Time citation & photo transfer Live Lookups Built-in LPR ALPR interface Electronic Chalking GPS tagging Live shared data between all devices Integration with pay-by-phone and pay-by-plate systems Scofflaw and hotlist vehicle alerts.	Included
ticketPRO™ Mobile Software Annual License	Included
Remote Management Software Maintenance and Support: Remote servicing and updates Field support including remote-connect assistance email support for Agency requests	Included

- Sales tax will be applied to all items listed.
- At the end of the monthly lease, all equipment will be returned to TDS in good working order. If the equipment is not returned, the lease will revert to a month-to-month lease with 30 days' notice required before turning the equipment in. Minimum 36 months. An early Termination Fee of \$55/unit per remaining month of the lease will apply.
- Rugged Smartphone and printer hardware are subject to availability.

Disclaimer:

TDS may subscribe to various third-party software services to automate information input while writing the ticket. These services may include Google Maps, location services GPS, LPR services, and VIN lookups. TDS reserves the right to disable these services in the software should they terminate. These services are integrated into the software for convenience and do not affect the issuance of citations.

ticketPRO nFORCER-II ALL-IN-ONE (Option 2)

ticketPRO Mobile Solution Option-2 (All-in-one nFORCER-II Print)	
This option is a complete solution that includes phone, printer, software, 4/5G data plan, support and maintenance for a single monthly price per unit.	
Initial One-time Fees	Unit Cost
ticketPRO Mobile software setup and configuration: Initial setup and installation of software with agency specific information	\$100 per unit
Existing Lease	Monthly Rate
Monthly Lease Details - Rugged Smartphone/Printer Combo + Data Plan - All included, all-in-one rugged nFORCER-II (smartphone + printer) 4/5G data plan - Docking power stations - ticketPRO Mobile parking and/or admin software - Remote management software - ticketPRO Mobile and RM software licenses - Maintenance and support 	\$150 per month per unit
Monthly Lease Details	Rate
Smartphone: Built-in rugged Samsung smartphone or equivalent High-Res Camera Bluetooth USB Charging 4/5G LTE	Included
Printer: Built-in 3" printer.	Included
Managed 4/5G Voice and Data Plan	Included
ticketPRO Mobile Software: Parking Software Real-Time citation & photo transfer Live Lookups for prior citations Built-in LPR ALPR interface Electronic Chalking GPS tagging Live shared data between all devices Interfacing with pay-stations, and payment by phone systems Scofflaw and hotlist vehicle alerts	Included
ticketPRO Mobile Software Annual License	Included
Remote Management Software Maintenance and Support: Remote servicing and updates Field support including remote-connect assistance email support for Agency requests	Included

- Sales tax will be applied to all items listed.
- At the end of the monthly lease, all equipment will be returned to TDS in good working order. If the equipment is not returned, the lease will revert to a month-to-month lease with 30 days' notice required before turning the equipment in. An early Termination Fee of \$70 per unit per remaining month of the lease will apply.

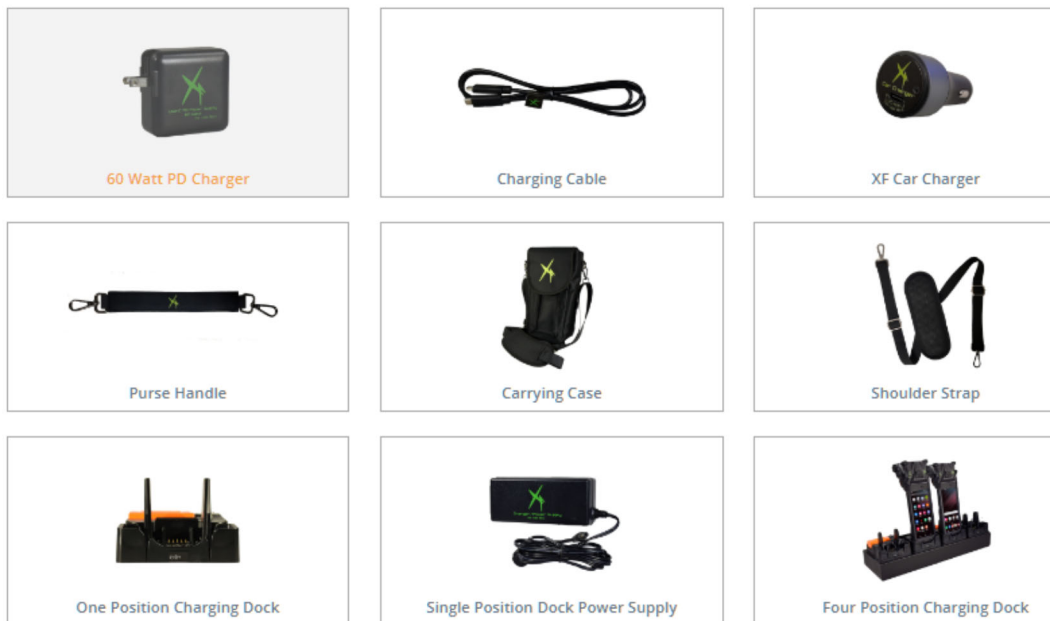
Disclaimer:

TDS may subscribe to various third-party software services to automate information input while writing the ticket. These services may include Google Maps, location services GPS, LPR services, and VIN lookups. TDS reserves the right to disable these services in the software should they terminate. These services are integrated into the software for convenience and do not affect the issuance of citations.

ticketPRO nFORCER-II Accessories and options

Item	Description	Price
1	Single Dock with power supply	\$ 240.00
2	Single Dock without power supply(used with quad base)	\$ 195.00
3	Quad Dock base only	\$ 365.00
4	Quad Dock base with 4-docks installed	\$ 1,147.00
5	Hot swap Battery	\$ 138.00
6	Carry case	\$ 50.00
7	USB Car charger	\$ 55.00
8	USB AC Adapter	\$ 70.00
9	Hand strap	\$ 28.00
10	Top Strap	\$ 28.00

Accessories



Parking Tickets Printed Media

Citations and Envelopes	
	Unit Cost
TDS can provide Standard or Custom citations and envelopes that are compatible with our ticketPRO Mobile solution, or the city may choose to provide these supplies.	Varies with size and quantity ordered

Parking Permit Management

PROCESSING FEES – PERMIT MANAGEMENT	
One Time Startup Cost	\$2,500
Includes: Database Creation, System Setup of Tables, Project Management, Client Approval, online training, Web Site branding.	
Custom Software Development – Special Services (If needed)	\$80/Hour
Monthly Service/Cloud-Hosting Fee	\$600
This fee will cover the basic maintenance and availability of the system for the public and the city: - Online Account Registration. - Online Permit Applications by Public & Uploading of Documents. - Cloud Document Storage. - Allows Agency entered Permit Applications. - Dedicated FAQ; Info Panel Updates - Unpaid Parking Citation Check; Requires Citation Payment prior to Permit Approval/Issuance. - Self-Service Internet access 24/7 for the public to view their permit information. - Online Support for the Agency Staff via email 8am-5pm Monday-Friday (excluding Holidays)	
Permit Fee – Physical Permits (Decals and hangtags) - Decals and Hangtags. - Permits issued by agency and/or TDS. - Permit tracking for ticketPRO™ Enforcement Integration.	\$2.00 per permit
Permit Fee – Digital Permits - PDF Digital Permits; Printable paper permits. - Virtual Permits: Vehicle Plate is the permit. - Commonly used for Guest Permits, Temporary Permits, etc. - Permit tracking for ticketPRO™ Enforcement Integration	\$1.00 per permit
Credit Card Payments (Internet) A convenience fee of 5% of the amount paid will be charged to online customers for this service. This fee covers the cost of ongoing maintenance, agency support and enhancements of the web payment system, and includes daily and monthly reconciliation of all payments. (Fee is non-refundable and subject to change).	No Charge to Agency
ADDITIONAL SERVICES	
Fulfillment Services (Optional)- Performed by TDS staff. - Review/Approval of submitted account documents (physical & digital) - Review/Approval of submitted permit application documents. - Includes manual entry of mailed/mailed accounts. - Permit stock inventory management. - Issue physical permits and deliver via mail with a letter. First class postage rate will be added per mailed permit.	\$2.75 per permit

Mailed Letters/Correspondence This fee will cover the mailing of a single page of information, such as a simple renewal letter or a rejection letter, etc. Other mailings outside of the fulfillment process can be negotiated.	\$1.00 per letter (Plus 1st class postage)
Group Email Correspondence This fee will cover emailing information to a group of accounts, such as renewal reminder, special permit offers, etc. Text to be provided by Customer.	\$55.00 per group email

References

TDS currently provides parking citation processing services and permit management to over 150 clients, consisting of municipalities and universities throughout the State of California.

City of Newport Beach	
Janine Williamson Fiscal Specialist/Finance Department (949) 644-3142 jwilliamson@newportbeachca.gov	100 Civic Center Dr. Newport Beach, CA 92660
Newport Beach contracted with TDS in 2016. Before joining TDS, the city used four separate processing companies to complete their parking processing. After a thorough review and multiple interviews, TDS was chosen among 12 major processing vendors. The city averages over 64,000 parking citations, and 5,000 permits annually. Services provided to the city:	
Permit Management + <u>Genetec ALPR</u>	ticketPRO™ mobile ticket writers
Citation Processing	Adjudication with eAppealsPRO
Out-of-state Citation Processing	Innovative Collection Services
Administrative Citation Processing	Franchise Tax Board Services
Credit Card Payment Processing	Parkmobile, T2, Curbtrac, Paybyphone, LAZ
City of San Jose	
Elias Khoury Parking Manager DOT (408) 408-975-3707 Elias.khoury@sanjoseca.gov	200 East Santa Clara Street, 7th Floor San Jose, CA 95113
The City of San Jose joined TDS in 1998. They issue over 210,000 citations and over 10,000 parking permits annually. Here is a list of services provided:	
Citation Processing	ticketPRO™ mobile ticket writers
Permit Management and Fulfillment	Innovative Collection Services
Credit Card Payment Processing	Franchise Tax Board Services
Adjudication with eAppealsPRO	Vigilant ALPR, PassportParking, SPPlus
City of Bellflower	
Brian McNerney Director of Public Safety (562) 804-1424 x 2532 bmcnerney@bellflower.org	16600 Civic Center Drive Bellflower, CA 90706
The City of Bellflower joined TDS in 2015. They issue an average of 30,000 parking citations, and 1,000 parking permits a year. TDS provides the following citation processing services to the city:	
Parking & Administrative Citation Processing	ticketPRO™ mobile ticket writers
Permit Management and Fulfillment	Innovative Collection Services
Online Credit Card Payment Processing	Franchise Tax Board Services
Adjudication with eAppealsPRO	ticketPRO™ mobile ticket writers

*Proprietary and Confidential
Do not Distribute*

EXHIBIT "B"

TERM AND TIME OF COMPLETION

1. Term. This Agreement shall commence on August 5, 2025 and shall continue until August 4, 2028 (Initial Term), unless otherwise terminated as herein provided. This Agreement shall automatically renew for two (2), one- year terms (Renewal Term). 60-days prior to any Renewal Term, Contractor may request, in writing, reasonable price adjustments for its services. However, no price adjustments shall be effective unless an amendment to this Agreement is executed by both parties.
2. Termination. During the Initial Term, either Party may terminate this Agreement by 90-day written notice provided by email, first-class mail, or personal delivery, addressed to the parties below. During any Renewal Term, either Party may terminate this Agreement by 30-day written notice provided by email, first-class mail, or personal delivery, addressed to the parties below. City may terminate this Agreement by providing 10-day written notice to Contractor for the Misuse of Escrow Account as described in Exhibit C, provided the written notice is provided by email, first-class mail, or personal delivery, addressed to the Contractor below.

Contractor: Turbo Data Systems, Inc.
1551 N. Tustin Avenue, Suite 950
Santa Ana, CA 92705-8634
Attn: Elie Sleiman, Vice President
Email: elie@turbodata.com; admin@turbodata.com

City: City of Redondo Beach
Police Department
401 Diamond Street
Redondo Beach, CA 90277
Attn: Lina Carrillo, Senior Management Analyst
Email: lina.carrillo@redondo.org

All notices, including notices of address changes, provided under this Agreement are deemed received as follows: (1) on the second business day after emailing, provided that no "bounce-back" or similar message indicating non-delivery is received; (2) on the third day after mailing if sent by registered or certified mail; or (3) upon personal delivery. Changes in the respective address set forth above may be made from time to time by any party upon written notice to the other party in accordance with this section.

EXHIBIT "C" COMPENSATION

1. Provided Contractor is not in default under this Agreement, Contractor shall be compensated as provided below.

Parking Processing Management

Fee Per Electronic and Manual Parking Citation Issued	\$0.50 – Electronic \$0.70 – Manual
• Entry of all citations. • Citation dispositions (bounced checks, payments, extensions, etc.) • DMV interface (r/o retrieval and placing and releasing registration holds) • Toll-free telephone number (for public access) • Multi-lingual interactive voice response system (IVR) • Customer services representatives (8 am – 5 PM, Mon - Fri, excluding holidays) • Daily pickup of payments and other documents from a TDS-provided P.O. box. • Scan and remote deposit checks into the agency's bank account. • pticket.com web pages customized for the agency. • Database maintenance and daily system backups. • Secure cloud access for agency staff. • Documentation and training for the use of the TDS-provided online system. • Ongoing client support and training.	
Reminder Notices (Notice of Violation)	\$1.00
This includes all forms, envelopes, return envelopes, and printing. Reminder notices are mailed 21 days after issuance or per the agency's timeline. It also includes first-class postage.	
Other Correspondence, Notices and Letters	\$1.00
Includes all forms, envelopes, and printing. NSF letters, partial payments, name and address changes, drive away notice, final notices, DMV hold letters, etc. Includes first class postage.	
Initial Review and Hearing Notices/Letters	\$1.00
TDS mails all initial review results letters, hearing notification letters and hearing result letters as required. All forms, envelopes and printing are included with the mailing. Includes first class postage.	
Paperless Appeals (per Appeal)	\$1.25
This service allows for online submitted appeals and a 100% PAPERLESS appeal system. All mailed-in appeals are scanned into the system and are reviewable by Agency staff using the eAppeals PRO online review system. All appeals are in the same place, and the documentation is saved electronically. A complete history of all appeals, results, and who made the decisions, etc., are always available online for the Agency. Includes Hearing services, scheduling and coordination. Documents for Court provided to agency when required.	
Payment Plan Processing	\$10.00
Payment plan supports AB503 legislation. All payment plan letters will be at the "Correspondence" rate.	
Out-of-State Collections	25% of amount collected
TDS absorbs costs to retrieve out-of-state registered owner information. NLETS electronic access for out-of-state license plates.	

ICS Delinquent Collections	25% of amount collected
Applies to citations that are past DMV registration hold. Additional penalties applied, and up to two letters mailed from Innovative at no cost to the Agency. Includes taking toll-free phone calls from ICS customers and other follow-up efforts. Payments collected at DMV will not be billed this fee. Cost recovery option available	
Franchise Tax Board Collections	\$2.50 Per Account Letter +15% of amount collected
TDS pursues otherwise uncollectible accounts by retrieving social security numbers from a third party, mailing required pre-intercept letters, and then sending the accounts to the FTB to intercept any state tax refunds or lottery winnings. *This fee is subject to change each new FTB year. Cost recovery option available	
Credit Card Payments (Internet and Phone/IVR)	No Charge to Agency
A \$3.95 convenience fee per citation paid will be charged to the public for this service. This fee covers the cost of ongoing maintenance, support, and enhancements of the web payment system, and includes daily and monthly reconciliation of all payments. (Fee subject to change).	
Banking	
TDS Bank Management • Process all parking deposits into a separate account set up for the Agency. • Scanned check images available for investigations. • \$5.00 fee per NSF/Chargeback and refund billed to Agency. • Write and send monthly surcharge check to the county based on reporting. • Write a check to TDS for services rendered. • Reconcile the account monthly and provide monthly reconciliation of all activities in the account. • Write a check to Agency monthly for the balance of the funds.	\$150/month plus bank fees/supplies
Customization Charges • Customization charges will apply for developing any non-standard permit types, parameters, or other requirements not included in the current getaPERMIT system. Estimates for customization costs and date of deployment will be provided before the start of implementation.	\$80 per hour
Postal Rate Increase Offset	
If postal rates increase during the term of this agreement, fees to TDS shall be raised immediately to offset the effect of the postal rate increase.	

ticketPRO™ Mobile Enforcement

ticketPRO Magic 2-piece (Option 1)

ticketPRO™ Mobile Solution	
This is a complete solution that includes phone, printer, software, 4G data plan, support and maintenance for a single monthly price per unit. Two printer options are available.	
Initial One-time Fees	Unit Cost
ticketPRO™ Mobile software setup and configuration: Initial setup and installation of software with agency specific information	\$100 per unit
36-Month Lease	Monthly Rate
Monthly Lease Details - Rugged Smartphone/Printer Combo + Data Plan • Samsung Galaxy XCover6 PRO smartphone • Zebra ZQ511 Bluetooth printer • USB C Power Adaptor • 4/5G data plan • ticketPRO™ Mobile parking software • Remote management software • ticketPRO™ Mobile and RM software licenses • Maintenance and support	\$135 per month per unit
Monthly Lease Details	Rate
Smartphone: Rugged Samsung smartphone or equivalent High-Res Camera Military spec. MIL-810G rated Bluetooth USB Charging 4/5G LTE Dedicated Push-to-Talk Button	Included
Bluetooth Printer: Zebra Printer Includes Lithium-Ion Battery AC Charger Belt Clip 2 years Parts & Labor Warranty (1 year on printhead) Configured to Agency's ticketPRO™ Mobile system Additional accessories: spare battery, case with shoulder strap, charging dock are available for purchase.	Included
Managed 4/5G Voice and Data Plan (Push-to-Talk service optional for an additional fee)	Included
ticketPRO™ Mobile Software: Parking Software Real-Time citation & photo transfer Live Lookups Built-in LPR ALPR interface Electronic Chalking GPS tagging Live shared data between all devices Integration with pay-by-phone and pay-by-plate systems Scofflaw and hotlist vehicle alerts.	Included
ticketPRO™ Mobile Software Annual License	Included
Remote Management Software Maintenance and Support: Remote servicing and updates Field support including remote-connect assistance email support for Agency requests	Included

- Sales tax will be applied to all items listed.
- At the end of the monthly lease, all equipment will be returned to TDS in good working order. If the equipment is not returned, the lease will revert to a month-to-month lease with 30 days' notice required before turning the equipment in. Minimum 36 months. An early Termination Fee of \$55/unit per remaining month of the lease will apply.
- Rugged Smartphone and printer hardware are subject to availability.

Parking Tickets Printed Media

Citations and Envelopes	
	Unit Cost
TDS can provide Standard or Custom citations and envelopes that are compatible with our ticketPRO Mobile solution, or the city may choose to provide these supplies.	Varies with size and quantity ordered

Parking Permit Management

PROCESSING FEES – PERMIT MANAGEMENT	
One Time Startup Cost	\$2,500
Includes: Database Creation, System Setup of Tables, Project Management, Client Approval, online training, Web Site branding.	
Custom Software Development – Special Services (If needed)	\$80/Hour
Monthly Service/Cloud-Hosting Fee	\$600
This fee will cover the basic maintenance and availability of the system for the public and the city: ▪ Online Account Registration. ▪ Online Permit Applications by Public & Uploading of Documents. ▪ Cloud Document Storage. ▪ Allows Agency entered Permit Applications. ▪ Dedicated FAQ; Info Panel Updates ▪ Unpaid Parking Citation Check; Requires Citation Payment prior to Permit Approval/Issuance. ▪ Self-Service Internet access 24/7 for the public to view their permit information. ▪ Online Support for the Agency Staff via email 8am-5pm Monday-Friday (excluding Holidays)	
Permit Fee – Physical Permits (Decals and hangtags) • Decals and Hangtags. • Permits issued by agency and/or TDS. • Permit tracking for ticketPRO™ Enforcement Integration.	\$2.00 per permit
Permit Fee – Digital Permits • PDF Digital Permits; Printable paper permits. • Virtual Permits: Vehicle Plate is the permit. • Commonly used for Guest Permits, Temporary Permits, etc. • Permit tracking for ticketPRO™ Enforcement Integration	\$1.00 per permit
Credit Card Payments (Internet) A convenience fee of 5% of the amount paid will be charged to online customers for this service. This fee covers the cost of ongoing maintenance, agency support and enhancements of the web payment system, and includes daily and monthly reconciliation of all payments. (Fee is non-refundable and subject to change).	No Charge to Agency
ADDITIONAL SERVICES	
Fulfillment Services (Optional)- Performed by TDS staff. • Review/Approval of submitted account documents (physical & digital) • Review/Approval of submitted permit application documents. • Includes manual entry of mailed/emailed accounts. • Permit stock inventory management. • Issue physical permits and deliver via mail with a letter. • First class postage rate will be added per mailed permit.	\$2.75 per permit

Mailed Letters/Correspondence This fee will cover the mailing of a single page of information, such as a simple renewal letter or a rejection letter, etc. Other mailings outside of the fulfillment process can be negotiated.	\$1.00 per letter (Plus 1st class postage)
Group Email Correspondence This fee will cover emailing information to a group of accounts, such as renewal reminder, special permit offers, etc. Text to be provided by Customer.	\$55.00 per group email

2. Collection and Deposit of Funds. A direct deposit system shall be employed for all funds received for payment of citations and parking permits. All deposits shall be made daily, subject to regular banking hours and business days. Deposits shall be itemized and detailed information will be captured regarding submitted funds. Deposits shall be made directly into an escrow account. Contractor shall perform all reconciliation on a monthly basis, and provide a reconciliation report to the City within 15 business days following the prior month's end.
3. Payment to the City. Contractor's fees for services shall be deducted from the gross monthly revenue collected for the City. Any bank and/or account fees shall also be deducted from the gross revenue. The net revenue due to the City shall be deposited monthly via ACH directly to the City held bank account within 15 business days following the prior month's end.
4. Internal Controls. Contractor shall maintain an effective method of financial internal control procedures. Such procedures shall involve reconciliation of all payments received using generally accepted accounting principles.
5. Misuse of Escrow Account. In the event the Contractor misuses funds in the escrow account, Contractor shall reimburse the City for said funds, remit 10% interest on said funds, and pay any associated fees and expenses. Further, Contractor shall be considered in default and City may terminate this Agreement subject to a 10-day written notice to the Contractor provided the written notice is provided by email, first-class mail, or personal delivery, addressed to the Contractor at the notice address in Exhibit B of this Agreement.

EXHIBIT "D"

INSURANCE REQUIREMENTS FOR CONTRACTORS

Without limiting Contractor's indemnification obligations under this Agreement, Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, or employees.

Minimum Scope of Insurance

Coverage shall be at least as broad as:

Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001).

Insurance Services Office form number CA 0001 (Ed. 1/87) covering Automobile Liability, code 1 (any auto).

Workers' Compensation insurance as required by the State of California.

Employer's Liability Insurance.

Minimum Limits of Insurance

Contractor shall maintain limits no less than:

General Liability: \$2,000,000 per occurrence for bodily injury, personal injury and property damage. The general aggregate limit shall apply separately to this project.

Automobile Liability: \$1,000,000 per accident for bodily injury and property damage.

Employer's Liability: \$1,000,000 per accident for bodily injury or disease.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: (1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its officers, officials, employees and volunteers or (2) the Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.

Other Insurance Provisions

The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Endorsement:

General Liability: The City, its officers, elected and appointed officials, employees, and volunteers shall be covered as insureds with respect to liability arising out of work performed by or on behalf of the Contractor. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance, or as a separate owner's policy.

Automobile Liability: The City, its officers, elected and appointed officials, employees, and volunteers shall be covered as insureds with respect to liability arising out of automobiles owned, leased, hired or borrowed by or on behalf of the Contractor.

For any claims related to this project, the Contractor's insurance coverage shall be primary insurance as respects the City, its officers, elected and appointed officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

Should any of the above-described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions.

Each insurance policy shall be endorsed to state that the inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, and the coverages afforded shall apply as though separate policies had been issued to each insured.

Each insurance policy shall be in effect prior to awarding the contract and each insurance policy or a successor policy shall be in effect for the duration of the project. The maintenance of proper insurance coverage is a material element of the contract and failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract on the Contractor's part.

Acceptability of Insurers

Insurance shall be placed with insurers with a current A.M. Best's rating of no less than A:VII and which are authorized to transact insurance business in the State of California by the Department of Insurance.

Verification of Coverage

Contractor shall furnish the City with original certificates and amendatory endorsements effecting coverage required by this clause. The endorsements should be on the City authorized forms provided with the contract specifications. Standard ISO forms which shall be subject to City approval and amended to conform to the City's requirements may be acceptable in lieu of City authorized forms. All certificates and endorsements shall be received and approved by the City before the contract is awarded. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements effecting the coverage required by these specifications at any time.

Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

Risk Management

Contractor acknowledges that insurance underwriting standards and practices are subject to change, and the City reserves the right to make changes to these provisions in the reasonable discretion of its Risk Manager.



TURBDAT-01

LWANG2

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/7/2025

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 have ADDITIONAL INSURED provisions or 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 License # 0C36861 Irvine - Alliant Insurance Services, Inc. 18100 Von Karman Ave 10th Fl Irvine, CA 92612	CONTACT NAME: Christina M Mountz	
	PHONE (A/C, No, Ext): (909) 886-9861 FAX (A/C, No): (909) 886-2013	
	E-MAIL ADDRESS: cmountz@alliant.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : Travelers Property Casualty Company of America	25674
INSURED Turbo Data Systems, Inc 1551 N Tustin Ave Ste 950 Santa Ana, CA 92705	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PROJECT ☐ LOC OTHER:	X		ZLP-71N66963-24-I5	8/1/2025	8/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			BA-0X531020-25-I5-G	8/1/2025	8/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 0			CUP-0X534427-25-I5	8/1/2025	8/1/2026	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
A	☒ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) ☐ Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A	UB-5Y330739-25-I5-G	7/1/2025	7/1/2026	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
City of Redondo Beach, its officers, elected and appointed officials, employees, and volunteers are named as Additional Insureds as respects to General Liability as required by written contract, per the attached carrier endorsements.

CERTIFICATE HOLDER

CANCELLATION

City of Redondo Beach 401 Diamond St. Redondo Beach, CA 90277	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

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**XTEND ENDORSEMENT FOR TECHNOLOGY**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

GENERAL DESCRIPTION OF COVERAGE - This endorsement broadens coverage. However, coverage for any injury, damage or medical expenses described in any of the provisions of this endorsement may be excluded or limited by another endorsement to this Coverage Part, and these coverage broadening provisions do not apply to the extent that coverage is excluded or limited by such an endorsement. The following listing is a general coverage description only. Read all the provisions of this endorsement and the rest of your policy carefully to determine rights, duties, and what is and is not covered.

- | | |
|--|---|
| <ul style="list-style-type: none"> A. Non-Owned Watercraft - 75 Feet Long Or Less B. Who Is An Insured - Unnamed Subsidiaries C. Who Is An Insured - Employees - Supervisory Positions D. Who Is An Insured - Newly Acquired Or Formed Limited Liability Companies E. Who Is An Insured - Liability For Conduct Of Unnamed Partnerships Or Joint Ventures F. Blanket Additional Insured - Persons Or Organizations For Your Ongoing Operations As Required By Written Contract Or Agreement. G. Blanket Additional Insured - Broad Form Vendors H. Blanket Additional Insured - Controlling Interest | <ul style="list-style-type: none"> I. Blanket Additional Insured - Mortgagees, Assignees, Successors Or Receivers J. Blanket Additional Insured - Governmental Entities - Permits Or Authorizations Relating To Premises K. Blanket Additional Insured - Governmental Entities - Permits Or Authorizations Relating To Operations L. Medical Payments - Increased Limit M. Blanket Waiver Of Subrogation N. Contractual Liability - Railroads O. Damage To Premises Rented To You |
|--|---|

PROVISIONS**A. NON-OWNED WATERCRAFT - 75 FEET LONG OR LESS**

1. The following replaces Paragraph (2) of Exclusion **g., Aircraft, Auto Or Watercraft**, in Paragraph 2. of **SECTION I - COVERAGES - COVERAGE A - BODILY INJURY AND PROPERTY DAMAGE LIABILITY**:

(2) A watercraft you do not own that is:

- (a) 75 feet long or less; and
- (b) Not being used to carry any person or property for a charge;

2. The following replaces Paragraph 2.e. of **SECTION II - WHO IS AN INSURED**:

- e. Any person or organization that, with your express or implied consent, either uses or is responsible for the use of a

watercraft that you do not own that is:

- (1) 75 feet long or less; and
- (2) Not being used to carry any person or property for a charge.

B. WHO IS AN INSURED - UNNAMED SUBSIDIARIES

The following is added to **SECTION II - WHO IS AN INSURED**:

Any of your subsidiaries, other than a partnership or joint venture, that is not shown as a Named Insured in the Declarations is a Named Insured if:

- a. You are the sole owner of, or maintain an ownership interest of more than 50% in, such subsidiary on the first day of the policy period; and
- b. Such subsidiary is not an insured under similar other insurance.

COMMERCIAL GENERAL LIABILITY

No such subsidiary is an insured for "bodily injury" or "property damage" that occurred, or "personal and advertising injury" caused by an offense committed:

- a. Before you maintained an ownership interest of more than 50% in such subsidiary; or
- b. After the date, if any, during the policy period that you no longer maintain an ownership interest of more than 50% in such subsidiary.

For purposes of Paragraph 1. of Section II - Who Is An Insured, each such subsidiary will be deemed to be designated in the Declarations as:

- a. A limited liability company;
- b. An organization other than a partnership, joint venture or limited liability company; or
- c. A trust;

as indicated in its name or the documents that govern its structure.

C. WHO IS AN INSURED - EMPLOYEES - SUPERVISORY POSITIONS

The following is added to Paragraph 2.a.(1) of **SECTION II - WHO IS AN INSURED:**

Paragraphs (1)(a), (b) and (c) above do not apply to "bodily injury" to a co-"employee" while in the course of the co-"employee's" employment by you arising out of work by any of your "employees" who hold a supervisory position.

D. WHO IS AN INSURED - NEWLY ACQUIRED OR FORMED LIMITED LIABILITY COMPANIES

The following replaces Paragraph 3. of **SECTION II - WHO IS AN INSURED:**

- 3. Any organization you newly acquire or form, other than a partnership or joint venture, and of which you are the sole owner or in which you maintain an ownership interest of more than 50%, will qualify as a Named Insured if there is no other similar insurance available to that organization. However:
 - a. Coverage under this provision is afforded only:
 - (1) Until the 180th day after you acquire or form the organization or the end of the policy period, whichever is earlier, if you do not report such

organization in writing to us within 180 days after you acquire or form it; or

- (2) Until the end of the policy period, when that date is later than 180 days after you acquire or form such organization, if you report such organization in writing to us within 180 days after you acquire or form it;

b. Coverage A does not apply to "bodily injury" or "property damage" that occurred before you acquired or formed the organization; and

c. Coverage B does not apply to "personal and advertising injury" arising out of an offense committed before you acquired or formed the organization.

For the purposes of Paragraph 1. of Section II - Who Is An Insured, each such organization will be deemed to be designated in the Declarations as:

- a. A limited liability company;
- b. An organization, other than a partnership, joint venture or limited liability company; or
- c. A trust;

as indicated in its name or the documents that govern its structure.

E. WHO IS AN INSURED - LIABILITY FOR CONDUCT OF UNNAMED PARTNERSHIPS OR JOINT VENTURES

The following replaces the last paragraph of **SECTION II - WHO IS AN INSURED:**

No person or organization is an insured with respect to the conduct of any current or past partnership or joint venture that is not shown as a Named Insured in the Declarations. This paragraph does not apply to any such partnership or joint venture that otherwise qualifies as an insured under Section II - Who Is An Insured.

F. BLANKET ADDITIONAL INSURED - PERSONS OR ORGANIZATIONS FOR YOUR ONGOING OPERATIONS AS REQUIRED BY WRITTEN CONTRACT OR AGREEMENT

The following is added to **SECTION II - WHO IS AN INSURED:**

Any person or organization that is not otherwise an insured under this Coverage Part and that you have agreed in a written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury" or "property damage" that:

- a. Occurs subsequent to the signing of that contract or agreement; and
- b. Is caused, in whole or in part, by your acts or omissions in the performance of your ongoing operations to which that contract or agreement applies or the acts or omissions of any person or organization performing such operations on your behalf.

The limits of insurance provided to such insured will be the minimum limits that you agreed to provide in the written contract or agreement, or the limits shown in the Declarations, whichever are less.

G. BLANKET ADDITIONAL INSURED - BROAD FORM VENDORS

The following is added to **SECTION II - WHO IS AN INSURED:**

Any person or organization that is a vendor and that you have agreed in a written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury" or "property damage" that:

- a. Occurs subsequent to the signing of that contract or agreement; and
- b. Arises out of "your products" that are distributed or sold in the regular course of such vendor's business.

The insurance provided to such vendor is subject to the following provisions:

- a. The limits of insurance provided to such vendor will be the minimum limits that you agreed to provide in the written contract or agreement, or the limits shown in the Declarations, whichever are less.
- b. The insurance provided to such vendor does not apply to:
 - (1) Any express warranty not authorized by you or any distribution or sale for a purpose not authorized by you;
 - (2) Any change in "your products" made by such vendor;

- (3) Repackaging, unless unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts manufacturer, and then repackaged in the original container;

- (4) Any failure to make such inspections, adjustments, tests or servicing as vendors agree to perform or normally undertake to perform in the regular course of business, in connection with the distribution or sale of "your products";

- (5) Demonstration, installation, servicing or repair operations, except such operations performed at such vendor's premises in connection with the sale of "your products"; or

- (6) "Your products" that, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or on behalf of such vendor.

Coverage under this provision does not apply to:

- a. Any person or organization from whom you have acquired "your products", or any ingredient, part or container entering into, accompanying or containing such products; or
- b. Any vendor for which coverage as an additional insured specifically is scheduled by endorsement.

H. BLANKET ADDITIONAL INSURED - CONTROLLING INTEREST

- 1. The following is added to **SECTION II - WHO IS AN INSURED:**

Any person or organization that has financial control of you is an insured with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" that arises out of:

- a. Such financial control; or
- b. Such person's or organization's ownership, maintenance or use of premises leased to or occupied by you.

The insurance provided to such person or organization does not apply to structural alterations, new construction or demolition

COMMERCIAL GENERAL LIABILITY

operations performed by or on behalf of such person or organization.

2. The following is added to Paragraph 4. of **SECTION II - WHO IS AN INSURED:**

This paragraph does not apply to any premises owner, manager or lessor that has financial control of you.

I. BLANKET ADDITIONAL INSURED - MORTGAGEES, ASSIGNEES, SUCCESSORS OR RECEIVERS

The following is added to **SECTION II - WHO IS AN INSURED:**

Any person or organization that is a mortgagee, assignee, successor or receiver and that you have agreed in a written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to its liability as mortgagee, assignee, successor or receiver for "bodily injury", "property damage" or "personal and advertising injury" that:

- a. Is "bodily injury" or "property damage" that occurs, or is "personal and advertising injury" caused by an offense that is committed, subsequent to the signing of that contract or agreement; and
- b. Arises out of the ownership, maintenance or use of the premises for which that mortgagee, assignee, successor or receiver is required under that contract or agreement to be included as an additional insured on this Coverage Part.

The insurance provided to such mortgagee, assignee, successor or receiver is subject to the following provisions:

- a. The limits of insurance provided to such mortgagee, assignee, successor or receiver will be the minimum limits that you agreed to provide in the written contract or agreement, or the limits shown in the Declarations, whichever are less.
- b. The insurance provided to such person or organization does not apply to:
 - (1) Any "bodily injury" or "property damage" that occurs, or any "personal and advertising injury" caused by an offense that is committed, after such contract or agreement is no longer in effect; or
 - (2) Any "bodily injury", "property damage" or "personal and advertising injury"

arising out of any structural alterations, new construction or demolition operations performed by or on behalf of such mortgagee, assignee, successor or receiver.

J. BLANKET ADDITIONAL INSURED - GOVERNMENTAL ENTITIES - PERMITS OR AUTHORIZATIONS RELATING TO PREMISES

The following is added to **SECTION II - WHO IS AN INSURED:**

Any governmental entity that has issued a permit or authorization with respect to premises owned or occupied by, or rented or loaned to, you and that you are required by any ordinance, law, building code or written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of the existence, ownership, use, maintenance, repair, construction, erection or removal of any of the following for which that governmental entity has issued such permit or authorization: advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoist away openings, sidewalk vaults, elevators, street banners or decorations.

K. BLANKET ADDITIONAL INSURED - GOVERNMENTAL ENTITIES - PERMITS OR AUTHORIZATIONS RELATING TO OPERATIONS

The following is added to **SECTION II - WHO IS AN INSURED:**

Any governmental entity that has issued a permit or authorization with respect to operations performed by you or on your behalf and that you are required by any ordinance, law, building code or written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of such operations.

The insurance provided to such governmental entity does not apply to:

- a. Any "bodily injury", "property damage" or "personal and advertising injury" arising out of operations performed for the governmental entity; or

- b. Any "bodily injury" or "property damage" included in the "products-completed operations hazard".

L. MEDICAL PAYMENTS - INCREASED LIMIT

The following replaces Paragraph 7. of **SECTION III - LIMITS OF INSURANCE:**

- 7. Subject to Paragraph 5. above, the Medical Expense Limit is the most we will pay under Coverage C for all medical expenses because of "bodily injury" sustained by any one person, and will be the higher of:
 - a. \$ 10,000; or
 - b. The amount shown in the Declarations of this Coverage Part for Medical Expense Limit.

M. BLANKET WAIVER OF SUBROGATION

The following is added to Paragraph 8., **Transfer Of Rights Of Recovery Against Others To Us**, of **SECTION IV - COMMERCIAL GENERAL LIABILITY CONDITIONS:**

If the insured has agreed in a contract or agreement to waive that insured's right of recovery against any person or organization, we waive our right of recovery against such person or organization, but only for payments we make because of:

- a. "Bodily injury" or "property damage" that occurs; or

- b. "Personal and advertising injury" caused by an offense that is committed; subsequent to the execution of the contract or agreement.

N. CONTRACTUAL LIABILITY - RAILROADS

- 1. The following replaces Paragraph c. of the definition of "insured contract" in the **DEFINITIONS** Section:
 - c. Any easement or license agreement;
- 2. Paragraph f.(1) of the definition of "insured contract" in the **DEFINITIONS** Section is deleted.

O. DAMAGE TO PREMISES RENTED TO YOU

The following replaces the definition of "premises damage" in the **DEFINITIONS** Section:

"Premises damage" means "property damage" to:

- a. Any premises while rented to you or temporarily occupied by you with permission of the owner; or
- b. The contents of any premises while such premises is rented to you, if you rent such premises for a period of seven or fewer consecutive days.