

**PROFESSIONAL SERVICES AGREEMENT BETWEEN THE CITY OF
HAWTHORNE AND DECKARD TECHNOLOGIES**

This PROFESSIONAL SERVICES AGREEMENT (“AGREEMENT”) is made and entered into this ____ day of _____, 2025, by and between the City of Hawthorne, a California municipal corporation and general law city (“CITY”) and Deckard Technologies, a Delaware Corporation (“CONSULTANT”). This agreement is made with reference to the following:

RECITALS

A. CITY requested a proposal for professional services with respect to providing short-term rental monitoring and compliance.

B. CONSULTANT submitted a proposal for the performance of such services, a true and correct copy of which is attached hereto as Exhibit "A" and by this reference made a part hereof.

C. CITY desires for CONSULTANT to provide professional services as described in Exhibit “A”.

D. CONSULTANT represents and warrants that it has the qualifications, experience and facilities necessary to properly perform the services required under this AGREEMENT in a thorough, competent and professional manner. CONSULTANT shall at all times faithfully, competently, and to the best of its ability, experience and talent, perform all services described herein. In meeting its obligations under this AGREEMENT, CONSULTANT shall employ, at a minimum, generally accepted standards and practices utilized by persons engaged in providing services similar to those required of CONSULTANT under this AGREEMENT.

NOW, THEREFORE, in consideration of the foregoing Recitals, the agreement of the parties as set forth herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. DEFINITIONS

The following definitions shall apply to the following terms, except where the context of this AGREEMENT otherwise requires:

(a) Project: Assist CITY with the monitoring of short-term rentals within the borders of the city and obtain compliance from those in existence.

(b) Services: CONSULTANT shall provide professional services for the project as described in Exhibit "A" attached herein

(c) Duration: Said AGREEMENT shall be effective for three (3) years starting from the date of execution of this AGREEMENT.

(d) Consultant: Deckard Technologies, 1620 Fifth Ave, Ste. 400; San Diego, CA 92101

(e) City: 4455 W 126th St., Hawthorne, CA 90250

2. SCOPE OF SERVICES

(a) CONSULTANT shall forthwith undertake and complete the project in accordance with Exhibit "A" hereto and all in accordance with Federal, State and City statues, regulations, ordinances and guidelines, all to the reasonable satisfaction of CITY.

(b) CONSULTANT shall, at CONSULTANT'S sole cost and expense, secure and hire such other persons as may, in the opinion of CONSULTANT, be necessary to comply with the terms of this Agreement. In the event any such other persons are retained by CONSULTANT, CONSULTANT hereby warrants that such persons shall be fully qualified to perform services required hereunder. CONSULTANT further agrees that no subcontractor shall be retained by CONSULTANT except upon the prior written approval of CITY.

3. COMPENSATION, METHOD OF PAYMENT, AND ADDITIONAL SERVICES

(a) CITY shall pay CONSULTANT, pursuant to the rates listed in Exhibit "A," a maximum of \$19,975.00 for the first year of services. This annual rate will increase by 5% annually. The total paid by CITY for services described in this AGREEMENT shall not exceed \$62,971.29

(b) Payments to CONSULTANT shall be made by CITY in accordance with the invoices submitted by CONSULTANT, and such invoices shall be paid within thirty (30) days after said invoices are received by CITY. Each invoice shall detail work performed and charges. All charges shall be in accordance with CONSULTANT's proposal with respect to hourly rates and project costs as set forth in Exhibit "A".

(c) Payment to CONSULTANT for work performed pursuant to this AGREEMENT shall not be deemed to waive any defects in work performed by CONSULTANT.

4. CITY ASSISTANCE AND AVAILABILITY OF CITY RECORDS

(a) The CITY shall provide the following assistance to CONSULTANT as needed so CONSULTANT can perform the services described above:

(i.) Information and assistance as set forth in Exhibit "A".

(ii.) Photographically reproducible copies of forms, documents, codes and other information, if available, which CONSULTANT considers necessary in order to complete the project.

(iii.) Such information as is generally available from CITY files applicable to the project.

(iv.) Assistance, if necessary, in obtaining information from other governmental agencies and/or private parties. However, it shall be CONSULTANT's responsibility to make all initial contact with respect to the gathering of such information.

5. CONSULTANT'S BOOK OF RECORDS

(a) CONSULTANT shall maintain any and all documents and records demonstrating or relating to CONSULTANT's performance of services pursuant to this AGREEMENT. CONSULTANT shall maintain any and all ledgers, books of account, invoices, vouchers, canceled checks, or other documents or records evidencing or relating to work, services, expenditures and disbursements charged to CITY pursuant to this AGREEMENT. Any and all such documents or records shall be maintained in accordance with generally accepted accounting principles and shall be sufficiently complete and detailed so as to permit an accurate evaluation of the services provided by CONSULTANT pursuant to this AGREEMENT. Any and all such documents or records shall be maintained for five (5) years from the date of execution of this AGREEMENT and to the extent required by laws relating to audits of public agencies and their expenditures.

(b) Any and all records or documents required to be maintained pursuant to this section shall be made available for inspection, audit and copying at any time during regular business hours, upon written request by the CITY or CITY's designated representative. Copies of such documents or records shall be provided directly to the requesting party for inspection, audit and copying when it is practical to do so; otherwise, unless an alternative is mutually agreed upon. Such documents and records shall be made available at CONSULTANT's address indicated for receipt of notices in this AGREEMENT.

(c) Where CITY or CONSULTANT has reason to believe that any of the documents or records required to be maintained pursuant to this section may be lost or discarded due to dissolution or termination of CONSULTANT's business, the CITY may, by written request, require that custody of such documents or records be given to the requesting party and that such documents and records be maintained by the requesting party. Access to such documents and records shall be granted to all parties to this AGREEMENT, as well as to their successors-in-interest and authorized representatives.

6. TERMINATION OF AGREEMENT

This AGREEMENT may be terminated without cause by CITY upon the giving of a written "Notice of Termination" to CONSULTANT upon thirty (30) days prior written notice or the CONSULTANT may terminate this contract upon thirty (30) days prior written notice. In the event this Agreement is so terminated, CONSULTANT shall be compensated at CONSULTANT's applicable hourly rates as set forth in Exhibit "A", on a pro-rata basis with respect to the percentage of the project completed as of the date of termination. In no event, however, shall CONSULTANT receive more than the maximum specified in paragraph 3(a), above. CONSULTANT shall provide to CITY any and all documents, data, studies, surveys, drawings, maps, models, photographs and

reports, whether in draft or final form, prepared by CONSULTANT as of the date of termination. CONSULTANT may not terminate this Agreement except for cause.

7. NOTICES AND DESIGNATED REPRESENTATIVES

(a) Any and all notices, demands, invoices and written communications between the parties hereto shall be addressed as set forth in this paragraph. The below named individuals, furthermore, shall be those persons primarily responsible for the performance by the parties under this AGREEMENT:

To CITY
4455 West 126th Street,
Hawthorne, CA 90250
Attn: Director of Planning

To CONSULTANT
1620 Fifth Ave., Ste. 400
San Diego, CA 92101
Attn: Nickolas Del Pego, CEO

(b) Any such notices, demands, invoices and written communications, by mail, shall be deemed to have been received by the addressee forty-eight (48) hours after deposit thereof in the United States mail, postage prepaid and properly addressed as set forth above.

8. CONTINUITY OF PERSONNEL

CONSULTANT shall make every reasonable effort to maintain the stability and continuity of CONSULTANT's staff assigned to perform the services required under this AGREEMENT, CONSULTANT shall notify CITY of any changes in CONSULTANT's staff assigned to perform the services required under this AGREEMENT, prior to any such performance. CITY shall not be responsible for time and costs associated with CONSULTANT's turnover or reassignment of staff.

9. STATUS OF CONSULTANT

(a) The parties hereto agree that CONSULTANT and its employees, officers and agents are independent contractors under this Agreement and shall not be construed for any purpose to be employees of CITY.

CONSULTANT shall have no authority to bind CITY in any manner, nor to incur any obligation, debt or liability of any kind on behalf of or against CITY, whether by contract or otherwise. Unless such authority is expressly conferred under this AGREEMENT or is otherwise expressly conferred in writing by CITY.

(b) The personnel performing the services under this AGREEMENT on behalf of CONSULTANT shall at all times be under CONSULTANT's exclusive direction and control. Neither CITY, nor any elected or appointed boards, officers, officials, employees or agents of CITY shall have control over the conduct of CONSULTANT or any of CONSULTANT's officers, employees or agents, except as set forth in this AGREEMENT. CONSULTANT shall not at any

time or in any manner represent that CONSULTANT or any of CONSULTANT's officers, employees or agents are in any manner officials, officers, employees or agents of CITY.

(c) The CONSULTANT or any of CONSULTANT's officers, employees or agents, shall not obtain any rights to retirement, health care or any other benefits that may otherwise accrue to CITY employees. CONSULTANT expressly waives any claim CONSULTANT may have to any such rights.

10. LEGAL RESPONSIBILITIES

The CONSULTANT shall keep itself informed of applicable State and Federal laws and regulations, which in any manner affect those employed by it or in any way affect the performance of its service pursuant to this AGREEMENT. The CONSULTANT shall at all times observe and comply with all such laws and regulations pursuant to sound professional practices including, but not limited to, possessing and maintaining all necessary licensing. CITY, and its officers and employees, shall not be liable at law or in equity occasioned by negligent failure of the CONSULTANT to comply with this Section.

11. NON-DISCRIMINATION

CONSULTANT shall not discriminate, harass, or allow harassment against any employee or applicant for employment because of sex, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), sexual orientation, marital status, and denial of family care leave. CONSULTANT shall ensure that the evaluation and treatment of their employees and applicants for employment are free from discrimination and harassment. CONSULTANT shall comply with the provisions of the California Fair Employment and Housing Act (Government Code, Section 12900 et seq.), and the regulations promulgated thereunder (California Administrative Code, Title 2, Section 7285 et seq.). If applicable, CONSULTANT shall give written notice of their obligation under this clause to labor organizations with which they have a collective bargaining AGREEMENT or other AGREEMENT.

12. INDEMNIFICATION

To the fullest extent provided by law, CONSULTANT shall indemnify, hold harmless, and defend CITY, its officers, employees, elected and appointed officials, and volunteers from and against any and all claims and losses, costs or expenses for any damage resulting in death or injury to any person and/or injury or damage to any property resulting from any negligent act or omission of CONSULTANT or any of its officers, employees, agents, or subcontractors in the performance of this AGREEMENT. Such cost and expense shall include reasonable attorney fees.

13. CONFLICT OF INTEREST

(a) No CITY employee whose position with CITY enables such employee to influence the award of this AGREEMENT or any competing AGREEMENT, and no spouse or economic dependent of such employee, shall be employed in any capacity by the CONSULTANT or have any other direct or indirect financial interest in this AGREEMENT. No officer or employee of this CONSULTANT who may financially benefit from the performance of work hereunder shall in any way participate in the CITY's approval, or ongoing evaluation of such work, or in any way attempt to unlawfully influence CITY's approval or ongoing evaluation of such work.

(b) The CONSULTANT shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this AGREEMENT. The CONSULTANT warrants that it is not now aware of any facts that create a conflict of interest. If the CONSULTANT hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to the CITY. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this section shall be a material breach of this contract.

14. CONFIDENTIAL INFORMATION

All information gained or work product produced by CONSULTANT in performance of this AGREEMENT shall be considered confidential, unless information is in the public domain or already known to CONSULTANT. CONSULTANT shall not release or disclose any such information or work product to persons or entities other than CITY without prior written authorization from the CITY, except as may be required by law.

15. INSURANCE

CONSULTANT shall obtain and maintain at its expense, until completion of performance and acceptance by CITY, the following insurance placed with an insurer admitted to write insurance in California or a nonadmitted insurer on California's List of eligible Surplus Lines Insurers (LESLI) and having a rating of or equivalent to A:VIII by A.M. Best Company.

(a) Commercial General Liability (equivalent in coverage scope to Insurance Services office, Inc. (ISO) form CG 00 01 11 85 or 11 88) an amount not less than \$1,000,000 per occurrence and \$2,000,000 general aggregate. Such insurance shall include products and completed operations liability, independent contractor's liability, broad from contractual liability, and cross liability protection. The "City of Hawthorne, its officials, employees, and agents" must be separately endorsed to the policy as additional insured's on an endorsement equivalent to the Insurance Services Office, Inc. (ISO forms CG20 10 11 85 of CG 20 26 1185).

(b) Automobile Liability (equivalent in coverage scope to ISO form CA 00 01 06 92) in an amount not less than \$1,000,000 combined single limit per accident for bodily injury and property damage covering Auto Symbol 1 (Any Auto).

(c) Workers' Compensation as required by the California Labor Code and Employer's Liability in an amount not less than \$1,000,000 per accident.

16. AUTHORITY TO EXECUTE

The person or persons executing this AGREEMENT on behalf of CONSULTANT represents and warrants that he/she/they has/have the authority to so execute this AGREEMENT and to bind CONSULTANT to the performance of its obligations hereunder.

17. MODIFICATION OF AGREEMENT

No amendment to or modification of this AGREEMENT shall be valid unless made in writing and approved by the CONSULTANT and by the CITY. The parties agree that this requirement for written modifications cannot be waived and that any attempted waiver shall be void.

18. WAIVER

Waiver by any party to this AGREEMENT of any term, condition, or covenant of this AGREEMENT shall not constitute a waiver of any other term, condition, or covenant. Waiver by any party of any breach of the provisions of this AGREEMENT shall not constitute a waiver of any other provision, nor a waiver of any subsequent breach or violation of any provision of this AGREEMENT. Acceptance by CITY of any work or services by CONSULTANT shall not constitute a waiver of any of the provisions of this AGREEMENT.

19. LAW TO GOVERN; VENUE

This AGREEMENT shall be interpreted, construed and governed according to the laws of the State of California. In the event of litigation between the parties, venue in state trial courts shall lie exclusively in the County of Los Angeles.

20. ATTORNEY'S FEES, COSTS, AND EXPENSES

In the event litigation or other proceeding is required to enforce or interpret any provision of this AGREEMENT, the prevailing party in such litigation or other proceeding shall be entitled to an award of reasonable attorney's fees, costs and expenses, in addition to any other relief to which it may be entitled.

21. ENTIRE AGREEMENT

This AGREEMENT, including the attached Exhibit "A", is the entire, complete, final and exclusive expression of the parties with respect to the matters addressed therein and supersedes all other agreements or understandings, whether oral or written, or entered into between CONSULTANT and CITY prior to the execution of this AGREEMENT. No statements, representations or other agreements, whether oral or written, made by any party that are not

embodied herein shall be valid and binding. No amendment to this AGREEMENT shall be valid and binding unless in writing duly executed by the parties or their authorized representatives.

22. SEVERABILITY

If a term, condition or covenant of this AGREEMENT is declared or determined by any court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions of this AGREEMENT shall not be affected thereby and the AGREEMENT shall be read and construed without the invalid, void or unenforceable provision(s).

IN WITNESS WHEREOF, this Professional Services Agreement has been executed by their duly authorized representatives.

CITY OF HAWTHORNE

DECKARD TECHNOLOGIES

By: _____
Vontray Norris
City Manager

DocuSigned by:
Thomas Hemmings
04F712E8F9F84B6...
By: _____
[Name] Thomas Hemmings
[Title] Chief Financial Officer

APPROVED AS TO FORM:

ATTEST:

By: _____
Robert M. Kim
City Attorney

By: _____
Dayna Williams-Hunter
City Clerk

EXHIBIT A
PROPOSAL: SHORT-TERM RENTAL MONITORING
& COMPLIANCE

Dustin Reilich

VP Sales & Government Relations
(949) 701-0501
dustin@deckard.com

REQUEST FOR PROPOSAL

Short-Term Rental Monitoring & Compliance

City of Hawthorne, CA

July 18, 2025

presented by



RENTALSCAPE

engineered by



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1. Overview and Approach



Headquartered in San Diego, California, Deckard Technologies was founded in 2018 to support compliance within the U.S. real estate market for the public sector. Deckard leverages data science expertise to assist local governments in managing compliance activities and enforcement, particularly regarding short-term rental (STR) properties. Our technology ensures that everyone is held accountable to the same set of rules, adheres to all guidelines and ordinances, and pays their fair share of fees and taxes.

The Deckard Team - See Page 6 - has successfully implemented hundreds of Rentalscape platforms across the U.S. With over 400 clients, our customers range in size from small jurisdictions like Dalton, GA, to larger ones like Placer County (Lake Tahoe), CA; Asheville, NC; Phoenix, AZ; and Galveston, TX. With over 90 customers across California, our client base includes jurisdictions such as Kern County, Santa Cruz County, Santa Barbara County, Calaveras County ...and growing!

Deckard employs 114 staff members, including administrative (9), sales (10), technology (21), data operations support (47), client experience (22) and data science (5) across all offices.

With a retention rate of 99%, our success is directly attributed to the vast knowledge and experience of our team. This 'well-oiled machine' works closely with our customers to deliver the most accurate data and the highest quality support, helping cities and counties improve compliance and increase tax and fee revenue while preserving the quality of local life.

Rentalscape, by Deckard Technologies, tracks short-term rental activity across the internet every day. While others focus on major sites, Rentalscape continually scans the internet looking for short-term rental listings. To date Rentalscape has identified over 10,000 websites advertising short-term rentals with new ones being discovered regularly. **A key differentiator, Deckard’s Patents, protects our data mining and the analysis of the data collected to generate deep insights. No other company can match our accuracy on identifying short-term rental addresses.**

PUB.APP.NO.

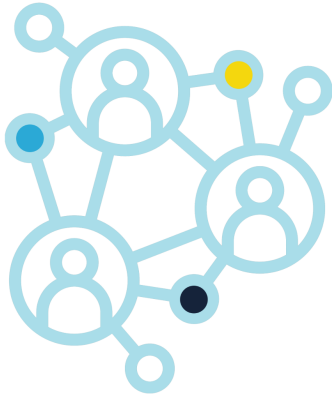
For more information, please visit the following links:

Patent 1	U.S. Patent No. 11,790,466 B2	<u>Identifying and validating rental property addresses</u>
Patent 2	U.S. Patent No. 11,741,560 B2	<u>Detecting and validating improper homeowner exceptions through data mining, natural language processing, and machine learning</u>
Patent 3	U.S. Patent No. 20,190,333,173 A1 AI Newly allowed	<u>Detecting and validating improper residency status through data mining, natural language processing, and machine learning</u>

2. Company's Profile

Legal Entity:	Deckard Technologies, Inc. C Corporation – a Delaware Corporation EIN – 0532772 (No other names previously used, nor other company affiliations)
Principal Place of Business:	1620 5TH Ave. #400, San Diego CA 92101
Website:	https://www.deckard.com/
Phone:	(619) 501-4208
Date of Establishment:	May 8, 2018
Subsidiary:	NO – Not Applicable
Primary Contact:	Thomas Hemmings, Vice President & Chief Financial Officer (619) 501-4208 tom.hemmings@deckard.com 620 5TH Ave. #400, San Diego CA 92101 (Headquarters)
Support Staff:	1620 5TH Ave. #400, San Diego CA 92101 8am – 5pm PST – email support 24/7 Melissa Mejia – Director of Client Success Thomas Hemmings – Chief Financial Officer
License Number:	Deckard understands that if a business license is required to do business with the City. This license will be obtained immediately upon being awarded this contract.
Bankruptcy:	None
Mergers/ Acquisitions/Sale:	None

3. Resume and Qualifications



A successful short-term rental program only works through close and continual collaboration.

Unlike others, Deckard provides direct access to all the senior staff. The executive team frequently travels to meet our clients, speak at City meetings, and continually incorporate feedback into our products. We are always seeking improvements in our systems, and this is only possible by working directly with our customers.



At Deckard, you receive the direct cell phone numbers of your Client Success Representative and our executive team. We prioritize building strong relationships with our customers and are committed to ensuring success at every level. When you reach out to us—whether for support, assistance with enforcement, or to suggest system enhancements—you’ll always connect with a dedicated team member, never a call center.



Nick Del Pego

Chief Executive Officer
EXPERIENCE: **25 YEARS**

Mathematician, U.S. SpecOps veteran, seasoned corporate senior leader and all-around problem solver. Nick’s career path has always left him solving difficult problems with finesse and efficiency. He stays actively engaged with our customers and takes pride in providing solutions that meet your needs. Nick demonstrates his commitment to client engagement by sharing his personal cell phone on LinkedIn.



Jessica Flanagan

Chief Technical Officer
EXPERIENCE: **16 YEARS**

Jess is a career software engineer, technical manager, accomplished communicator and public speaker, team mentor, gamer, women-in-tech advocate and former white hat hacker, bringing over 12 years of software engineering experience to the team. Our data engineering team is the backbone of everything we build. Jess will provide strategic oversight to ensure the City short-term rental platform is built and maintained to the highest technical standards.



Tony Moriarty

VP of Data Science
EXPERIENCE: **16 YEARS**

Machine Learning & Data Science Lead, Big Data native and software research engineer, and Open-Source contributor. Tony and his team elevate what is possible through modern data science techniques and allow us to find more property locations and uncover more sights than anyone else in the market. Tony will ensure the City data remains the strongest foundation for accurately identifying and analyzing short-term rentals.



Dustin Reilich

VP Sales & Govt Affairs
EXPERIENCE: **31 YEARS**

As the head of Sales, Dustin brings decades of government experience to the Deckard team. His far-reaching experience has taken him to every city and county in California, as well as countless other jurisdictions nationwide. He is passionate about staying involved throughout the implementation process to ensure his clients get exactly what he promised, and more.



Melissa Mejia

Director of Client Success
EXPERIENCE: **20 YEARS**

Melissa, our Director of Client Success, leverages 20+ years in real estate appraisal to drive results. Her strategic client engagement, data-driven decisions, and client-centric leadership have boosted retention and business growth. She believes clients are a business's heart and leads her team to deliver exceptional experiences, exceeding expectations for mutual success.



Dana Lorimer

Snr Client Success Manager
EXPERIENCE: **30 YEARS**

Dana has worked in many industries, ranging from customer service in the Hotel Industry to Financial Compliance. Over the past 8 years Dana's specialty has been working in Financial Compliance, Risk Management and maintenance. Dana has worked with Cities and Counties across the board solving problems and creating processes.



Brayden Reese

Sr Customer Relationship Mgr
EXPERIENCE: **8 YEARS**

With a seasoned background in Customer Success within the GovTech sector, Brayden is dedicated to empowering his clients to thrive from initial onboarding through to seamless product adoption. Brayden excels in delivering best-in-class customer service, consistently adapting to meet the evolving needs of his clientele.



Eric Brandenburg

Dir Project Management
EXPERIENCE: **24 YEARS**

Eric Brandenburg is a highly accomplished military leader with extensive experience in program management, cyber warfare, and technical sales engineering. His proven ability to handle complex programs and deep cybersecurity knowledge make him an indispensable asset to elevate your project.

Statement of Qualification

Deckard Technologies brings over five years of experience in short-term rental (STR) enforcement, compliance tracking, and regulatory support. Our team combines deep expertise in software development, data science, and municipal policy to deliver tools that help cities monitor and manage STR activity with precision.

Our platform is currently used by hundreds of jurisdictions and is well-suited to Hawthorne's regulatory framework, including the City's distinct treatment of primary, secondary, and vacation rentals under Chapter 17.74. We specialize in identifying non-compliant properties, tracking booking activity, and providing actionable data for enforcement.

Each client is assigned a dedicated Customer Success Manager to ensure responsive support and a smooth implementation. With a strong track record of helping cities improve compliance and reduce illegal operations, Deckard Technologies is well-qualified to support the City of Hawthorne's STR program.



Eric Brandenburg



Senior Director of Client Experience

A highly accomplished military leader with extensive experience in program management, cyber warfare, and technical sales engineering. His proven ability to handle complex programs and deep technical knowledge make him an indispensable asset to elevate your project. Eric will certify the jurisdiction's project timelines are met and the system is configured for optimal performance. Eric has worked on 100 similar projects to date.

WORK EXPERIENCE

Deckard Technologies
2023 - Present

Senior Director of Client Experience

Oversees Customer Onboarding:

- Leads the onboarding process for new customers
- Conducts detailed requirements gathering to ensure a smooth implementation
- Oversees initial software implementation and configuration
- Directly supervises and empowers cross-functional teams, including the Customer Support Team, Tier 1 and Tier 2 Technical Support, Client Success Director and Managers, and the Senior Program Manager.

Freelance
2022 - 2023

Technology Consultant

Independent Consultant for Intelligence/Business Intelligence systems to include: Cyber Warfare, Cellular Intercept, Open Source Intelligence (OSINT), Geo-Location and Tracking, Airborne Intelligence Surveillance and Reconnaissance (ISR), Software/Hardware Development, and Systems Integration.

University of Maryland
Global Campus
2015 - Present

Adjunct Professor

Cyber Security Program

IHSS Development
Group
2023

Vice President - Cyber Warfare

Vice President in charge of Cyber Warfare Operations and Systems to include cellular intercept, Open Source Intelligence (OSINT), Geo-Location and Tracking.

IA2G/International
2021 - 2023

Director of Business Development

Cyber Security Program

EDUCATION

Capitol Technology
University
2023-2025 (Current)

Doctor of Philosophy - PhD, Intelligence and Global Security

American Military
University
2012-2014

Master of Science (MS), IT/Digital Forensics

3.97 GPA, Golden Key International Honour Society

American Military
University
2006-2008

Bachelor of Science (BS), Information Technology

With Honors



Anthony Moriarty

VP of Data Science
Co-Founder of Deckard



Tony is Deckard's Machine Learning & Data Science Lead, Big Data native and software research engineer, and Open-Source contributor. Tony and his team elevate what is possible through modern data science techniques and allow us to find more property locations and uncover more data driven insights than anyone else in the market. Tony will ensure the jurisdiction's data remains the strongest foundation for accurately identifying and analyzing short-term rentals.

WORK EXPERIENCE

Deckard Technologies
2018 - Present

VP of Data Science, Co-Founder of Deckard

- Leads the DeckardML initiative, having architected the company's original data science roadmap.
- Developed DRKv1, a proprietary heuristic for identifying target properties.
- Oversees the integration of advanced machine learning and deep data mining techniques to enhance STR identification and property intelligence.
- Elevates the platform's capabilities by driving innovation in predictive analytics and large-scale pattern recognition.
- Spearheads AI/Machine learning initiatives for Deckard.

Qualcomm
2010 - 2018

Senior Staff Machine Learning Engineer

Led the Machine Learning effort in Chip Testing; Forecasting & Finance. Designed and built systems to analyze, join, and visualize data from disparate sources using pySpark, AWS-EMR, scikit-learn, Postgres and ELK. Deep Learning & Natural Language Processing to classify documents. Excellent communication skills required to convey conclusions to internal departments and leadership of a fortune 500 company.

Canon Information
Systems Research
Australia (CISRA)
2007 - 2010

Software Engineer

Embedded design and C coding in the field of display rendering, implementation, analysis and optimization of a large system, test systems with Python, patent evaluation and creation, brainstorming ideas and presentations to superiors, liaising with customers: communication and negotiation.

EDUCATION

University of Sydney
2016-2019

Masters of Data Science, Machine Learning and Data Visualization

HD GPA. Academic Honour Roll. Masters of Data Science Entry Scholarship.

University of Queensland
2001-2006

BENG/IT, Computer Systems Engineering

90% GPA, First class honours, High Distinction for thesis



Nickolas R. Del Pego

Chief Executive Officer



Mathematician, U.S. SpecOps veteran, seasoned corporate senior leader and all-around problem solver. Nick's career path has always left him solving difficult problems with finesse and efficiency. He stays actively engaged with our customers and takes pride in providing solutions that meet your needs. Nick demonstrates his commitment to client engagement by sharing his personal cell phone on LinkedIn. Your jurisdiction will have access to Nick's direct email and phone number.

WORK EXPERIENCE

Deckard Technologies
2023 - Present

Chief Executive Officer

Responsible for end to end operations and product development across a geographically distributed team; identifying opportunities, setting customer expectations and driving the team to efficiently and elegantly address and overcome the challenges to rapidly developing data driven solutions.

InQualcomm ESG Data Analytics
2015 - 2018

Senior Program Manager

- Led and ran operations for successful data science and engineering efforts across varied subject areas; including data management for autonomous driving (Petabytes monthly), machine learning and data pipelines for big data across Chipset Performance and Test Engineering and Global Chipset Market Forecasting
- Managed an annual budget exceeding \$17M for a team with 70 team members across the globe; accountable for the spend and transparent communication to highlight changes and mitigate risks to key stake holders
- Created the push for millions of dollars' worth of investments, in hardware, software, external expert engagements to both aide and train internal resources as we pushed further into tackling big data opportunities with cutting edge methods in parallel computing, containerization and modern machine learning techniques.

InQualcomm ESG Data Analytics
2011 - 2015

Senior Program Manager

- As the team's lead subject matter expert for intellectual property data, worked to align a suite of software and data analytics tools to efficiently monetize and leverage Qualcomm's patent portfolio
- Set expectations with customers, drove execution of our projects to meet those expectations, and communicated the results with key stakeholders to ensure that the right products were being delivered and achieving measurable results

EDUCATION

University of California
San Diego

B.A. in Mathematics

3.891 GPA, Summa Cum Laude, Phi Beta
Kappa academic honors society

University of California
Los Angeles

Mathematics



Jessica Flanagan

Chief Technology Officer



A career software engineer, technical manager, accomplished communicator and public speaker, team mentor, gamer, women-in-tech advocate and former white hat hacker. Jess leads our data engineering team which is the backbone of everything we build. Jess will provide strategic oversight to ensure the jurisdiction's short-term rental platform is built and maintained to the highest technical standards.

WORK EXPERIENCE

Deckard Technologies
2018 - Present

CTO Co-founder

Role within Deckard has been to:

- Designed and implemented scalable data architecture to support high-volume data processing.
- Leads the engineering team, providing mentorship and technical guidance.
- Developed reliable, cost-efficient data pipelines for numerous data feeds.
- Established data warehouse and database environments to support analytics and data science.
- Unified disparate data sources to ensure consistency and accessibility.

InQualcomm ESG Data
Analytics
2017 - 2018

Lead Data Architect (Senior Staff Engineer)

- Led architecture and development of big data solutions across domains including wireless communications, IP, and financial analysis.
- Split role between hands-on development and providing architectural oversight across multiple internal projects.
- Evaluated technologies and established architecture standards and best practices within the team.
- Prototyped Kylo/NiFi pipelines for operator services and chipset testing teams.
- Advised on migrating an Apache Airflow pipeline to Google Cloud for the self-driving car division.
- Supported AWS pipeline development for the 5G testing group and improved prototypes for the network monitoring team.

InQualcomm ESG
Data Analytics
2014 - 2017

Developer / Solution Architect (Senior Staff Engineer)

Managing a team of data scientists and developers to build a unified database by combining information from many sources, purchased, web scraped and inferred from other data sets. To start with we had to create a canonical name system for linking these sources.

EDUCATION

The University of
Queensland

Bachelor of Engineering, Software

3.891 GPA, Summa Cum Laude, Phi Beta
Kappa academic honors society

The University of New
South Wales

Graduate Diploma of Engineering Science, Telecommunications Engineering

Our support philosophy

The Rentalscape Advantage



Dedicated Client Success Manager (CSM)

Your CSM serves as an ongoing partner, advocating for your success and facilitating collaboration between Deckard Technologies and your team. This relationship ensures staff needs are met efficiently, creating a foundation for exceptional service and long-term success. At Deckard Technologies, exceptional customer service isn't an extra feature - it's our philosophy!

Comprehensive and Ongoing Training

- Initial and refresher training sessions tailored for City staff
- Training materials provided electronically for easy access
- Virtual training reduces costs and ensures consistency
- Unlimited users

Unlimited Access and Support

Unlimited users and training included at no extra cost, your CSM is available to provide assistance and address your concerns. Your CSM is always accessible via phone, email, and/or virtual meetings, ensuring you have the partner you need to achieve your program goals.

Proactive Updates and Enhancements

Quarterly software updates keep the system aligned with the evolving needs of the short-term rental market and ensures continuous improvement.

Rapid Issue Resolution

All In addition to having access to a dedicated CSM, you'll have access to the [Customer Support Portal](#) for fast and efficient issue resolution. Requests are reviewed daily, and all reported issues are escalated the same business day through our monitored email and online support system. Deckard is equipped with the tools and resources necessary to support your customer journey effectively.

With Rentalscape, exceptional customer service isn't extra—it's our mission.

4. Experience

The Rentalscape STR identification & management process

At Deckard, we don't just sell software.

Unlike many SaaS (Software as a Service) companies that roll out a solution then "set it and forget it", Deckard partners with 400+ jurisdictions across the US to build a complete short-term rental program tailored to their communities. We also continuously enhance the software with new features and improvements to optimize usability and functionality. In 2024 alone, we have onboarded over 100 new clients in the past six months.

Our goal isn't just to provide software; it's to empower communities to identify all short-term rental activity, ensure operators comply with applicable laws, bring people into compliance, and reduce the workload on your staff. Managing issues such as noise complaints or underpaid taxes is a breeze with Rentalscape by Deckard.



*Rentalscape is an absolute
game-changer - we had 100%
more information and that
makes my job 1000% easier*

Jane Yager-Baumrind
Short-Term Rental Coordinator

TOWN OF MT PLEASANT, SC

Example of a recent successful STR program

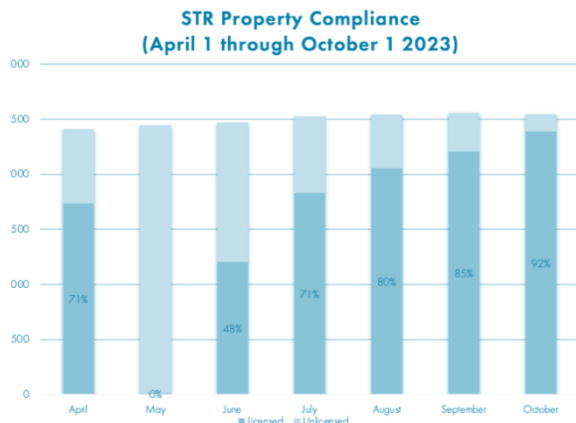
On January 3, 2023, Deckard Technologies replaced Avenu Insights as the provider of Short-Term Rental Identification and Management Services for South Padre Island, Texas—a premier beach destination with a high-demand short-term rental market. This successful transition highlights our expertise in implementing large-scale compliance and monitoring solutions. Managing a dynamic market like South Padre Island has provided invaluable real-world experience directly applicable to Hawthorne, which had over **426 active short-term rental listings** last year. The best practices we’ve developed in project like these equip Deckard to help Hawthorne effectively manage its short-term rental marketplace in compliance and a streamlined registration efforts.

In just 10 business days, we kicked off our program, configured the core Rentalscape system and opened access to staff in South Padre Island, which had over **9,000** short-term rental listings across more than **3,000** properties. South Padre Island started using Rentalscape on January 18 – just 15 days after finalizing their contract!

How is this possible? **It’s because Rentalscape by Deckard is the only platform that tracks short-term rental activity for every town, city, county, and state in the U.S.—not just for our customers, but for every single jurisdiction in the country. Rentalscape is already configured and live for the City of Hawthorne – we just need to give you access.** Our competitors typically take months to build and configure a system for tracking your short-term rentals, all while charging you for a service that has yet to be built. With Rentalscape, you get a solution within weeks of signing the contract.



Shortly after signing with Deckard, South Padre Island decided to expire all existing licenses and launch a new registration program. While this is uncommon, South Padre Island took this bold step to ensure that registered properties were well managed. Deckard configured South Padre Island’s Short-Term Rental Registration platform to exactly match their ordinance between February and April for a go-live before May 1. After identifying over 95% of all short-term rentals on the island and with the help of the Rentalscape Outreach Campaign, we received over 2,300 license applications between May 1 and October 1, with more than 1,000 submitted in the first 24 hours of the new system going live.



After four years with Avenu Insights, South Padre Island had 72% compliance in short-term rental registration as of April 2023.

By October 2023, with the help of Deckard, South Padre Island raised their registered properties by over 600 and increased compliance to over 92%, with further gains still coming.

Figure 1: Compliance in South Padre Island

The Ordinance

01

Step one in a great STR program is having a well-designed regulatory framework. Deckard regularly works with the council to develop a great ordinance. The City of Hawthorne already has a great ordinance (Ordinances No. 2198 and 2206).

What makes it stand out?

- Home-Sharing is allowed year-round in all zones.
- Secondary Residence permits are capped at 10 per year, one per owner.
- Vacation Rentals are limited to 90 days and not allowed in commercial zones.
- STR types are clearly defined as Home-Sharing (Primary and Secondary) and Vacation Rentals.

The Message

02

Step two in a great STR program is communication. Deckard regularly works with council to communicate to the operators their responsibilities. The City of Hawthorne already does this well too.

What makes Hawthorne great in our eyes?

- Your website for planning applications is clear and concise.
- The Short-Term Rental Application is easy to find.
- Contact information for the planning is readily available.

Many of our 400+ customers who utilize the Rentalscape Outreach program can enhance their messaging. Once we have identified all the non-compliant operators, multi-letter campaigns are incredibly effective in bringing operators into compliance. The key is to clearly communicate that you have been tracking their operations, have accurately identified their address, and have tied the identification of the advertised property to an exact Los Angeles County parcel number.

Deckard ties STR listings to exact parcel numbers and regularly updates parcel owner contact details from county data.

Unlike competitor systems, there is no manual work required by City staff to contact non-compliant operators.



The Data

03

Running a successful program is all about excellent data.

Having data that is complete, accurate, timely and actionable are all extremely important.

Deckard is a data company! We store over half a billion real estate images and monitor every listing in every city worldwide for changes daily. We store terabytes of data and add over one billion new records to our repository each day.

That’s all great – but what does it get you?
How does the City of Hawthorne benefit from great data?

Great data enables effective outreach. It helps ease people into compliance, but more on compliance below. Deckard’s data collection is unlike any other platform in the industry. While other providers mine a fixed set of platforms, Deckard uses AI systems to scour the web 24/7, continuously searching for new sites with short-term rental listings.

The short-term rental industry is expansive, with thousands of platforms, brands, and providers across the globe. Just how many STR platforms are out there? With **19,502 incorporated places** in the U.S. alone—each potentially hosting its own local STR website—the number is likely far greater than most realize. So far, we’ve identified over 10,000 platforms worldwide and continue to expand our database daily. It’s a diverse and constantly evolving landscape, and our mission is to uncover and track every platform operating in this space.

But what does it all mean? Below is a sample breakdown of the types of sites, the information available on each, and why it’s essential to look everywhere.



More is more.

We mine every single listing. Every single day.

THEY MINE

60

SITES

WE MINE

10,000

SITES

The Big Guys

Airbnb, Expedia, TripAdvisor, and Booking.com are the four largest advertising platforms for U.S. short-term rentals. However, these platforms often exist in different forms. For example, Stayz.com.au contains identical information to vrbo.com—both are Expedia sites. Stayz.com.au is simply the Australian version. Similarly, Bookabach.co.nz is another version of vrbo.com with a different logo; it’s the New Zealand version. All three sites feature the same listings—they just have different branding.

Figure 2 lists the various forms these four platforms take. Note that many of these sites no longer exist; HomeAway.com and CanadaStays.com now simply redirect to VRBO.

Other solution providers that list all these sites as part of the catalog they monitor are just counting the same listings repeatedly, making it appear as though they monitor much more than they actually do.

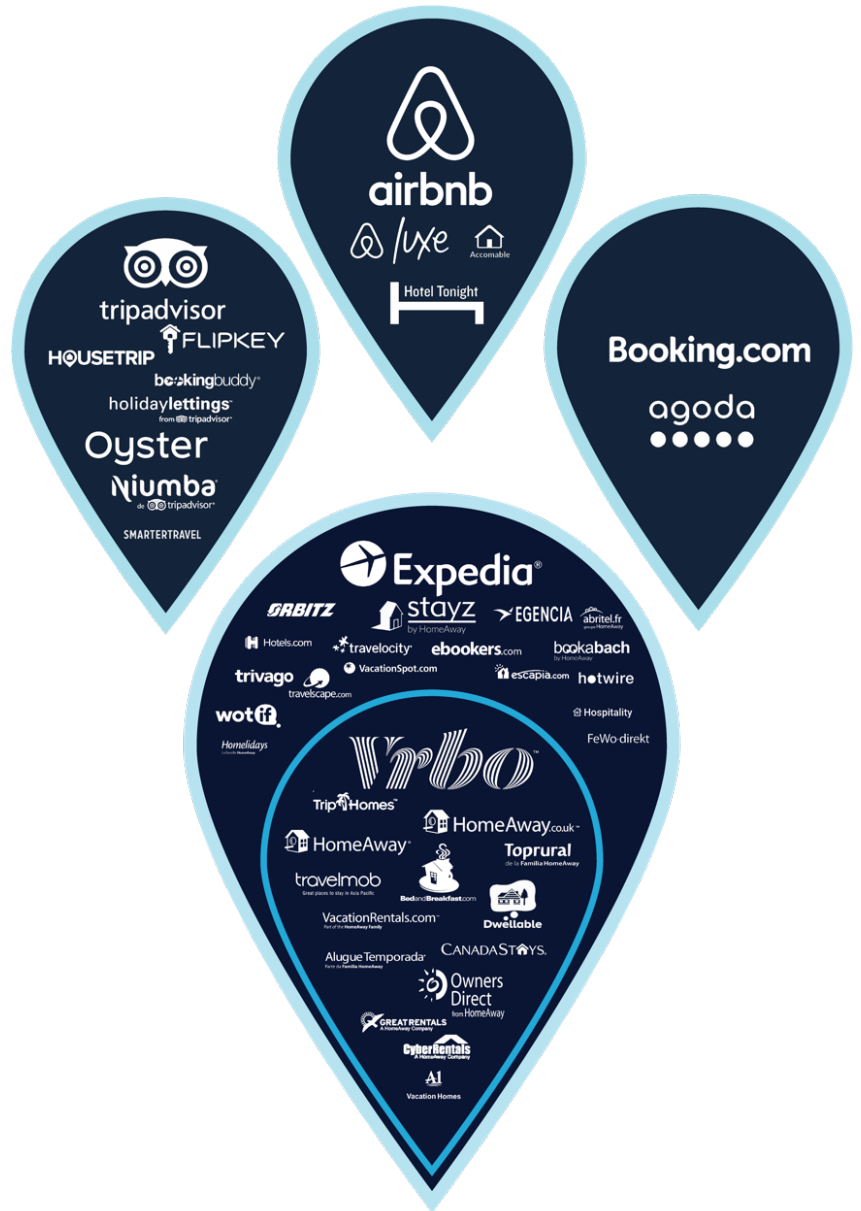


Figure 2: Various guises of the four major STR platforms

The Medium Guys

Deckard also monitors many smaller platforms, primarily specialty advertising sites such as Hipcamp.com, which focuses on camping sites, and BringFido.com, which specializes in pet-friendly accommodations. Another type of mid-sized STR site includes property management companies like Vacasa and Evolve.

Rentalscape by Deckard regularly tracks listings on Hipcamp, BringFido, HolidayRentalsByOwner, Evolve, Vacasa, and hundreds of other mid-sized short-term rental sites. These large property management companies operate nationally and frequently list their properties on both major platforms and their own sites. MisterBandB advertises around 32 listings in the City of Hawthorne and many of their bookings are taken directly on their platform. Evolve has a presence in the City of Hawthorne with 7 listings.

The Data Store

Rentalscape is the only system that continuously monitors short-term rental listings. It's the only platform that closely tracks every calendar and booking, ensuring that even last-minute reservations are captured. Without frequent monitoring, identifying these late additions would be impossible.



FutureCast™ tracks bookings as they are made. Rentalscape shows calendars for every property including the rate, the individual bookings and the date booked.

Figure 3 shows the calendar available within Rentalscape for every short-term rental property. The calendar on the left shows both past and future bookings. When two bookings are made back-to-back, they are highlighted in a different color (note change in color on May 7-11). The nightly rate is shown on all bookings along with the date the booking was made. To the right, the booking from June 20 to 26 was taken by the host on August 11, 2024.

Figure 3: Rentalscape Calendar

The Deckard AI platform consists of thousands of computers running 24/7, mining data and analyzing the results with AI. It holds over half a billion images, nearly a billion short-term rental screenshots, and trillions of data records.

This system is the foundation for improving compliance. If there is an interior or exterior photo of a property, we likely have it. Deckard houses the single largest real estate data repository in the world – it's what we use every day to identify properties, track activity and generate the evidence required to ensure near-total compliance in the City of Hawthorne.

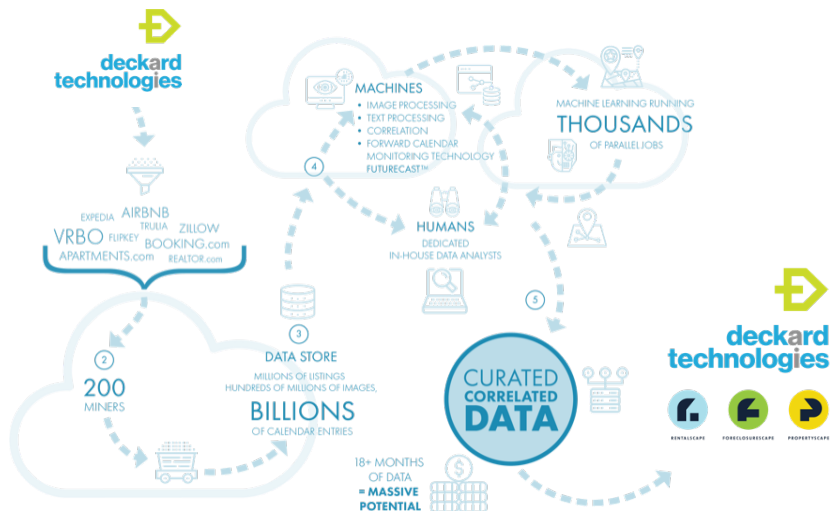


Figure 4: Deckard AI Platform

The Artificial Intelligence

04

Having the only system that mines every short-term rental listing every day is just part of the solution. Rentalscape discovers thousands of new images each day. Rentalscape processes over a billion new data records daily. This data volume is far beyond what can be managed by humans alone. This is why at Deckard we have built a massive machine learning system that leverages extensive image analysis, natural language processing (text analysis) and artificial intelligence to process the data. The result is that we identify new short-term rentals soon after they start advertising. Our vast real estate data store doesn't just contain short-term rental data—it includes real estate sales, long-term rentals, street view data, county property records, property sales information, and ownership details, all fed into our AI system.

To date, our analysts have already matched over 200 short-term rental listings with the exact property addresses within the City limits. We have approximately 246 listings yet to be mapped. Within 4-6 weeks of engaging with the City of Hawthorne we expect to have over 95% of listings for properties correctly identified.

Figure 5 shows the Rentalscape map for the **City of Hawthorne** where over **100** properties have already been identified using our artificial intelligence systems. The color-coded map currently uses **yellow dots** for unmatched addresses and **blue dots** for verified listings, once a contract is signed all dots will become **blue** within 4-6 weeks. When the **City of Hawthorne** permit data/ordinance rules are uploaded, the team can color code each dot based on compliance so that the map view serves as a command center to quickly identify and address non-compliant properties.

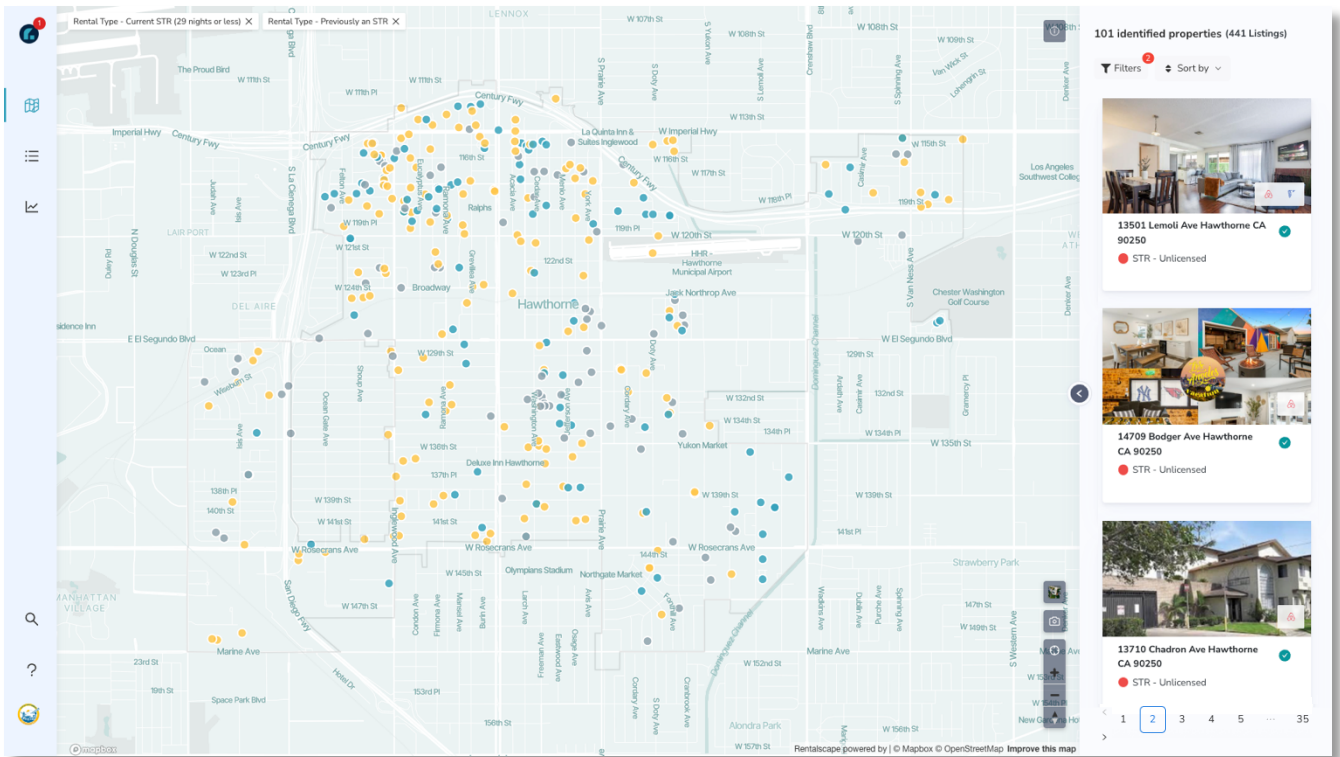


Figure 5: Rentalscape Map of the City of Hawthorne



Figure 6 Image Matching

How does it all work? The Rentalscape image matching system is completely unique in the industry. This multi-tiered system can, of course, match identical images, but the real magic lies in the ability to match two different images of the same scene, whether internal or external. As shown in Figure 6 above, the Rentalscape image matching identified two different photos of the same property taken from different angles as being the same house. Our technology compares every photo from each short-term rental listing in the City to images in our real estate database. With over 426 listings processed, this has resulted in more than 181 thousand photo comparisons. By leveraging publicly available Zillow listings where precise addresses are publicly available further enhances our efficiency, allowing us to pass cost savings on to our clients and achieve an operational speed four times faster than the industry average. With our extensive real estate and street view data, a powerful computing platform is essential to manage this workload. Fortunately, Rentalscape’s advanced computing infrastructure operates around the clock, 365 days a year, matching every STR listing to its exact address/parcel number

Figure 7 shows how Rentalscape matches an Airbnb listing in the Hawthorne to a Redfin listing and most importantly it is also matched to the exact county parcel record.

Airbnb Listing

Redfin Listing

Los Angeles County Assessor
JEFF PRANG

PROPERTY INFORMATION TAX SAVINGS FORMS NEWS & INFORMATION REAL ESTATE TOOLKIT ABOUT CONTACT US

HOMEOWNERS

NEW HOMEOWNERS

REAL PROPERTY ASSESSMENT

PROPERTY SEARCH TOOL

TRANSFERRING YOUR ASSESSED VALUE (PROP. 13)

CHANGE OF MAILING ADDRESS

CHANGE IN OWNERSHIP

DEATH OF REAL PROPERTY OWNER

NEW CONSTRUCTION, REMODELING, REPAIR

ACCESSORY DWELLING UNIT (ADU)

HOMEOWNERS' EXEMPTION

CONTESTING YOUR ASSESSED

Los Angeles County Parcel Data

11318 Burin Ave, Hawthorne, CA 90304-2727

Situs Address

11318 BURIN AVE
HAWTHORNE CA, 90304-2727

Tax Status: ACTIVE Year Defaulted: CURRENT
Exemption: None Homestead: NONE
Mortgage & Lien Status: N/A

Figure 7: Redfin Matching

Supervised machine learning requires ground truth—the more, the better. Ground truth must be incredibly accurate, and the more data available, the better the results. **This is why Deckard employs over 50 in-house data analysts who meticulously check every AI result and continually feed the machine learning system with additional ground truth.** Our analysts have manually verified over 350,000 short-term rental properties to ensure the accuracy of our data.

No other company invests as heavily into address mapping technology, nor does any other company employ as many full time, in-house analysts as Deckard!



Figure 8: Rentalscape verified property



When you see the verified flag on Rentalscape, you know an in-house Rentalscape analyst has meticulously verified every aspect of the property – the address, the structure, the license, the owner – everything has been thoroughly checked.

Rentalscape is widely praised by its users for uncovering insights that would otherwise be impossible to obtain. It streamlines the work of compliance officers and tax collectors nationwide, ensuring both accuracy and efficiency. Far from simply making the job easier, Rentalscape transforms short-term rental management into a genuinely enjoyable process. By continuously processing massive amounts of real-time data, the platform delivers comprehensive oversight and valuable intelligence, placing it well ahead of competing solutions.

Scope of Services

1. Identification – Create and Maintain a Database of Short-Term Rental Listings

Create and maintain a database of STRs within the City utilizing a variety of technologies and resources. City of Hawthorne's staff must have access to the data. The database should identify existing STRs by address and include enough additional information to ensure compliance with City regulations (licensing status, Transient Occupancy Tax (TOT) remittance status, tenancy, type of STR, estimate of days rented, etc.). In your response to this RFP, please outline the various types of information you are able to collect.

Deckard's Rentalscape system is designed to create and maintain a comprehensive database of all short-term rental (STR) activity within the City of Hawthorne. This cloud-based platform is accessible to City staff at all times and is built to track all relevant data points necessary for effective compliance monitoring and enforcement of Hawthorne Municipal Code (HMC) Chapter 17.74.

Each STR listing identified within City limits is matched to a physical address and parcel number using our patented address identification process. From there, the system builds a detailed record that includes:

- Property address and parcel number
- Listing URLs and associated platforms (e.g., Airbnb, VRBO)
- Host and owner information, including mailing addresses (when available)
- STR type classification (Primary Residence Home-Sharing, Secondary Residence Home-Sharing, Vacation Rental)
- Estimated number of days rented per calendar year, based on calendar mining and availability data
- TOT remittance status (when available or integrated)
- Rental frequency and booking history
- Maximum occupancy and advertised guest limit
- Room and property type, including number of bedrooms and whole unit vs. room rental

Compliance status, including whether the property is registered, unregistered, over the 90-day limit, located in a prohibited zone, or in violation of permit limits for secondary residences

We continuously monitor thousands of STR listing platforms and automatically update the database to reflect new, removed, or modified listings. This ensures the City has an up-to-date and accurate view of all active and historic STRs. Listings are de-duplicated and consolidated into unique property records, which City staff can search, filter, and export at any time in formats such as Excel or CSV.

City staff will also be able to flag any questionable data directly within the system, which will trigger our team to review and update records as needed. In addition, we provide timestamped PDF documentation for suspected violations, including calendar screenshots and listing metadata, to support enforcement related to stay limits, zoning violations, or permit caps.

With this robust dataset, the City of Hawthorne can effectively enforce its ordinance and ensure that STR activity is aligned with the City's policy goals. For more details, see page 25 for the Rentalscape system, page 33 for the tax collection portal, and page 30 for the registration portal."

2. Business License Issuance and Collection of Fees

Develop a public-facing online system to register STRs, calculate and receive payments for and issue STR business licenses on behalf of the City, collect TOT, and calculate and collect any applicable penalties and interest. This system will be used in conjunction with the STR database to ensure all STRs within the City are properly approved and licensed. The system should ensure that collected fees are remitted electronically to the City.

Deckard's STR Registration/Tax Collection Portal provides a fully integrated solution where short-term rental owners can manage their permits/licenses, pay taxes, and stay informed about evolving regulations. Designed for ease of use, the portal enables hosts (including those managing multiple properties) to handle all registrations/tax remittance under a single login. Since the City enforces a strict STR cap and limits STR activity in certain zones, the system automatically prevents ineligible applications at the outset, based on location and permit availability.

We work closely with City staff to ensure each registration aligns with Hawthorne Municipal Code Chapter 17.74. A customized business license workflow is built into the portal, guiding property owners through a structured process that collects all required data fields and documentation. On the backend, City staff can review each application and verify compliance before issuing the license. All required forms and supporting documents can be uploaded directly through the system.

Operators can securely remit Transient Occupancy Tax (TOT) payments within the same portal. The system calculates fees, applies penalties or interest when applicable, and delivers automated reminders to help operators stay current. All fees and tax revenues are collected electronically.

To assist with reconciliation, the system generates nightly reports that summarize all payments and account activity. These reports can be easily exported and integrated into the City's financial systems.

The Rentalscape platform mines calendar data on a frequent basis, tracking bookings as they occur and generating precise, property-level revenue estimates. This visibility allows the City to compare expected revenue with submitted TOT payments. Any discrepancies are flagged by the system for further audit review. Archived booking data, review history, and tax submissions are stored for each listing, creating a detailed record to support enforcement and auditing efforts.

With experience in supporting jurisdictions across the country, our team also advises on permit fee structures and policy design, helping municipalities balance program sustainability with host compliance.

For more detail, see page 30 for information on the registration portal and page 33 for the TOT tax collection portal.

3. Compliance

Regular audits of all STR properties should be conducted with quarterly reports provided to the City. These reports should identify all non-compliant properties for enforcement actions. As part of the compliance efforts, initial outreach to encourage registration and licensing should be performed by the consultant before referral to the City for citation or other enforcement action.

Deckard Technologies supports ongoing audits of all short-term rental (STR) properties through a comprehensive monitoring system that continuously scans and analyzes listings from major platforms. The system performs regular scraping, matching each listing to a verified parcel number and providing defensible, timestamped evidence of listing activity, pricing, booking frequency, calendar availability, and occupancy behavior. This data forms the basis of actionable insights and helps identify non-compliant properties for enforcement.

All compliance data is accessible to City staff in real time, with flexible filtering tools and on-demand reporting. City staff can generate custom views based on registration status, advertising behavior, rental type, or suspected violations. Reports are exportable in CSV format and can be downloaded as needed. If the City prefers scheduled reports, we can collaborate on a quarterly email cadence to ensure consistent delivery of summary data without requiring staff to log in.

Before referring properties to the City for citation or formal enforcement, Deckard initiates proactive outreach. This includes sending letters using City-approved templates and verified mailing addresses to inform operators of the registration and licensing requirements. The system flags suspected violations—such as exceeding occupancy limits, advertising unpermitted units, or operating in restricted zones—based on customized rule sets aligned with Hawthorne’s STR ordinance.

In addition to tracking compliance activity, our system frequently mines calendar data from listing platforms, capturing availability, blackout dates, and booking patterns in near real time. This allows us to produce accurate, property-level revenue estimates based on observed pricing and occupancy behavior. These estimates can then be compared against actual Transient Occupancy Tax (TOT) payments submitted through the registration portal. Listings with significant discrepancies between estimated and reported revenue are automatically flagged for further review, helping the City identify operators who may be underreporting or failing to remit the correct amount. This capability enhances the City’s ability to audit effectively and maintain a fair, transparent STR market.

Because the compliance module is fully integrated with the registration and tax collection portals, status changes are reflected immediately, ensuring the City always works from the most current and accurate data. All data collected through the system is owned by the City and can be used for enforcement, reporting, or policy analysis. This audit-ready environment supports a highly effective and time-efficient STR compliance strategy.

[Remainder of this page intentionally left blank]

Product Information

The Rentalscape Portal

The Rentalscape portal is a cloud-based system for City staff to track STR properties, monitor STR activity, manage STR permits, and record information about properties. The data in the system is constantly updated as new properties are discovered and addresses are identified, new permit applications are made, and permits are expired or revoked.

The Rentalscape portal displays information on all STR listings found within the City **covering at least the last 12 months**. We use U.S. Census data to identify City limits and any parcels or listings within the limits are monitored. Rentalscape also tracks properties outside the City until they are accurately identified. Occasionally, an STR listing's estimated location falls outside the City, but once the actual address is identified, it is confirmed to be inside the City.

Rentalscape displays:

1. Any permitted STR property
2. Any property with a currently live STR listing
3. Any property that is currently compliant/non-complaint
4. Any property with a past or future STR booking (even if the property currently does not have a live listing)

Rentalscape includes the ability to filter the properties displayed (e.g., only permitted properties, or only properties in a specific HOA) and to download all results. All data displayed is available for direct download from Rentalscape.

Figure 9 below is an example of a property displayed in Rentalscape. Note that the calendar shows not only booked dates but also differentiates between separate bookings, displaying the nightly rate and the date each booking was made. Additionally, note that the booking from October 22 and 28 of 2025 was made on August 11, 2024.

The information shown in Rentalscape for each property includes:

Property Characteristics

1. Property address
2. Owner name and mailing address
3. Residential type (primary residence, secondary/investment property)
4. Property type
5. Number of bedrooms and bathroom at the property, per public records data
6. A map showing the property's location
7. Maximum occupancy per the City of Hawthorne ordinance

Listing Characteristics

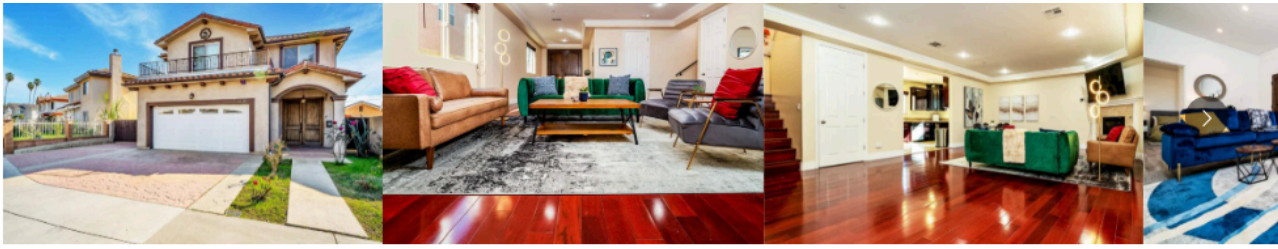
1. Listing URL for each listing associated with each specific property
2. Listing ad ID for each listing associated with each specific property
3. Rental calendar showing current month's activity as well as past twelve months and upcoming three months booking activity (frequently updated calendar)
4. Rentalscape clearly and easily differentiates between regular bookings and host-blocked dates that are not revenue-generating
5. Host name (when available)
6. Stay limitations (minimum/maximum)
7. Permit/license number if included in the listing
8. Daily Rental rate at time of booking
9. Rental frequency
10. Individual links to all active listing for the property
11. **PDF copy of each listing, as well as a history of all previous versions of the listing**, to identify any possible changes, as well as keep a record in case the listing is taken down by the host. Each image has a date-stamp showing when it was created and is kept indefinitely.
12. Rental type (Whole home, shared home)
13. Bedrooms and bathrooms advertised
14. Maximum occupancy, per listing

Estimated Sales Tax Based on Rental Activity

1. Occupancy rate
2. Estimated rental income
3. Estimated tax

As shown below (Figure 9), for each property, Rentalscape presents all available data for each property on the property detail screen, starting with a compliance box that highlights any detected violations. Rentalscape is configured to match the City's ordinance and is capable of flagging violations following the City's exact rules, including, but not limited to, permit registration and advertised occupancy versus permitted occupancy. Rentalscape looks for bookings less than 30 days when flagging STRs. When bookings exceed 30 days, they are correctly categorized as long-term rentals and do not cause the property to be treated as an STR.

Rentalscape actively monitors permit status and STR listings daily, flagging violations as they occur. We have encountered situations where other providers have flagged properties as 'no longer listed' or 'only performing long-term rentals,' only for those properties to re-list or take a short-term rental booking, which is subsequently missed by these other vendors, violating the City's ordinance. **Rentalscape continuously monitors every listing every day**, including bookings up to a year in advance. As soon as an unpermitted booking is made, Rentalscape sets a violation.



1 3718 W 119Th St Hawthorne CA 90250

Possible Violations (0)
We found no violations for this property

All (1) Airbnb (1)

2 Airbnb 54386972

Verify History **3** Live Listing

4 Host StayLA Vacation Rentals Bedroom advertised **6**
STR License displayed N Occupancy advertised **5** 16
Unit type Full Unit First seen 2022-02-03

Location

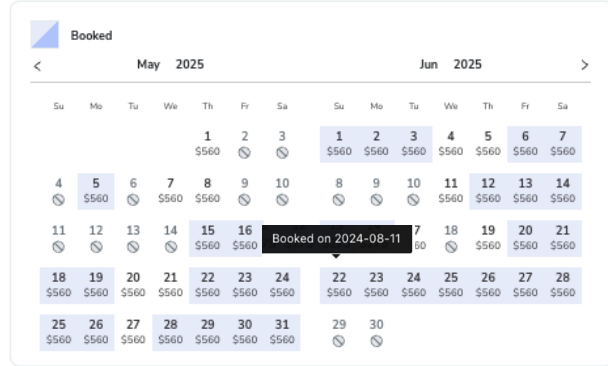


Property Details

APN **6** Owner
Room N/A N/A

7 Owner address:

8 Booking Activities



Aggregate Statistics



1 STR ADDRESS

2 PLATFORM ID

3 LINK TO LIVE AD

4 HOST NAME

5 OCCUPANCY

6 OWNER NAME

7 OWNER ADDRESS

8 ACTIVITY: • OCCUPANCY • COST • BOOKINGS

9 NIGHTLY BOOKING RATE

10 RENTAL ACTIVITY

11 ESTIMATED LODGING TAX

Figure 9: Rentalscape STR Property Details for City of Hawthorne, CA

Rentalscape also includes a Dashboard that provides an overview of all STR activity in the City. This Dashboard includes aggregated revenue, bookings, and property data, and highlights top-earning hosts and owners. See Figure 10 below as an example of the City of Hawthorne Dashboard. Please note that some charts will not be activated until we go live in Hawthorne.




- 1 STR PROPERTIES
- 2 MOST ACTIVE HOSTS
- 3 TOP PLATFORMS
- 4 BOOKING ACTIVITIES
- 5 HOST REVENUE
- 6 AVERAGE DAILY RATE
- 7 ESTIMATED TAX REVENUE
- 8 UNIT TYPE
- 9 RENTAL SIZE
- 10 ONLINE PLATFORMS

Figure 10: Rentalscape Hawthorne Dashboard Example

Letter Campaign for STR Hosts

Rentalscape will create and send letters to all identified STR hosts, explaining the tax requirements, current rate, and payment process. The letter templates will be approved by the City of Hawthorne staff before the mailings begin.

Rentalscape’s targeted letter campaign, strategically timed to generate the best results, has proven highly effective in reducing the number of unregistered hosts by over 50% within the first six months of a new client engagement. Recently, Placer County in California used Rentalscape to identify a single property where taxes due exceeded \$50,000.



COUNTY OF PLACER

BOARD of SUPERVISORS

BONNIE GORE District 1	JIM HOLMES District 3
ROBERT M. WEYGANDT District 2	SUZANNE JONES District 4
CINDY GUSTAFSON District 5	

OFFICE OF COUNTY EXECUTIVE
Todd Leopold, County Executive Officer

175 FULWEILER AVENUE / AUBURN, CALIFORNIA 95603
TELEPHONE: 530/889-4030
FAX: 530/889-4023
www.placer.ca.gov

Thursday, July 29, 2021

[Redacted]

Foresthill, CA, 95631

Cc:

[Redacted]
Foresthill, CA, 95631

Subject: [Redacted] Foresthill, Foresthill, CA, 95631 APN [Redacted]

Dear Miners Camp LLC,

Placer County was unable to verify that your property, listed with an online website, was properly registered with a Transient Occupancy Tax Certificate. In the unincorporated areas of Placer County, all lodging businesses and private home vacation rentals must collect and remit Transient Occupancy Tax (TOT) from guests staying 30 days or less. These requirements apply whether properties are rented directly by owners, through a local property manager, or through an online listing site.

As the owner of the property listed above, Placer County would like to work with you in completing the process to fully comply with the County’s Transient Occupancy Tax Ordinance. The first steps are to register and obtain a TOT Certificate for your rental property, report and remit the appropriate transient occupancy tax for the period of **January 1, 2018 to June 30, 2021** and ensure compliance for all future rental activity.

For the next 15 days Placer County will waive any penalties and interest normally assessed for the period you operated your short-term rental property in a non-compliant state. If you do not complete the registration process and provide payment, Placer County will calculate estimated taxes due, including penalties and interest, for up to three years.

You may register your property and remit payment online at <https://placer-ca-str.deckard.com/>. If you have any questions, please email us at TOT@Placer.ca.gov or call a Revenue Services Division’s compliance specialist at (916) 543-3950. For additional information about Placer County’s Transient Occupancy Tax Ordinance, please visit our website at www.placer.ca.gov/tot.

Sincerely,

Doug Jastrow
Revenue Services Manager

Figure 11: Rentalscape Placer County Complaint Letter

STR Registration & Renewal Portal

The STR Registration and Renewal Portal - [Web-based and Mobile-enabled Online] is an intuitive, user-friendly, and fully configurable system for STR registration. This portal allows STR owners and property managers to register their short-term rental properties with minimal effort. The portal is designed to accommodate both small single-property operators and large property managers with multiple properties.

The STR registration portal syncs all data with the local jurisdiction's Assessor Parcel Number, ensuring that only properties with parcels in your community can register. This eliminates the need for activation codes or support from City/Deckard. However, if assistance is needed, the Deckard team is always available to provide support to the property manager or property owner as needed.

The STR registration portal also tracks properties using GIS shape files, allowing specific neighborhoods or residential zones to be included or excluded from the ability to register, even identifying exempt properties. The registration system can be configured to accept affidavits of compliance, copies of insurance coverage, any documents required, acknowledgment of the submission of a tax registration forms to City, along with any other configuration or affidavit necessitated by the City.

Case Study: Placer County, CA, has over 5,000 short-term rental properties with more than 11,000 STR listings associated with them. The simplicity of the Rentalscape Registration Portal enabled the Deckard Technologies team, on behalf of Placer County, to identify, conduct outreach, and register over 5,000 properties in under four weeks with minimal need for human interaction.

Configuration of this portal to include the City of Hawthorne branding.

- Adding custom fields such as occupancy rules specific to the City (e.g., occupancy limits, bedroom counts)
- Collection of documents as required for the STR registration process
- STR registration approval portal
- Configurable STR permit pricing and expiration
- Collection of any STR permit fees
- Regular reporting

Rentalscape STR Registration collects permit fees via the Stripe secure payment processing system and allows payment via credit card or ACH bank transfer.

Should the City wish to individually approve each STR permit (some of our clients automatically issue STR permits once payment is received, while others individually approve permits), the **Rentalscape Permit Management** portal allows City staff to view and then approve or reject permit applications. In addition, the portal can be used to suspend or revoke permits when operators are not in good standing.

The **Rentalscape Registration portal** also allows STR operators to update contact details for themselves, their property managers, and their local contacts. Rentalscape sends an email notification to both the applicant and the City for each new application received and every permit approved. Additionally, Rentalscape generates a daily report containing the status and details of all permits. Figure 12 below shows the Registration system fields.

The Rentalscape staff will work with the City of Hawthorne to configure the registration system as needed.

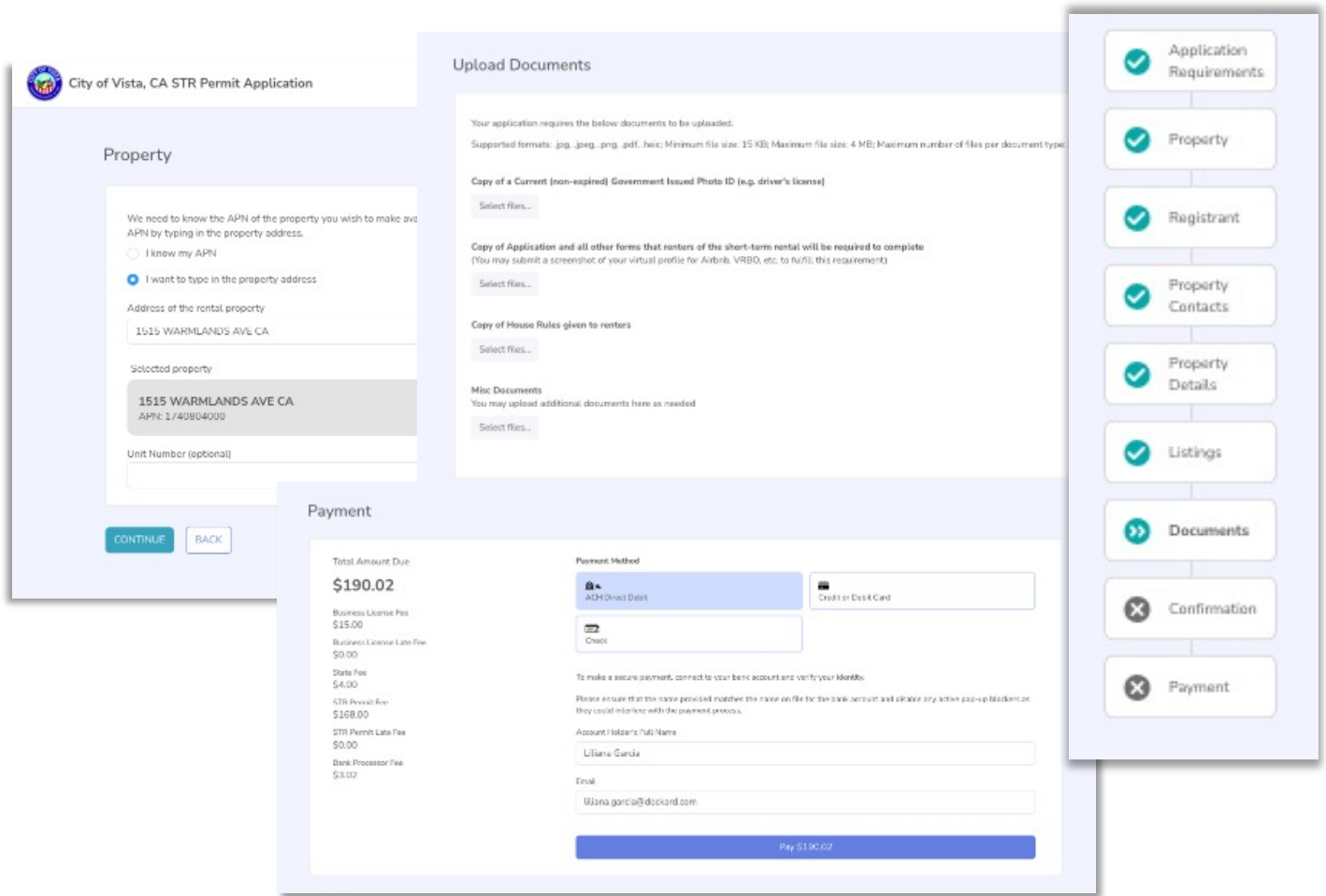


Figure 12: Rentalscape STR Registration System

Permit Management Option

The Rentalscape Permit Management portal allows City staff with comprehensive tools to manage short-term rental (STR) permits and applications. Through the portal, staff can view permits, update permit statuses (approve, deny, or revoke), and add notes. Each STR permit is automatically linked to identified STR listings that match the permit address, with accuracy ensured using APNs and unit numbers.

The ability to track permits effectively is crucial for managing a successful STR program. This functionality is an integral part of our registration portal, streamlining the oversight of permits and enhancing the overall efficiency of program administration.

464 Whipporwill

STR License Current

License number	002390	License holder	[Redacted]
Issue date	2024-09-01	Expiration date	2025-09-02

> Collapse details

Current ▼

Send license

Edit

License settings

Withdrawn

Revoked

Suspended

Permit Held By
Property manager

Possible Violations
We found no violations for this property

Add Note

Talked to owner. Tennant Notice is in place and back-taxes have been remited.

Add

Permit Holder

First Name [Redacted]

Last Name [Redacted]

Phone Number [Redacted]

Email [Redacted]

Property Manager

First Name [Redacted]

Last Name [Redacted]

Phone Number [Redacted]

Email [Redacted]

Property Owner(s)

Property Owner #1

First Name [Redacted]

Last Name [Redacted]

Phone Number [Redacted]

Email [Redacted]

Responsible Operator Contact

Figure 13: Rentalscape Permit Details Screen showing notes, permit status and details of all permits

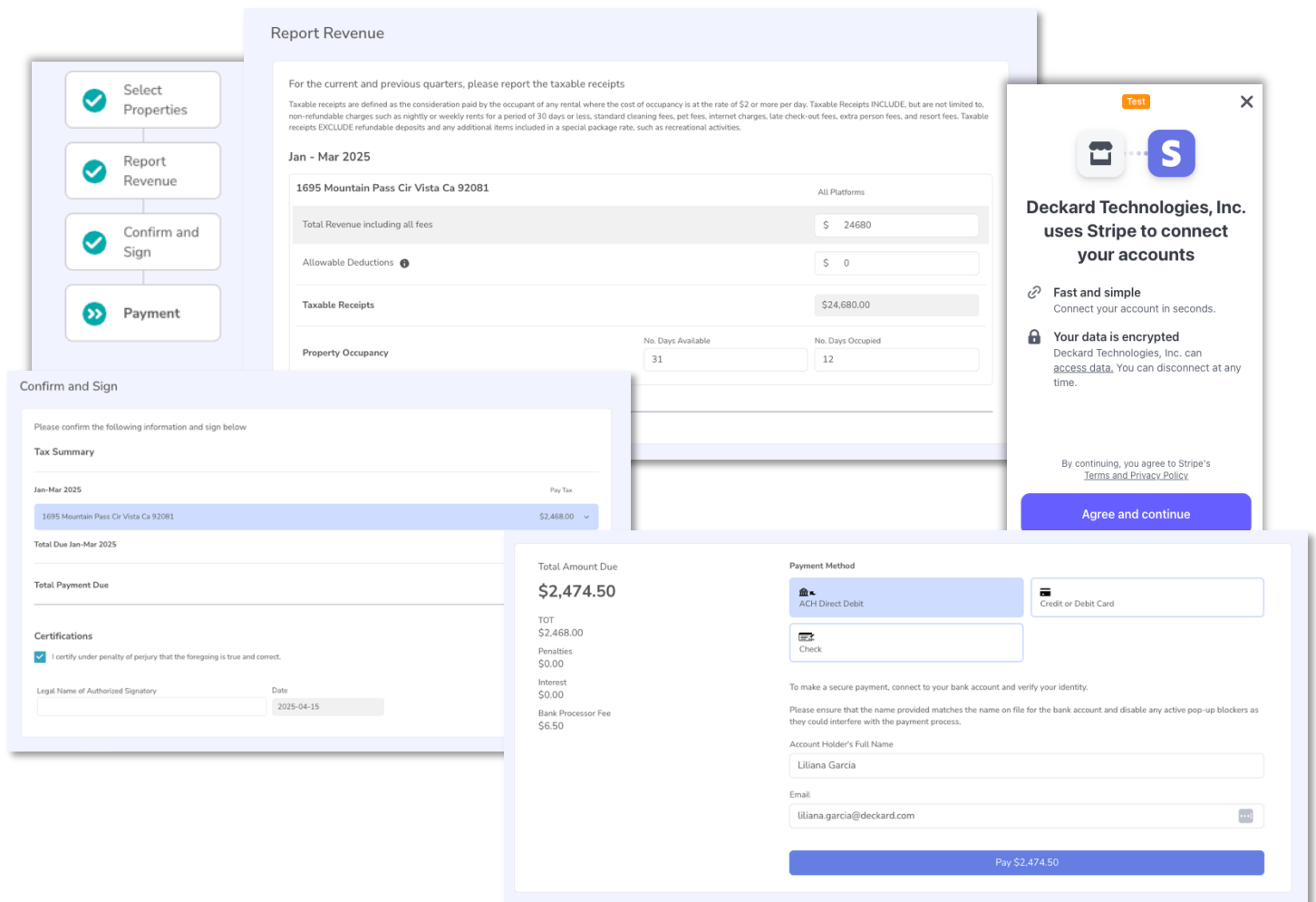
Tax Payment Portal

The **Tax Payment Portal** can be used to collect taxes from STR operators on a monthly, quarterly, or yearly basis. The Rentalscape Tax Payment system gathers information on the number of nights available for booking and the number of nights booked.

The Rentalscape Tax Payment system is configurable for each jurisdiction and includes automatic calculation of tax due based on the City's tax rate, automatic calculation of late fees and penalties, and the ability to apply leniency on a per-property basis for late fees if needed.

The Rentalscape Tax Payment system uses Stripe for payment processing, allowing payments by credit card or ACH. Payments are remitted directly to the City. Our existing customers have seen an increase in tax payments after adopting this system due to the ease of use of the portal. The Rentalscape Tax Payment system generates nightly reports that are delivered to the City facilitating easy reconciliation of transactions. This system reduces the manual work required when processing paper forms.

Figure 14 below shows the Placer County Tax Payment system showing Placer County specific fields. The Rentalscape staff will work with the City of Hawthorne to configure the Tax Payment system as needed.



The screenshot displays the 'Report Revenue' interface. On the left, a vertical navigation menu includes 'Select Properties', 'Report Revenue', 'Confirm and Sign', and 'Payment'. The main content area is titled 'Report Revenue' and contains the following information:

- For the current and previous quarters, please report the taxable receipts**
- Jan - Mar 2025**
- Property: 1695 Mountain Pass Cir Vista Ca 92081
- Total Revenue including all fees: \$ 24680
- Allowable Deductions: \$ 0
- Taxable Receipts: \$24,680.00
- Property Occupancy: No. Days Available: 31, No. Days Occupied: 12

Below the report, there are three overlapping panels:

- Confirm and Sign:** A section for confirming information and signing. It includes a 'Tax Summary' table:

Period	Pay Tax
Jan-Mar 2025	\$2,468.00

 It also shows 'Total Due Jan-Mar 2025' and 'Total Payment Due'. A certification section includes a checked box: 'I certify under penalty of perjury that the foregoing is true and correct.' and fields for 'Legal Name of Authorized Signatory' and 'Date' (2025-04-15).
- Total Amount Due:** A summary box showing:
 - Total Amount Due: **\$2,474.50**
 - TOT: \$2,468.00
 - Penalties: \$0.00
 - Interest: \$0.00
 - Bank Processor Fee: \$6.50
- Payment Method:** A section for selecting a payment method. 'ACH Direct Debit' is selected. It includes a 'Payment Method' dropdown, a 'Payment Method' section with 'ACH Direct Debit' and 'Credit or Debit Card' options, and a 'Payment Method' section with 'ACH Direct Debit' and 'Credit or Debit Card' options. It also includes a 'Payment Method' section with 'ACH Direct Debit' and 'Credit or Debit Card' options.
 - Account Holder's Full Name: Liliana Garcia
 - Email: liliana.garcia@deckard.com
 - Pay \$2,474.50

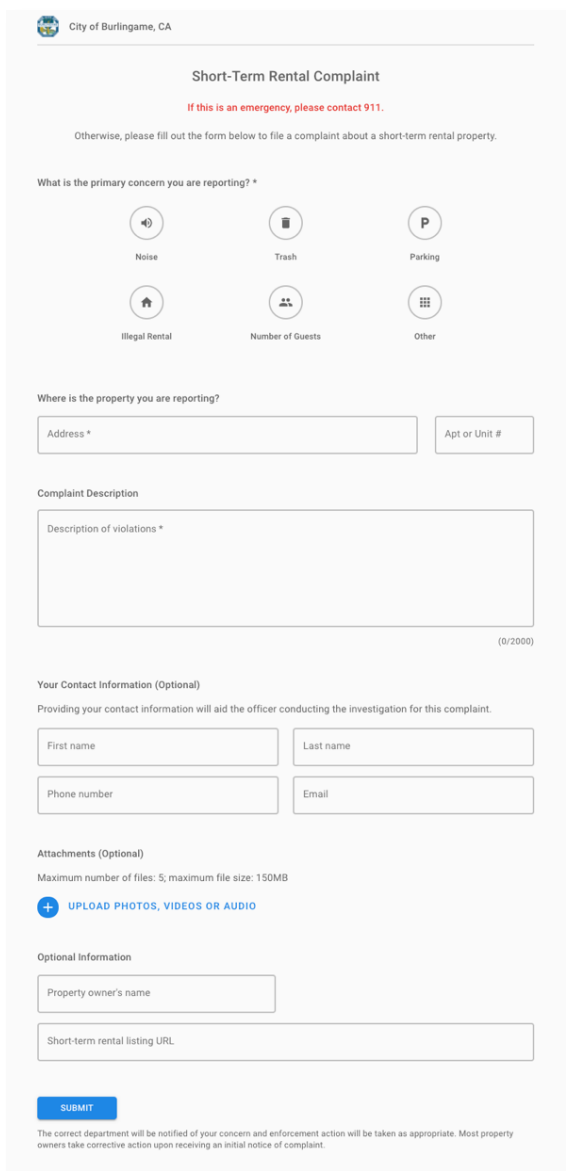
Figure 14: Rentalscape Lodging Tax Payment System

Additional Products

24/7 Complaint Line & Online Form Option

The Rentalscape 24/7 Complaint Line is available to field complaints from the public related to short-term rentals. The Complaint Line operates 24/7 with live, U.S.-based bilingual call takers. The call taker collects the necessary information (e.g., address, property owner, type of incident, date of incident, etc.) and contacts the designated City contact and/or the emergency contact for the owner/host.

Rentalscape Online Complaint Form is also included. Neighbors can report and provide evidence for non-emergency concerns. The Complaint Form is configurable with your logo. All complaints are logged and reported to the appropriate staff/department.



Complaint Line services are offered at 3 different levels:

Basic - Standard call flow. Information is taken and forwarded to the client. Calls are referred to the appropriate staff without follow up required.

Classic - Call Center will contact the local contact when information is available (permitted properties), notify them of the complaint then forward the information to the local city contact.

Premier - Premium call flow. Dispatcher will attempt to get a complaint resolution. The local contact can be contacted up to 3 times before referring caller out to appropriate staff.

Figure 15: Rentalscape Online Complaint Form

STR Constituent Portal Option

The Constituent Portal helps promote transparency by allowing residents to see which short-term rentals are legally registered and compliant with City regulations. This visibility builds public trust and demonstrates that the City is proactively managing the short-term rental market while prioritizing community standards.

By displaying only registered short-term rentals, the portal serves as a valuable tool for both residents and prospective renters. Residents concerned about noise, parking, or safety can verify whether a nearby rental is registered, while travelers can confirm that a property is operating legally and responsibly within the City.

The portal can also reduce call volume and administrative workload by providing easy access to commonly requested information. Constituents can search for STRs by address, neighborhood, or owner name, and view contact information for complaints or emergency situations when authorized. This self-service access empowers the public while allowing City staff to focus on higher-priority tasks.

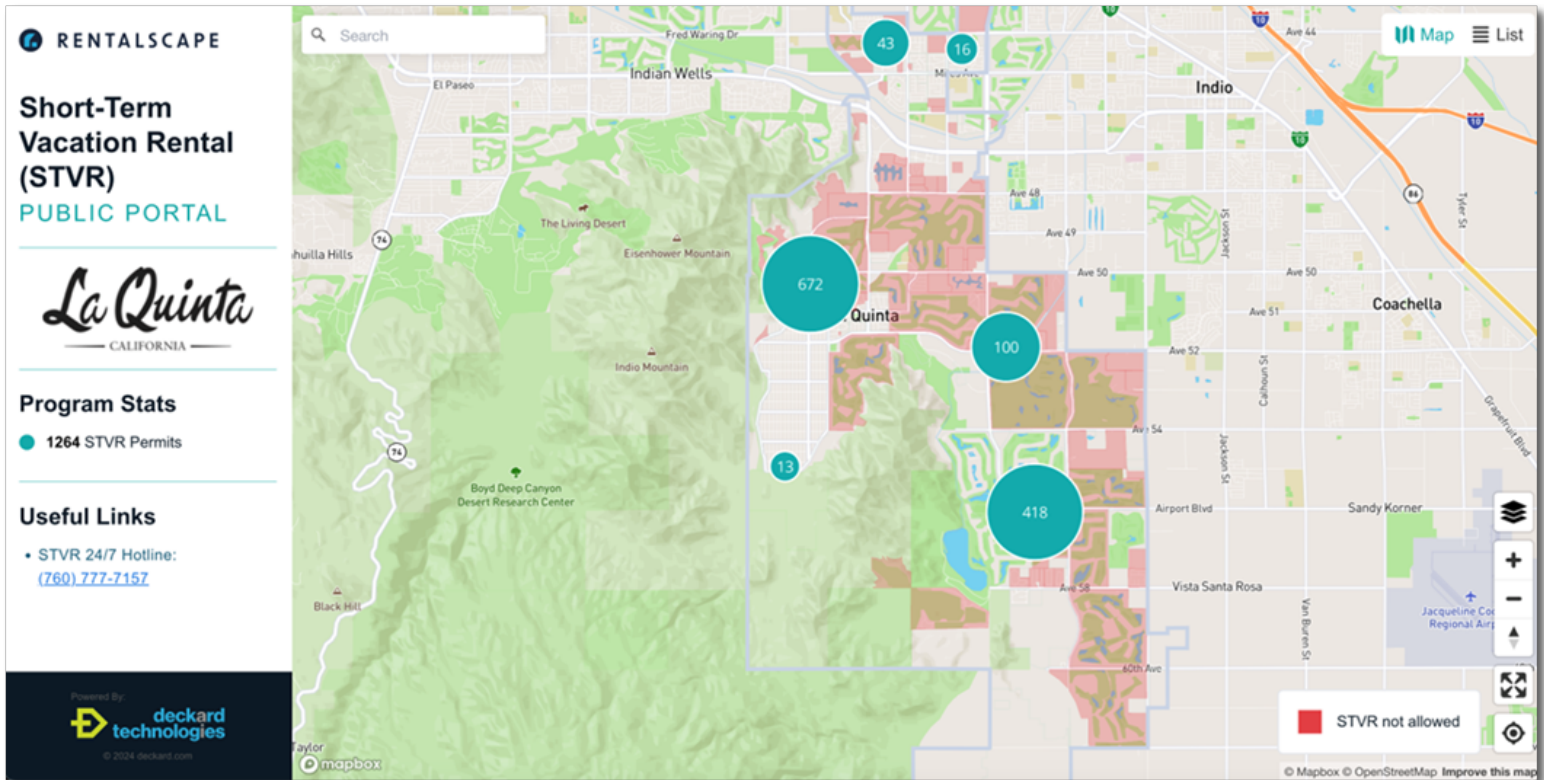


Figure 16: Rentalscape STR Constituent Portal

Rentalscape Inspection Module Option

The Rentalscape Inspection Module is an integral part of our comprehensive solution for managing short-term rental markets. This module is designed to streamline the inspection process, making it more efficient and effective for field agents and City staff alike. It is a web-enabled system that allows agents to conduct and record health and safety inspections directly in the field. With mobile capability, agents can make notes, comments, and even create complaints or tickets (in PDF format) on-site.

This module not only enhances the efficiency of inspections but also improves communication between code enforcement and short-term rental owners. Actions taken in the field can be easily stored or sent via email to both property owners and City staff, ensuring that everyone involved is informed of any necessary changes before the property can be approved. By linking seamlessly with the greater Rentalscape system, this module helps maintain a cohesive and organized approach to managing the Hawthorne short-term rental market.

The Rentalscape Inspection Module is user-friendly and designed to support the specific needs of municipalities. It fosters a proactive approach to code compliance, allowing issues to be addressed promptly and thoroughly. This add-on module ensures that short-term rental properties are maintained to the highest standards, ultimately contributing to a safer and more well-regulated market.

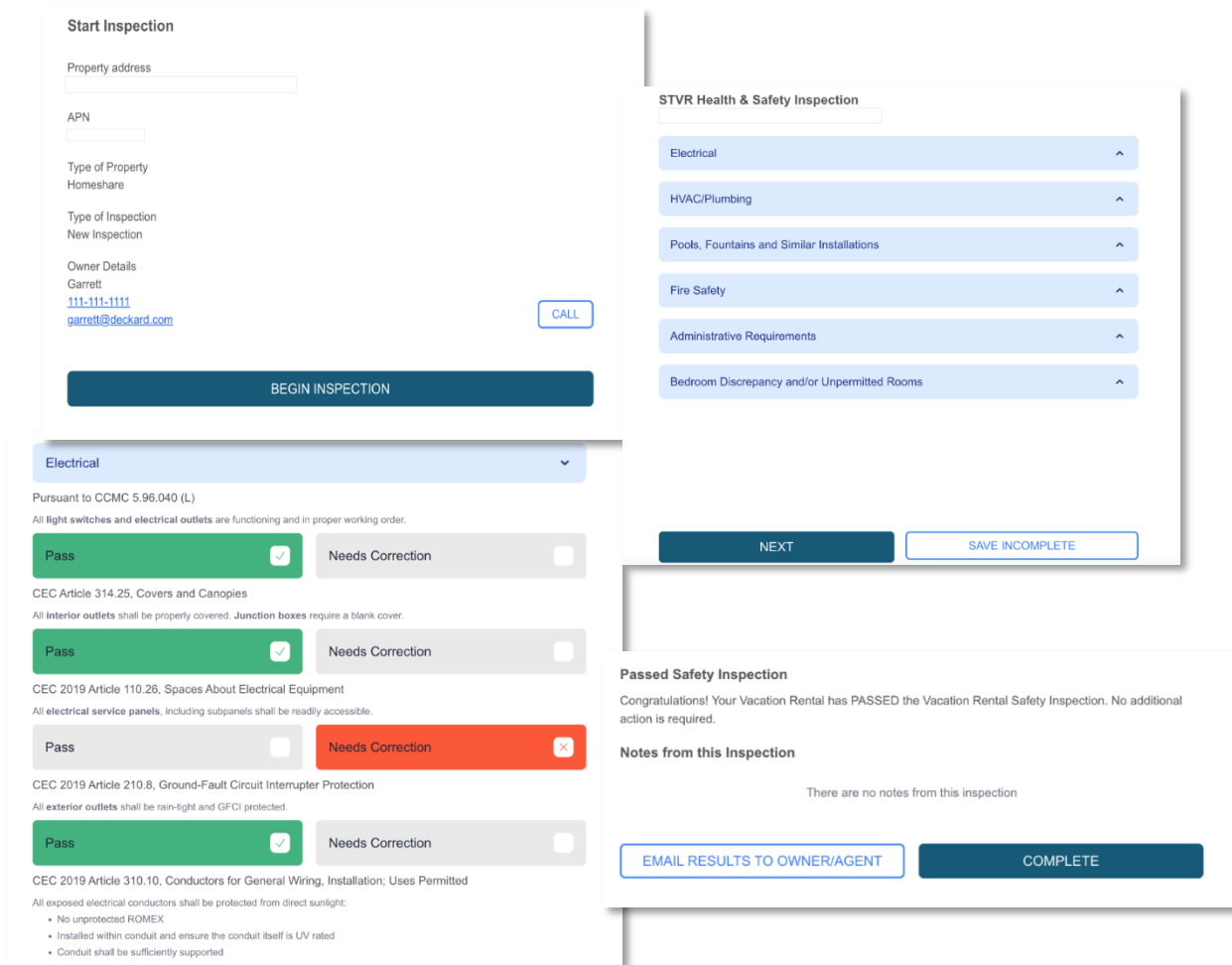


Figure 17: Rentalscape Inspection Module

5. References

We believe that **continuous innovation** is essential to meeting the challenges of today and tomorrow. We are proud of our achievements and solutions, which enable cities and counties to manage short-term rental activities and ensure that local rules and ordinances are enforced for the betterment of local residents.

The following References are examples of successful partnerships between Deckard Technologies and its clients.

City of Mission Viejo, CA

CHERYL DYAS

DIRECTOR OF ADMIN SERVICES/CITY
TREASURER

cdyas@cityofmissionviejo.org
949-470-3082

PRODUCT:
RENTALSCAPE

Kern County, CA

JORDAN KAUFMAN

TREASURER AND TAX COLLECTOR

jkaufman@kerncounty.com
661-868-3417

PRODUCT:
RENTALSCAPE , OUTREACH CAMPAIGN, REGISTRATION, TAX
PORTAL

City of Gardena, CA

LISA KRANITZ

ASSISTANT CITY ATTORNEY

lkranitzlaw@gmail.com
310-450-9585

PRODUCT:
RENTALSCAPE

City of Vista, CA

Lisa Hand

Senior account clerk

lhand@vista.gov
760-643-5364

PRODUCT:
RENTALSCAPE, OUTREACH CAMPAIGN, REGISTRATION
PORTAL, TAX PORTAL, PUBLIC FACING PORTAL, 24/7 HOTLINE

City of San Buenaventura, CA

LEE SHERMAN

MANAGEMENT ANALYST II

lsherman@cityofventura.ca.gov
805-658-4718

PRODUCT:
RENTALSCAPE

City of Lake Elsinore, CA

Joanne Jackson

Account Specialist Business Licensing

jjackson@lake-elsinore.org
951-674-3124 ext 302

PRODUCT:
RENTALSCAPE, OUTREACH CAMPAIGN, REGISTRATION
PORTAL, TAX PORTAL

6. Implementation Cost Proposal

Upon signing the contract, Deckard will assign the City of Hawthorne a dedicated Account Manager who will work with the City to develop best practices based on Deckard’s experiences with other clients. The Account Manager will ensure that the implementation process proceeds efficiently and will serve as the main point of contact for any questions, suggestions, training, or concerns. Your Account Manager will also participate in periodic calls with City staff throughout project deployment and then monthly on an on-going basis, as requested.

Since Rentalscape is cloud-based, no hardware or software installation is required.

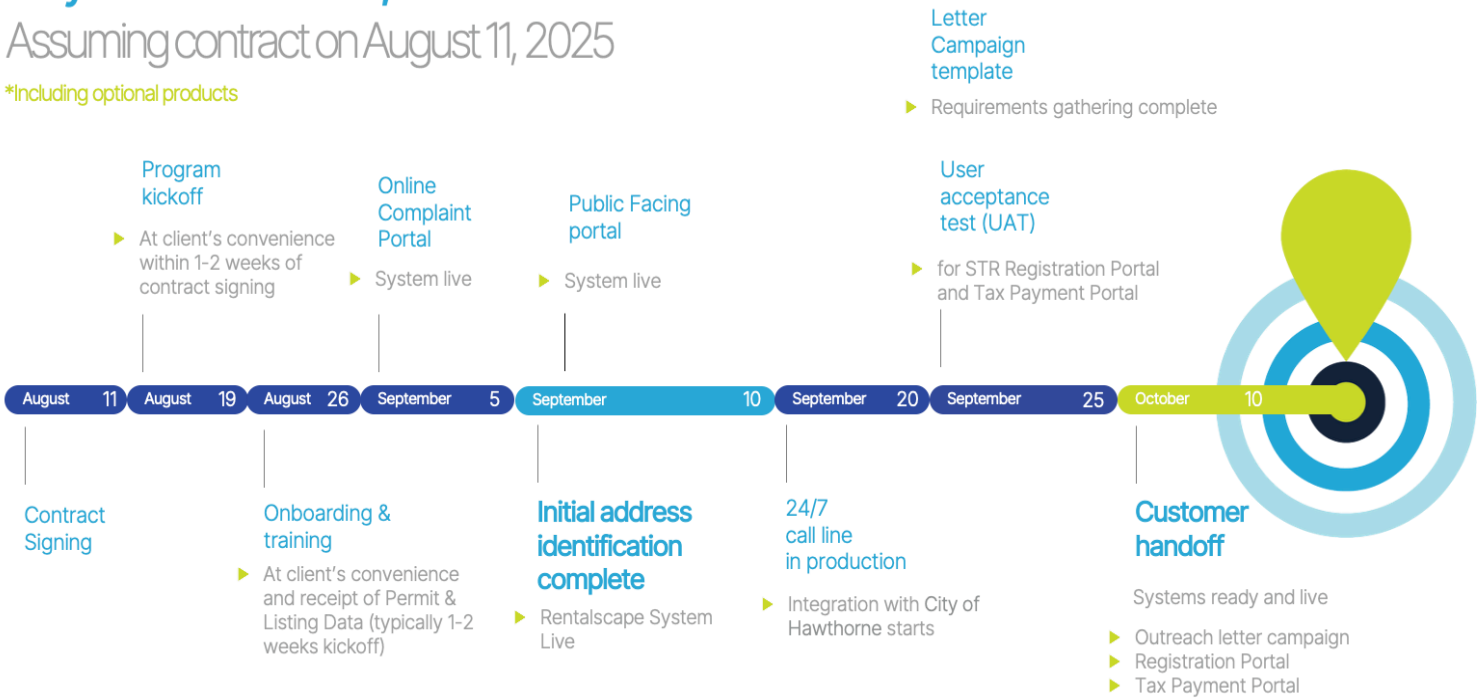
Most jurisdictions are up and running with Rentalscape within a couple of weeks, with Address Identification completed within four weeks of receiving the permit and listing data. Assuming the contract is awarded in August, we fully expect system deployment, initial address mapping, and user training to be completed well before the end of October 2025.

Feedback from our customers indicates that our competitors take months to bring systems online and begin address mapping. In contrast, our automated property identification systems are already running in City, allowing us to have your system up and running extremely quickly.

City of Hawthorne, CA

Assuming contract on August 11, 2025

*Including optional products



Pricing Proposal

Currently, Rentalscape is showing close to **426 live STR listings in the City of Hawthorne**. Based on the number of live STR listings, we estimate there are **165+ short-term rental properties in the City**, advertised on one or more platforms.

Deckard Technologies can provide a comprehensive, all-inclusive system that meets the requirements specified in the RFP. Alternatively, each of our products is available for individual purchase as standalone items, allowing for tailored solutions to meet specific needs.

We only **charge fees on a per property, not per listing, basis**. Since a single property can have multiple listings, we feel it is unfair to charge fees based on listing count. Finally, we do not charge one fee for compliance monitoring and another for rental activity monitoring as, in our view, these are the same service.



Base Product Pricing

ADDRESS IDENTIFICATION, COMPLIANCE MONITORING, & RENTAL ACTIVITY REPORTING	Price
<ul style="list-style-type: none"> Identify property & address Identify property owner address Real-time reporting of all new listings & frequent calendar monitoring 10,000+ websites monitored daily, worldwide FutureCast™ - Identify future bookings as they are made on the rental platform See page 25 – The Rentalscape Portal 	\$7,475 Annually
OUTREACH CAMPAIGN <ul style="list-style-type: none"> Letter campaign to inform STR illegal operators regarding compliance requirements and procedures All letter templates will receive City approval pre-campaign Campaign includes one Introductory letter and two additional escalation letters See page 29 – Letter Campaign 	INCLUDED
STR REGISTRATION PORTAL <ul style="list-style-type: none"> Online, intuitive portal for registration and renewal Fields configurable to meet City needs Identify properties that need registration fee Provide daily reports on new and modified permits See page 30– Registration Portal 	\$6,250
TAX PAYMENT PORTAL <ul style="list-style-type: none"> Easy to use online tax payment portal Configurable tax, late fee and interest rates on a per-property basis Provide daily reports on tax payments and remittances to the City See page 33– Tax Payment Portal 	\$6,250
REPORTING & ANALYSIS <ul style="list-style-type: none"> On demand, dynamic reporting, offering multiple ad hoc reports Filters allowing users to focus on specific segments of the STR population 	INCLUDED
DEDICATED ACCOUNT MANAGER <ul style="list-style-type: none"> Single Point of Contact for City staff for all matters Ensures the City is following Industry best practices Shepherds the implementation process from start to finish Periodic meetings/calls throughout the life of the account 	INCLUDED
UNLIMITED ACCOUNTS & TRAINING SESSIONS <ul style="list-style-type: none"> No limit on the number of Rentalscape user accounts No per-session training costs Single Sign-On (SSO) available Dedicated client support staff available to assist with customer request 	INCLUDED,
TOTAL YEAR ONE	\$19,975

Note: Pricing valid for 90 days

Note 2: Pricing Confidential

Optional Products Pricing-Yearly Basis

COMPLAINT 24/7 HOTLINE & ONLINE FORM

- 24/7 US bilingual (upon request) call center with live agents – **Classic** \$3,500
- Online complaint form (Complaint Form only \$2,000) (OPTIONAL)
- See page 34 - 24/7 Complaint Line & Online Form

CONSTITUENT PORTAL

- Public facing portal (Link placed on Jurisdiction's website) \$5,000
- Permit/Licensing Data and Responsible Party Contact Info for every STR Property (Standard) (OPTIONAL)
- See page 35 – STR Constituent Portal

INSPECTION MODULE

- Enables field agents to create notes, comments, complaints, or tickets directly from the field during the inspections (mobile enabled) \$5,000
- Record inspection data, including notes and complaints (OPTIONAL)
- E-mail inspection results to property owners and City staff
- See page 36 – Inspection Module

LONG TERM RENTAL REGISTRATION PORTAL

- Increase LTR compliance to best-in-class rates with identification & validation of properties \$12.50 per property
- Enhance outreach and communication with both landlords and renters \$2/unit
- Streamline LTR registration with a configurable portal configured to City ordinances (OPTIONAL)

7. Ongoing Costs

All modules provided as part of our solution are priced on an annual basis, which means there are no ongoing or unexpected costs outside of the agreed annual fee. The City will have full access to the selected modules and their associated features for the duration of the contract term. Additional costs would only be incurred if the City chooses to expand its scope by adding new modules or services beyond those included in the original agreement. This transparent pricing structure ensures predictability and simplifies budget planning year over year.

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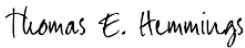
8. Respondent's Affidavit, Signed

DocuSign Envelope ID: C0B8B6C6-8531-4B4A-A9A8-B9F0C419DE65

APPENDIX A. RESPONDENT AFFIDAVIT

This affidavit must be signed and included as part of the proposal submission. The signature must be from an official, legally authorized agent of the respondent. By signing this affidavit, the respondent agrees to be bound by the following conditions:

1. Nothing contained in this RFP shall create any contractual relationship between the respondent and the City.
2. This RFP does not obligate the City to award a contract to any respondent. The City reserves the right to amend or cancel this RFP without prior notice, at any time, at its sole discretion.
3. The City shall not be liable for any expenses incurred by any organization in connection with this RFP.
4. The City reserves the right to accept or reject any or all proposals without prior notice and to waive any minor irregularities or defects in a proposal. The City reserves the right to seek clarification on a proposal with any source.
5. No conversations or agreements with any officer, agent, or employee of the City shall affect or modify any terms of this RFP. Oral communications or any written or e-mail materials provided by any person other than the designated contact staff of the City shall not be considered binding.
6. Respondents shall not issue any news release pertaining to this RFP or the City, without prior written approval of an authorized agent of the City.
7. All submitted proposals and information included therein or attached thereto shall become public record upon delivery to the Planning Department.
8. No communications between respondents and a Planning Commissioner or City Councilmember in relation to this RFP shall occur prior to final selection of a consultant being confirmed by City Council.

DocuSigned by:

 Signature

7/15/2025
 Date

Thomas E. Hemmings Chief Financial Officer

 Print name and title