

1. What bank does SLO use? **Bank of America**
2. Regarding permits, will SLO provide the stock (hangtags/decals) for fulfillment? **Yes**
3. Please provide a flow chart for the permit program. **Unavailable**
4. Please provide a copy of your current contract with Phoenix Group, to include pricing.  
**Attached**
5. What is the total number of unpaid citations and dollar amount for the fiscal year for 2013, 2014 and 2015? **Currently only data for 2015 is available 1411 outstanding citations for a total of \$82, 617**
6. What is the total revenue collected for the fiscal year for 2013, 2014 and 2015?  
**Approximately \$1,751,000.00**
7. What is the total dollar amount uncollected for the fiscal year of 2013, 2014 and 2015?  
**Currently only data for 2015 is available, in 2015 there were 1411 outstanding citations for a total of \$82,617**
8. Do you currently have a collections agency in place? If yes, who do you use? **All unpaid citations are collected through DMV at the time of registration.**
9. Does your agency issue warning citations? If so, how many? **Issued on a case to case basis or when ordinances change, during calendar year 2015 an average of 9 per officer per month were issued**
10. Number of locations where persons who issue parking citations report? **2 locations- 1) Parking Office (PEO's) located at 1260 Chorro Street; 2) Police Dept. Headquarters located at 1042 Walnut**
11. Number of locations where parking citations can be paid? **2 Locations -Parking Office, Finance Dept (City Hall) located at 990 Palm Street.**
12. What software program (database) do you currently use to track parking citations? **Wincite**
13. How many delinquent violation notices did you send in 2015? **8774**
14. How do you currently obtain registered owner name and address information? **From our processing agency who retrieves them from DMV**
15. How many people will need access to the parking management software? **9**
16. Does the City offer any other types of permits other than Residential? Commercial, Event, University or any other type? **10 hour meter permits**
17. Citation Processing, Line Item 8. Can the proposer provide two prices, one with the City providing manual and handheld computer forms and the other with the proposer providing all necessary forms? **Yes**
18. Can the City provide samples of the envelopes used? **attached**
19. Will you please provide 3 months of invoices from 2015 for the services you are currently receiving? **attached**
20. On page 5, number 14 of the RFP, it appears as though there is a specific format for the submission of deposits. Can you please provide an example? **The City does not have a specific format however the format must be one that the bank will accept.**
21. Can you please tell us how many copies of the RFP Response the City requires? **1**
22. Is the City will to receive alternate price proposals that provide you with itemized pricing vs. a single cost per citation? **yes**
23. Is the City currently participating in Delinquent Collections? If not, is the City interested in learning more about this process? **no**

24. Is the City currently participating in Franchise Tax Board Collections? If not, is the City interested in learning more about this process? **Not at this time**
25. Can you please provide the following information:
  - a. Number of 1<sup>st</sup> notices sent in 2015 **8774**
  - b. Number of partial payment letters sent in 2015 **405**
  - c. Number of adjudication letters sent in 2015 **1760**
  - d. Types and numbers of other letters sent in 2015 **Nothing else sent from the processing agency**
26. Can you please advise whether City Personnel will perform 1<sup>st</sup> Level Reviews and 2<sup>nd</sup> Level Hearings or whether City Personnel will require the selected vendor to perform 1<sup>st</sup> Level Reviews and engage a third party for 2<sup>nd</sup> Level Hearings? **This is handled at the City level**
27. Does the City require 1<sup>st</sup> Level Administrative Review Requests and 2<sup>nd</sup> Level Hearings Requests to be sent to the Vendor to place on hold and schedule or will City Personnel receive these? **City personnel will handle this but in the event that a request gets sent to the processing agency the expectation is for the processing agency to place the citation on hold and forward the request to the City for further processing.**
28. Does the City have a preference regarding continuing to use the existing handhelds and printers vs. the use of new handheld units and printers? **The City would prefer to continue on with the existing equipment but if that is not viable then the City would expect the new equipment to be provided.**
29. Will City Personnel be solely responsible for the disbursement of permits or does the City prefer this to be a shared responsibility between City Personnel and the selected Vendor? **The city would be responsible for disbursement of permits however proposers may include additional services for City consideration not included in the scope of work.**
30. Would the City like a separate proposal for developing and hosting an on-line system that allows residents to purchase parking permits? **This is not required at this time, however proposers may include additional services for City consideration not included in the scope of work**
31. What is the software program currently installed on the hand-held device (Samsung Android Note 4)? **Wincite Mobile**
32. Who is the current vendor providing/supporting the hand-held devices? **Phoenix Group**
33. Please provide an example of a handwritten ticket? **attached**
34. Will tickets need to be reviewed by the City or PD prior to printing and mailing? **No**
35. What is the current age of the Samsung Android Note 4 and O'Neil OC2 printers? Are they currently under warranty? If so, what is that warranty and who has provided it? **We have had our current handhelds since Dec '14 and OC2's since June '14 not on warranty**
36. Can you provide samples of all City forms, notices, letters, etc.? **attached**
37. On average, what percent of tickets issued require 1 follow-up correspondence exclusively, 2 follow-up correspondences exclusively, 3 follow-up correspondences exclusively, etc.? **1<sup>st</sup> follow up approx. 35% 2<sup>nd</sup> follow up approx. 3% then sent to DMV for collection**
38. What is the City's current or desired partial payment plan? What amount of interest or fee is currently charged for this payment option? **Payment plans are currently handled by the City and rarely used.**
39. What percent of tickets issued are contested? Approximately **8%**

40. Will the vendor issue citation review decision letters? **No, that is handled by the City**
41. Does the current contract provide all of the services included within the bid specifications?  
**yes**
42. What is the annual budget for the program? **\$67,000**
43. How many reviews and hearings are currently conducted? **Approximately 1700 annual reviews, 100 annual hearings**
44. How are citation payments deposited and is there a bank preference to where the funds are deposited? **They do not need to be in a specific format, just one the bank can accept. All deposits sent to Bank of America.**
45. What is the percentage of pay off the windshield within 30 days? **63%**