

May 15, 2009

**BULLETIN NUMBER 7
REQUEST FOR PROPOSALS
PARKING CITATION PROCESSING SERVICES**

REQUEST FOR PROPOSALS 334SH

**Notice
Release of Questions and Answers**

This Bulletin 7 constitutes in its entirety, responses to all Questions submitted relative to this RFP 334SH.

Please see the following pages.

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| Attachment (citation exemplars) | |

**QUESTIONS AND ANSWERS TO RFP 334SH
05-15-09**

(Qs 1-20 are transcribed from the Mandatory Proposers' Conference, May 13, 2009)

1. Q. Depending on which way you go, there are costs associated on the vendor's side, so if you let us know which your preference is, then we can cost those in.
A. ***It is my goal to get those to you expeditiously, by Friday at the latest.***
2. Q. Is pass back to the processing company instantaneous?
A. ***Yes, within 30 seconds you can log back into Datapoint and see the actual transaction. Your merchant activity file is usually batched on a nightly process and is usually available in the wee hours the next morning to be transmitted back to your application.***
3. Q. When you get the confirmation and the person has the receipt, at that point are you passing payment data back to us that the person has paid and they've been confirmed and the credit card is valid?
A. ***Link2Gov is able to do what is called a post back.***
4. Q. And how quickly is that post back?
A. ***It is within 30 seconds.***
5. Q. I thought you had mentioned that when it was declined they would receive notification?
A. ***The purpose of the post back will not only confirm to your system the payment was made but if there was a problem the post back also has information in it back to your system saying, "payment rejected" and keeps your system open. And those specific issues will be ironed out when we sit down with Link2Gov.***
6. Q. On the IVR it sounded like you are saying you wanted us to collect the information on the IVR and send it to a http link?
A. ***I believe there is an http link behind the IVR. [see Qs 74 and 76]***
7. Q. Then we would send that information to Link2gov? Is Link2gov then going to collect the credit card information from the caller through their IVR or am I going to collect all that information from my IVR and now send that credit card information, which I'm not doing on the e-commerce side.
A. ***We'll have to defer that question and get back to you on that.***
8. Q. When a person walks into a payment site and wants to make a credit card payment, I can go into my system and find the unique information. Now I need to collect his credit card information to facilitate payment. I am on my point of sale screen, do you envision that now from the POS screen I'm clicking the button and its taking me to a Link2gov website and my cashier is putting in credit card information or swiping the credit card information into a device provided by Link2gov and then the process goes through with the payment and Link2gov is sending me back the post back so now I can print the receipt for the client?
A. ***Yes that is the vision.***

9. Q. Is it at all possible that you can provide us a contact at Link2gov that we could ask technical questions?
A. ***I can leave questions open until Monday that are Link2gov specific. (Later changed to Friday)***
10. Q. Are you currently using any ALPR units?
A. ***No***
11. Q. Are there any particular parking related features that you want to use the LPR for normally that scofflaw enforcement or time limited????
A. ***All available features would be used, including time limit enforcement.***
12. Q. Scofflaw is built into our core citation processing e-ticket unit. Is that an element of license plate recognition, that it is the core you're using it for scofflaw purpose?
A. ***That could be incorporated as well.***
13. Q. Regarding the ALPR pricing. On the price sheet you are asking us for pricing based on numbers of units and what the monthly fee would be. When we price that, do we assume the pricing should be if the county determines they want to buy units today for the life of the contract versus buying them 6 months down the road?
A. ***We asked for a flat fee.***
14. Q. Would you entertain alternative pricing documents?
A. ***No***
15. Q. Regarding data conversion, it sounds like in the proposal you wanted. . .
A. ***We'll revise and clarify that to add 'UNPAIDs'.***
16. Q. Do you have your own impound lots or do you contract out for that?
A. ***The storage and impound lots are contracted.***
17. Q. So if my vehicle got impounded or towed because of parking tickets, I would have to pay the parking tickets and then pay the vendor at the tow lot what I owe him and provide him proof that I paid the parking tickets?
A. ***Yes***
18. Q. And the vendors are then responsible for any vehicles that are not claimed?
A. ***Yes***
19. Q. Do you handwrite all of your cites now?
A. ***35% of our cites are electronic***
20. Q. You mentioned that it was a possibility we were using a 3rd party vendor to outsource IVR. In the contract it seemed to imply that you wanted a single source solution and one vendor.
A. ***You can use third party outsourcing, but you are responsible for any problems. We don't want to see a third party invoice or even want to hear about the outsource. We want one contractor. What we do expect is that the outsource is present after the contract effective date with Link2gov to put together the IVR process.***

(The remainder of the Qs were submitted via email.)

21. Q. Re: SOW 18.2.3 - If Contractor is allowed 10 months to implement IVR, why does penalty begin in month 7? Please clarify.
A. **TYPOGRAPHICAL ERROR. Should read "...beginning in month eleven (11), ..." See Bulletin 6**
22. Q. Re: SOW 18.2.5 - If Contractor is allowed 10 months to implement POS electronic payment processing capability, why does penalty begin in month 7? Please clarify.
A. **TYPOGRAPHICAL ERROR. Should read "...beginning in month eleven (11), ..." See Bulletin 6**
23. Q. Re: SOW 11.2.1 - Does the term ", real-time capability to remotely upload electronic tickets generated from handheld computing devices to the System." Mean that the citations are sent to the vendors System real time at the time of citation or event creation or at a synch event?
A. **A 'synch event'.
See Bulletin 6**
24. Q. Appendix A, Attachment A, Reqt 5.04, p12 5.04 - The system "boot-and-tow" query feature... Please clarify what this requirement means.
A. **1) Recent payment history, continued seizure eligibility.**
25. Q. Appendix A, 11.3.2 - (1) Please clarify if the count of 20 LPR's is a requirement in the RFP. (2) Should it be integrated as part of the base cost or an optional service?
B. **1) County is requesting pricing to utilize up to 20 LPRs. 2) NO**
26. Q. Appendix A, 13.4 - Is this requirement related to (a) systems/ technical hardware and software support or (b) customer service type of employee who will be answering questions related to specific citations?
A. **The answer is (b).**
27. Q. Appendix B, 2.8.4 - ACS has thousands of contracts within the public and private sector. Would LACSD like a listing of all parking contracts in CA or a listing of all contracts germane to the scope of services called for in the RFP?
A. **Please list only those contracts which are similar in scope to those described in this RFP.**
28. Q. Attachment E (Link2Gov Interface) - What is meant by "An additional web service post back of transaction information may also be utilized."? Can the "HTTPS POST" method of interfacing with Link2Gov be utilized for Web and IVR functionality?
A. **The secure post back method may be used to provide near real time transaction verification to the Contractor and may be used for transactions initiated over the Web or IVR. The post back process is to return information for only approved (successful) transactions, however; it may be implemented to return values for all transaction (successful or unsuccessful). When a user submits a transaction for payment and the processor has returned a status to the Link2Gov Payment Gateway, a server side form POST will be initiated by Link2Gov. The form values containing transaction data are URL**

Encoded and the form is posted, using HTTPS, to the URL defined by the Contractor. The Contractor is expected to respond to Link2Gov to verify transmission of the data.

29. Q. Appendix A, 11.6 - Exhibit E seems to reference a web page interface for communicating with Link2Gov. Can the City describe the Link2Gov Application Programming Interface that is required for the IVR system that the City is requiring vendors to use?

A. **The L2G API utilizes a Name/Value pair HTTPS POST in which the Contractor interacts with the customer through the payment application and the transaction information is passed from the store-front application to Link2Gov on the backend.**

30. Q. Appendix A, 11.7 - Exhibit E seems to reference a web page interface for communicating with Link2Gov. Can the City describe the Link2Gov Application Programming Interface that is required for the IVR system that the City is requiring vendors to use

A. **See the response for #29. It may be the same interface or the Contractor may perform a POST to a Link2Gov hosted web application that will gather and process the payment information.**

31. Q. Appendix A, 11.5.2, 11.6.10, 12.1.7 - Payment Card Industry Data Security Standard (PCI-DSS) compliance for credit card processing is mentioned in more than one area of the RFP (E-Payment, Pay by Phone etc. but not all sections that reference credit card processing. (1) Is it the intent of LASD to have PCI compliance as a requirement for all vendors? (2) Does the LASD value PCI compliance?

A. **1) Yes 2) Yes**

32. Q. RFP Section 1.1, Paragraph 5, Page 1 - This appears to create a situation where unpaid citations which have not yet been placed on Hold with the DMV or referred to Special Collections will not be converted to a new Proposer's system. How will these citations then be processed and collected?

A. **This is corrected by Bulletin 6.**

33. Q. Appendix A, Section 1.2 Background, Paragraph 2, Page 3 - Please provide the total number of parking citations issued by the Sheriff and each of the delegated authority agencies for each of the past three full years (either calendar or fiscal). For each year's data provided please provide a further breakdown of total parking citations issued between electronically issued citations and manually written citations.

A.

| | Sheriff | Public Safety | Beaches & Harbors | ISD |
|----------------|----------------|----------------------|------------------------------|--------------|
| FY05/06 | 168,874 | 11,984 | 7,993 | 1,481 |
| FY06/07 | 163,780 | 12,809 | 6,598 | 1,449 |
| FY07/08 | 181,503 | 10,254 | 8,998 | 891 |

Approximately 35-40% of all citations issued by Sheriff are issued electronically. Approximately 99% of all citations issued by Beaches & Harbors are issued electronically.

34. Q. Appendix A, Section 1.2 Background, Paragraph 2, Page 3 - Please provide aged receivable data by year of citation issuance or standard aging categories for the County's current inventory of issued and yet unpaid parking citations.

A.

| | <u>Count</u> | <u>Value</u> |
|-----------------|---------------|----------------|
| <i>FY 05/06</i> | <i>51,238</i> | <i>4.7 mil</i> |
| <i>FY 05/06</i> | <i>54,660</i> | <i>4.8 mil</i> |
| <i>FY 06/07</i> | <i>53,793</i> | <i>4.7 mil</i> |
| <i>FY 07/08</i> | <i>58,492</i> | <i>5.2 mil</i> |
| <i>FY 08/09</i> | <i>67,521</i> | <i>5.7 mil</i> |

35. Q. Appendix A, Section 1.2 Background, Paragraph 2, Page 3 - Please provide the average fine per issued parking citation for each of the past three years and a table of the current fine amounts for all current parking violations.

A. ***Average fine amount: \$50. The fine amounts have not changed during the last three years.***

36. Q. Appendix A, Section 1.2 Background, Paragraph 2, Page 3 - Please provide the current Late Penalty schedule (when in the life of the citation each Late Penalty is assessed) and the dollar amount of each Late Penalty currently assessed.

A.

| | |
|---------------|--|
| <i>Day 0</i> | <i>Citation issued</i> |
| <i>Day 36</i> | <i>1st late payment penalty assessed \$18</i> |
| <i>Day 51</i> | <i>Assigned to Special Collections</i> |
| <i>Day 56</i> | <i>DMV hold request generated</i> |

37. Q. Appendix A, Section 1.2 Background, Paragraph 2, Page 3 - Please provide the total dollar amount of revenue collected from parking citation fines and penalties for each of the past three years.

A.

| | |
|-----------------|----------------------|
| <i>FY 05/06</i> | <i>\$8.7 million</i> |
| <i>FY 06/07</i> | <i>\$7.3 million</i> |
| <i>FY 07/08</i> | <i>\$9.4 million</i> |

38. Q. Appendix A, Section 1.2 Background, Paragraph 2, Page 3 - Please provide a breakdown of parking citations issued for each of the past three years by the State in which the cited vehicle was registered.

A. ***A breakdown by individual State is not available.***

| | <i>In State:</i> | <i>Out-of-State:</i> |
|-----------------|------------------|----------------------|
| <i>FY 05/06</i> | <i>182,610</i> | <i>7,722</i> |
| <i>FY 06/07</i> | <i>180,715</i> | <i>3,921</i> |
| <i>FY 07/08</i> | <i>196,874</i> | <i>4,772</i> |

39. Q. Appendix A, Section 6.0, Hand Written Citation Processing, Page 7 - Does the County require or prefer that digital images of hand written citations be captured, linked to the citation record and made retrievable from the citation record in the PCPS?

A. ***Required.***

40. Q. Appendix A, Section 6.0, Hand Written Citation Processing, Page 7 - Once hand written citations have been entered to the PCPS are the hard copies returned to the County or stored by the Contractor? What are the County's record retention rules for hand written citations?
A. ***Hard copies are retained by the Contractor. The County's record retention for citations is five years.***
41. Q. Appendix A, Section 6.0, Page 7 - Can the County provide a sample of an electronic citation?
A. ***See Attachment to this Q&A.***
42. Q. Appendix A, Section 6.0, Page 7-8 - Please provide a sample of a manual citation.
A. ***See Attachment to this Q&A.***
43. Q. Appendix A, Section 7.0, Page 9 - How many notices are sent each year? Please list by type of notice.
A. ***See No. 46 below.***
44. Q. Appendix A, Section 7.0, Page 9 - Does the County intend to pursue legal collections or offer settlement options?
A. ***No***
45. Q. Appendix A, Section 7.0, Page 9 - How many citations are sent to special collections on a monthly or annual basis?
A. ***Approximately 41% of citations issued are sent to special collections.***
46. Q. Appendix A, Section 7.0, Page 9-10 - What is the number of incoming and outgoing correspondence sent/received per year? Please list by type of correspondence.
A. ***Approximately 200,000 correspondence items are sent per year. Notices & Correspondence - letters***
47. Q. Appendix A, Section 10.1, Boot and Tow, Page 13 - This section requires the Contractor's system to track the location of impounded vehicles and track collection of impound fees. Please describe in detail the current process for impounding of vehicles and assessment and collection of impound fees and/or storage fees and the respective systems in which impound and/or storage fees are assessed and maintained.
A. ***The County is not currently impounding for scoff law. We anticipate this program to begin July 1.***
48. Q. Appendix A, Section 10.1, Page 13 - How many vehicles are booted each year?
A. ***The county does not currently boot vehicles.***
49. Q. Appendix A, Section 10.1, Page 13 - How many vehicles are towed each year?
A. ***Approximately 4,700.***
50. Q. Appendix A, Section 10.1, Page 13 - Does the County support the sale of abandoned vehicles?
A. ***No***

51. Q. Appendix A, Section 10.2, Page 13 - What is the number of fleet accounts currently supported?
A. ***The County does not currently have a fleet program.***
52. Q. Appendix A, Section 10.2, Page 13 - What is the number of lease/rental accounts currently supported?
A. ***The County does not currently have a lease/rental program***
53. Q. Appendix A, Section 11.2, Page 16 - Is the County interested in information/quote for electronic handheld ticket writers for moving violations as well as parking violations?
A. ***No***
54. Q. Appendix A, Section 11.2, Page 16 - At how many locations will the handhelds be docked at the end of each shift?
A. ***Three (3) locations.***
55. Q. Appendix A, Section 11.2, Page 16 - How many handhelds will be docked at each location?
A. ***Six to Seven per location.***
56. Q. Appendix A, Section 11.2, Page 16 - Across how many shifts are citations issued each day?
A. ***Two***
57. Q. Appendix A, Section 11.3.1, ALPR, Page 16 - The language in this section suggests that the ALPR units are to be used for identifying 'scofflaw' vehicles for boot/impound purposes. Does the County desire additional parking enforcement related functionality such as support of time limit enforcement in the ALPR units?
A. ***Yes***
58. Q. Appendix A, Section 11.3.1, ALPR, Page 16 - Does the County currently own or operate mobile ALPR units for parking enforcement? If so, please provide make, model and configuration specifics.
A. ***The County does not currently operate ALPR for Parking Enforcement purposes.***
59. Q. Appendix A, Section 11.3.1, ALPR, Page 16 - Please provide a preferred or desired set of functional and technical specifications for the requested ALPR units.
A. ***None other than those specified in the RFP. Proposers are requested to provide ALPR options.***
60. Q. Appendix A, Section 11.3.1, ALPR, Page 16 - Does the County intend to permanently mount the ALPR units on County owned vehicles or does the County prefer ALPR units that are easily transferable between vehicles?
A. ***The County prefers units which are easily transferable.***

61. Q. Appendix A, Section 11.3.1, ALPR, Page 16 - (1) Does the County intend that the Contractor also provide the Mobile Data Terminals/Computers (MDT/MDC) required to support mobile ALPR units? (2) If so, does the County have existing standards for MDT's or MDC's?
- A. **1) No**
62. Q. Appendix A, Section 11.4, Page 16-17 - How many adjudication requests are processed annually?
- A. **Approximately 14,000 per year (first and second level)**
63. Q. Appendix A, Section 11.4, Page 16-17 - Concerning the scheduling of administrative hearings, does the County want the functionality to schedule the hearings by County employees and/or does the County want the selected vendor's employees to also schedule the hearings?
- A. **County employees will schedule the second-level administrative hearings.**
64. Q. Appendix A, Section 11.6, Page 17 - How many calls are received at the call center per day, month or year?
- A. **Approximately 400 calls per day.**
65. Q. Appendix A, Section 11.6.9 IVR, Page 18 – (1) Is the fee assessed to the customer by Link2Gov used to pay all expenses related to the IVR payment including payment gateway fees and credit card discount and processing fees? (2) Does the County expect the Contractor to bear any of these costs?
- A. **1) Yes, it will cover all traditional merchant processing expenses.
2) No, the Contractor will not bear any traditional merchant processing expenses.**
66. Q. Appendix A, Section 11.7.4 Pay-by-Web Interface, Page 19 - Is the fee assessed to the customer by Link2Gov used to pay all expenses related to the Web payment including payment gateway fees and credit card discount and processing fees? Does the County expect the Contractor to bear any of these costs?
- A. **1) Yes, it will cover all traditional merchant processing expenses.
2) No, the Contractor will not bear any traditional merchant processing expenses.**
67. Q. Appendix A, Section 12.0, Page 21-22 - How many payments are received at the County's lock box monthly or annually?
- A. **It is the Contractor's lockbox. Approx 9500 per month.**
68. Q. Appendix A, Section 12.1.1, Page 21 - How many payments are made at the payment centers on a monthly or annual basis?
- A. **Approx 1500 per month.**
69. Q. Appendix A, Section 12.1.1, Page 21 - What are the current hours of operation for in-person payment centers?
- A. **Monday through Friday, 8:00 a.m. – 5:00 p.m.**

70. Q. Appendix A, Section 12.1.4, Collection of Payments..., Page 22 - Please provide a description of how a Contractor's point of sale application would be required to interface with Link2Gov – internally from the application or using separate credit card processing terminals?
- A. **1) If POS devices are intended to be tethered and the Contractor will utilize the API, then the hardware would interface with the Contractor's point of sale application which would in turn interface with Link2Gov's API. The devices and the point of sale applications must be PCI DSS compliant. If these devices accept PIN entry, then they must be encrypted with the appropriate key. 2) If the Contractor intends to use standalone dial devices, the devices must be certified for use on Paymentech.**
71. Q. Appendix A, Section 12.1.4, Collection of Payments..., Page 22 - Is the fee assessed to the customer by Link2Gov used to pay all expenses related to the POS payment including credit card discount and processing fees? Does the County expect the Contractor to bear any of these costs?
- A. **1) Yes, it will cover all traditional merchant processing expenses. 2) No, the Contractor will not bear any traditional merchant processing expenses.**
72. Q. Appendix A, Section 18.1.1, System Downtime (non-operational) Defined, Page 30 - This section states: "Prior to beginning Work under this Agreement, County will provide Contractor with the 'in-service' requirements (hours) for the PCPS System". Section 4.4, Days of Operation, Page 27 states: "Unless otherwise specified in the resultant Agreement, Contractor shall be required to provide all software installation and system configuration services, as well as all telephonic technical support services, between the hours of 8:00 a.m. and 5:00 p.m., Mondays through Fridays, excluding County holidays. The County will provide a list of the County holidays to Contractor at the time the Agreement is approved, and annually, at the beginning of each calendar year". In that the County is requiring Proposers to commit to a firm system uptime requirement in their proposals, can Proposers rely on the language from 4.4 as the definition of the "in-service" requirements (hours) for the PCPS system?
- A. **No. These two sections are unrelated. Proposers may assume that the in-service requirement is 8a-5p, Mon-Fri, but only for the purpose of this RFP. County will provide the selected Contractor with the actual 'in-service' requirements (in hours) for the PCPS System prior to beginning work.**
73. Q. Appendix B, Exhibit B11, Price Sheet I. Per Citation Processing Cost, Page 13 - Does the County intend that Proposers include in the Per Citation Processing Cost all costs related to the primary processing of citations including postage costs for notices and correspondence or do Proposers have the ability to propose pass through of actual costs for items such as postage.
- A. **No. The per-citation processing cost is all-inclusive.**
74. Q. It appears that the County desires an interface between the Contractor's IVR and Link2Gov (L2G) so that the Contractor's IVR collects the required unique data such as violator name, ticket number(s), and amount due and then passes this data to L2G. L2G then collects the credit card information from the caller, validates and processes the transaction and then sends a

"postback" transaction to the Contractor's system do the Contractor can post the payment to the processing system. Can the County confirm that this is the desired data flow for the interface? If so, can the County provide detail regarding the mode of communication between the Contractor's IVR system and L2G? If L2G provides a number of options for the interface and communication mode between their system and the Contractor's IVR please provide detail regarding these options.

A. *The secure post back method may be used to provide near real time transaction verification to the Contractor and may be used for transactions initiated over the Web or IVR. The post back process is to return information for only approved (successful) transactions, however; it may be implemented to return values for all transaction (successful or unsuccessful). When a user submits a transaction for payment and the processor has returned a status to the Link2Gov Payment Gateway, a server side form POST will be initiated by Link2Gov. The form values containing transaction data are URL Encoded and the form is posted, using HTTPS, to the URL defined by the Contractor. The Contractor is expected to respond to Link2Gov to verify transmission of the data.*

75. Q. At the pre-bid meeting it was mentioned that L2G has interfaces designed for certain IVR systems. Can the County provide a list of these IVR systems with any available details regarding the design of the specific interfaces?

A. *There are no specific interfaces; just use the Link2Gov API.*

76. Q. Regarding the interface for processing credit card POS transactions through L2G, will L2G be providing standard credit card payment terminals linked to an L2G credit card merchant account that could be used by the cashiers to swipe the credit card and initiate a standard credit card payment processing transaction flow?

A. *1) Link2Gov can provide the POS terminals if needed. If the Contractor provides POS devices and are intended to be tethered, the Contractor will utilize the API, then the hardware would interface with the Contractor's point of sale application which would in turn interface with Link2Gov's API. The devices and the point of sale applications must be PCI DSS compliant. If these devices accept PIN entry, then they must be encrypted with the appropriate key.*

2) If the Contractor intends to use standalone dial devices, the devices must be certified for use on Paymentech.

**COUNTY of LOS ANGELES
SHERIFF'S DEPARTMENT**

CITATION #

| | | | |
|-----------------------|-----------------------|------------------------|-----|
| DATE | | TIME ISSUED | |
| LICENSE PLATE NUMBER | | COUNTY AREA / PROPERTY | |
| STATE | MONTH | YEAR | |
| VEHICLE MAKE | VEHICLE COLOR | TYPE | |
| VIN NUMBER | | | |
| WAS PARKED AT OR NEAR | | | R/D |
| OFFICER | | BADGE NO. | |
| AGENCY | | METER NO. | |
| VIOLATION CODE | VIOLATION DESCRIPTION | | |

AMOUNT DUE

COMMENTS

Payment is required no later than 21 days from the date of this violation. You have 21 days to contest this citation.

*****DO NOT SEND CASH*****

see reverse side for Important Instructions

VIOLATION

**COUNTY of LOS ANGELES
SHERIFF'S DEPARTMENT**

NOTICE TO OFFENDER

You have 21 days to pay without penalty or doubling of penalties or subjecting your vehicle to seizure (cvc 22651(l); 22651.7).

Make check or money order payable to the LA County Sheriffs Department. Write the citation number on the check. Payment is required no later than 21 days from the date of the violation (CVC 40202). Please use the envelope provided. You have 21 days to contest this citation.

PAYMENT:

You may mail payment to:
Los Angeles County Sheriff's Department
P.O. Box 30629
Los Angeles, CA 90030-0629

You may pay in person at the following locations:

- 312 W. 2nd St., LA
- 668 So. Lafayette Park Pl., LA
- 9911 W. Pico Blvd., Suite B-201, West LA
- 6309 Van Nuys Blvd., Room 103, Van Nuys

Complaints/Correspondence:

To contest this citation call the phone # below for instructions or visit a payment office.

TELEPHONE:

For information call:
(866) 561-9744

Send written inquiries to:

LA County Parking Violations Bureau
P.O. Box 30629
Los Angeles, CA 90030-0629

REGISTRATION/EQUIPMENT VIOLATIONS

PROVIDE PROOF OF CORRECTION WITHIN 21 DAYS OF CITATION ISSUANCE AND THE PENALTY MAY BE REDUCED TO \$10.00.

WARNING: FAILURE TO PAY PARKING FINES MAY SUBJECT MOTOR VEHICLE TO SEIZURE - CVC 22651(l); 22651.7

Failure to pay the parking fine within the statutory time limits may cause the amount to double.

Electronic Ticket
Exemplar

NOTICE OF PARKING VIOLATION

COUNTY OF LOS ANGELES - SHERIFF'S DEPARTMENT

113249264

| | | |
|---|--|--|
| DATE / / | AT ABOUT AM PM | <input type="checkbox"/> COUNTY AREA <input type="checkbox"/> COUNTY PROPERTY |
| VEHICLE LICENSE NUMBER | | |
| VIN LAST FOUR | | |
| <input type="checkbox"/> DRIVE OFF | | |
| LICENSE STATE MONTH LIC YEAR | BODY TYPE (CIRCLE) | |
| CA OTHER | PASS TRUCK P/U TRAILER OTHER | |
| VEHICLE MAKE (CIRCLE) | | OTHER |
| CHEV A BUICK B CADI C DODG D FORD E HOND F HYUN G MAZD H NISS I BMW J PONT K GMC L TOYT M VOLK N 2 DR 4 DR SUV CONV | | |
| COLOR (CIRCLE) OTHER | | |
| BGE A BLK B BLU C BRN D GLD E GRY F GRN G MAR H RED I SIL J WHI K YEL L | | |
| WAS PARKED AT OR NEAR | | R/D |
| NOTES | | |
| (METER NUMBER) | <input type="checkbox"/> EQUIPMENT AND/OR REGISTRATION VIOLATION | |
| <input type="checkbox"/> (1) 15.20.070 L.A. CO. FAILURE TO OBEY SIGNS \$ 50.00 | <input type="checkbox"/> 22500(h) V.C. DOUBLE PARKING \$ 45.00 | |
| <input type="checkbox"/> (2) 15.20.070 L.A. CO. STREET SWEEPING \$ 50.00 | <input type="checkbox"/> 22500(i) V.C. PARKING IN BUS ZONE \$ 255.00 | |
| <input type="checkbox"/> (3) 15.20.070 L.A. CO. FAILURE TO OBEY MARKINGS \$ 50.00 | <input type="checkbox"/> 22500.1 V.C. PARKING IN FIRE LANE \$ 60.00 | |
| <input type="checkbox"/> 15.64.052 L.A. CO. COMMERCIAL VEH. OVER 10,000 LBS. RESTRICTED \$ 45.00 | <input type="checkbox"/> 22502(a) V.C. 18 INCHES FROM CURB \$ 45.00 | |
| <input type="checkbox"/> 15.64.100 L.A. CO. DISCONNECTED TRAILER \$ 45.00 | <input type="checkbox"/> 22507.8(a) V.C. DISABLED PARKING \$ 330.00 | |
| <input type="checkbox"/> 15.64.130 L.A. CO. PARKING IN ALLEYS \$ 45.00 | <input type="checkbox"/> 22507.8(c) V.C. DISABLED - CROSSHATCHED LINES \$ 330.00 | |
| <input type="checkbox"/> 15.64.700 L.A. CO. PREFERENTIAL PKG. DIST NO PERMIT \$ 45.00 | <input type="checkbox"/> 22514 V.C. FIRE HYDRANT \$ 60.00 | |
| OTHER \$ _____ | | |
| ISSUING OFFICER | ID NUMBER | STATION |
| CERTIFICATION OF CORRECTION | | |
| SECTION VIOLATED | CERTIFYING SIGNATURE | BADGE NO. AGENCY DATE |

SH-CR-67 (REV.03/08)

NOTICE OF PARKING VIOLATION

COUNTY OF LOS ANGELES - SHERIFF'S DEPARTMENT

113249264

| | | |
|---|--|--|
| DATE / / | AT ABOUT AM PM | <input type="checkbox"/> COUNTY AREA <input type="checkbox"/> COUNTY PROPERTY |
| VEHICLE LICENSE NUMBER | | |
| VIN LAST FOUR | | |
| <input type="checkbox"/> DRIVE OFF | | |
| LICENSE STATE MONTH LIC YEAR | BODY TYPE (CIRCLE) | |
| CA OTHER | PASS TRUCK P/U TRAILER OTHER | |
| VEHICLE MAKE (CIRCLE) | | OTHER |
| CHEV A BUICK B CADI C DODG D FORD E HOND F HYUN G MAZD H NISS I BMW J PONT K GMC L TOYT M VOLK N 2 DR 4 DR SUV CONV | | |
| COLOR (CIRCLE) OTHER | | |
| BGE A BLK B BLU C BRN D GLD E GRY F GRN G MAR H RED I SIL J WHI K YEL L | | |
| WAS PARKED AT OR NEAR | | R/D |
| NOTES | | |
| (METER NUMBER) | <input type="checkbox"/> EQUIPMENT AND/OR REGISTRATION VIOLATION | |
| <input type="checkbox"/> (1) 15.20.070 L.A. CO. FAILURE TO OBEY SIGNS \$ 50.00 | <input type="checkbox"/> 22500(h) V.C. DOUBLE PARKING \$ 45.00 | |
| <input type="checkbox"/> (2) 15.20.070 L.A. CO. STREET SWEEPING \$ 50.00 | <input type="checkbox"/> 22500(i) V.C. PARKING IN BUS ZONE \$ 255.00 | |
| <input type="checkbox"/> (3) 15.20.070 L.A. CO. FAILURE TO OBEY MARKINGS \$ 50.00 | <input type="checkbox"/> 22500.1 V.C. PARKING IN FIRE LANE \$ 60.00 | |
| <input type="checkbox"/> 15.64.052 L.A. CO. COMMERCIAL VEH. OVER 10,000 LBS. RESTRICTED \$ 45.00 | <input type="checkbox"/> 22502(a) V.C. 18 INCHES FROM CURB \$ 45.00 | |
| <input type="checkbox"/> 15.64.100 L.A. CO. DISCONNECTED TRAILER \$ 45.00 | <input type="checkbox"/> 22507.8(a) V.C. DISABLED PARKING \$ 330.00 | |
| <input type="checkbox"/> 15.64.130 L.A. CO. PARKING IN ALLEYS \$ 45.00 | <input type="checkbox"/> 22507.8(c) V.C. DISABLED - CROSSHATCHED LINES \$ 330.00 | |
| <input type="checkbox"/> 15.64.700 L.A. CO. PREFERENTIAL PKG. DIST NO PERMIT \$ 45.00 | <input type="checkbox"/> 22514 V.C. FIRE HYDRANT \$ 60.00 | |
| OTHER \$ _____ | | |
| ISSUING OFFICER | ID NUMBER | STATION |
| CERTIFICATION OF CORRECTION | | |
| SECTION VIOLATED | CERTIFYING SIGNATURE | BADGE NO. AGENCY DATE |

SH-CR-67 (REV.03/08)

Hand-written Ticket
Exemplar (is in carbon triplicate
white, blue, gold)

NOTICE OF PARKING VIOLATION

COUNTY OF LOS ANGELES - SHERIFF'S DEPARTMENT

113249264

| | | | | | | | |
|---|--|----------------------|--|--|--|--|------|
| DATE / / | | AT ABOUT AM PM | | <input type="checkbox"/> COUNTY AREA | | <input type="checkbox"/> COUNTY PROPERTY | |
| VEHICLE LICENSE NUMBER | | | | | | | |
| VIN | | | | | | | |
| LAST FOUR | | | | | | | |
| <input type="checkbox"/> DRIVE OFF | | | | | | | |
| LICENSE | | STATE | | MONTH LIC YEAR | | BODY TYPE (CIRCLE) | |
| CA | | OTHER | | PASS TRUCK P/U TRAILER | | OTHER | |
| VEHICLE MAKE (CIRCLE) | | | | | | | |
| CHEV A | | BUICK B | | CADI C | | DODG D | |
| MAZD H | | NISS I | | BMW J | | PONT K | |
| FORD E | | HOND F | | HYUN G | | VOLK N | |
| GMC L | | TOYT M | | 2 DR | | 4 DR SUV CONV | |
| COLOR (CIRCLE) | | | | | | | |
| BGE A | | BLK B | | BLU C | | BRN D | |
| GLD E | | GRY F | | GRN G | | MAR H | |
| RED I | | SIL J | | WHI K | | YEL L | |
| OTHER | | | | | | | |
| WAS PARKED AT OR NEAR | | | | | | R/D | |
| NOTES | | | | | | | |
| | | | | | | | |
| (METER NUMBER) | | | | <input type="checkbox"/> EQUIPMENT AND/OR REGISTRATION VIOLATION | | | |
| <input type="checkbox"/> (1) 15.20.070 L.A. CO. FAILURE TO OBEY SIGNS \$ 50.00 | | | | <input type="checkbox"/> 22500(h) V.C. DOUBLE PARKING \$ 45.00 | | | |
| <input type="checkbox"/> (2) 15.20.070 L.A. CO. STREET SWEEPING \$ 50.00 | | | | <input type="checkbox"/> 22500(i) V.C. PARKING IN BUS ZONE \$ 255.00 | | | |
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| OTHER | | | | | | | |
| <input type="checkbox"/> _____ \$ _____ | | | | | | | |
| ISSUING OFFICER | | | | ID NUMBER | | STATION | |
| CERTIFICATION OF CORRECTION | | | | | | | |
| SECTION VIOLATED | | CERTIFYING SIGNATURE | | BADGE NO. | | AGENCY | DATE |
| <p>Mail check or money order made payable to L.A. COUNTY SHERIFF'S DEPARTMENT in this envelope. Write citation number on check. You have 21 days to pay without penalty. After 21 days, the parking penalty will be more than doubled. You have 21 days to contest this citation.</p> <p>SEE REVERSE SIDE FOR IMPORTANT INSTRUCTIONS TO CONTEST CITATION CALL 1 (866) 561-9744</p> | | | | | | | |

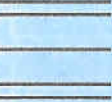
SH-CR-67 (REV 03/08)

-DO NOT SEND CASH-
TO SEAL, REMOVE TAPE UNDER FLAP



Return Pay Envelope Exemplar

PLACE
STAMP
HERE



PAYMENT:

You may pay by mail using this envelope.
You may pay in person at the following locations:
668 So. Lafayette Park Pl., L.A.
9911 W. Pico Blvd., Suite B-201, West L.A.
6309 Van Nuys Blvd., Rm. 103, Van Nuys
312 W. 2nd Street, L.A.

COMPLAINTS OR INQUIRIES

Call 1 (866) 561-9744
SEND WRITTEN INQUIRIES TO THE ADDRESS BELOW

WARNING: FAILURE TO PAY
PARKING FINES MAY SUBJECT
MOTOR VEHICLE TO SEIZURE
CVC 22651(i), 22651.7

REGISTRATION/EQUIPMENT VIOLATIONS

Provide proof of correction within 21 days of citation
issuance and the penalty may be reduced to \$10.00

TO SEAL, REMOVE TAPE
UNDER FLAP

443249264

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
P.O. BOX 30629
LOS ANGELES, CA 90030-0629

