



2603 Main Street, Suite 300
Irvine, California 92614
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www.ClientServices.com

**ADDENDUM TO THE AGREEMENT
BETWEEN
THE CITY LA HABRA and DATA TICKET, INC.**

This addendum to the Agreement between The City of La Habra (AGENCY) and Data Ticket, Inc. (COMPANY) is to amend and include the addition of a Permit Solution application for permits which will be defined by the Agency:

All other terms and conditions of the Agreement remain as originally written.

ACCEPTED:

City of La Habra

Signature

Print Name and Title

Date

ACCEPTED:

Data Ticket, Inc.

Signature

Print Name and Title

Date



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<p>Online Permit Application: Online permit application to be used by the City and its Patrons to register for and obtain residential, commercial, guest, oversize, business, etc. parking permits. The online permit application can also be used by the City's Personnel to manage the permitting process. Finally, in utilizing an Android Solution with Data Ticket's proprietary parking citation software, the City's ticket writers will have access to a daily file that includes all valid permits. When the issuing officer enters the license plate number, the handheld will indicate to the Officer whether the permit is valid or not.</p> <p>The solution will provide the City's Patrons with the following capabilities:</p> <ul style="list-style-type: none"> • Ability to register online and apply for permits • Ability to verify resident address with DMV to ensure resident resides in permit area if applicable • Ability to submit up to 3 documents online via the web to prove they are a resident (i.e., driver's license, etc.) if applicable • Provide online temporary permit with expiration date to be printed directly from patron's computer • Ability to create a login name and password to the solution with which the user may manage all future permits or to check out as a guest • Ability to pre-purchase permits for upcoming years • Ability to re-use data previously entered to purchase new permits • Tracking of all permits purchased by residents/guests, etc. • Storage of all permit data online • Acceptance of Visa, MasterCard, Discover and American Express • Live, bi-lingual customer service agents available M-F, 7:30am-5pm who will process registration requests, answer specific and general permit questions and provide fulfillment assistance <p>The Solution will provide the following capabilities to the City's personnel:</p> <ul style="list-style-type: none"> • Ability to register all permit types within the permit solution online • Ability to verify resident address with DMV to ensure resident resides in permit area – if applicable • Ability to accept documentation & scan into the solution • Ability to generate reports on permits issued • Ability to search for permits by resident • Ability to modify permit holder information <p>Online training of all City personnel</p>	<p>\$10,000.00/Annual Fee – Per Permit Type</p> <p>OR</p> <p>\$2,500.00 Initial fee AND \$2,500.00/month (regardless of the number of permit types)</p>
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Description of Services	Cost per Instance
Permit Fulfillment (if using hangtags/stickers) - <i>Optional Services for the above-mentioned item includes:</i> <ul style="list-style-type: none"> • Assignment of each permit per successful registration • Generating and mailing a custom notice to each successful registrant with an assigned permit • Includes Postage – USPS first class rate 	\$6.00 per permit Fulfilled And \$1.00 per letter sent
Permit Approval/Denial Process - <i>Optional</i> <ul style="list-style-type: none"> • Approval or Denial of documents by Data Ticket 	\$7.00 per approval/denial
Permits (if using hang tags/stickers) - <i>Optional</i> <ul style="list-style-type: none"> • Cost of sticker permit – depending on size and quantity chosen 	TBD
Customer Service <ul style="list-style-type: none"> • Per customer service call accepted by Data Ticket 	\$.50/call
Email Blasts - <i>Optional</i> <ul style="list-style-type: none"> • Generating and sending custom notification/information to prospective or active permit holders 	\$.75 per email address/per email
Additional Programming Time <ul style="list-style-type: none"> • Applicable once the permit application has gone live and additional requests are made for enhancements, changes, etc. 	\$175.00 per hour
In Trust/Escrow Account – <i>Optional Services for the above-mentioned item include:</i> <ul style="list-style-type: none"> • Daily deposits of funds to the Agency’s escrow account • Processing of all credit card charge-backs and Insufficient Funds • Month-end reconciliation of all funds collected • Payment of Data Ticket’s invoice • Disbursement of the net remittance to the Agency • Scanning of checks/money orders directly to joint bank account daily using remote check deposit <p>The Agency will be responsible for the purchase of banking supplies, including checks and endorsement stamps; these fees typically run \$200.00 per year.</p>	\$150.00/month
Banking Fees: Data Ticket will pass all banking fees on to the City’s patrons who wish to pay by credit or debit card	\$3.50 per transaction
Refunds – For Agencies that opt for an Escrow/In Trust Account: Issuance of all refunds to individuals who are due a refund via 1 st class mail	\$5.00 per issued refund

City of La Habra – Permit Application Implementation

Please submit a separate permit questionnaire found below for **each permit type** with as much detail as possible. If we are implementing just one permit type to begin, please feel free to send us those answers first and as soon as possible.

PERMIT #1 (Name):		
Ideal "Go-Live" Date:		
	Business Rule	City Response
1.	<p>Permit Cost:</p> <p><i>Ex: \$150.00/year</i></p> <p>Is the cost prorated throughout the year depending on purchase date?</p>	
2.	<p>Permit Dates:</p> <p><i>Ex: 1/1/22-12/31/22 OR 1 year from date of purchase</i></p>	
3.	<p>Is the permit virtual (plate driven) or a physical permit?</p> <p><i>Ex: Virtual OR Physical Sticker/Hangtag OR Printable Permit</i></p>	
4.	<p>If the permit is physical, do you allow replacement permits? If so, do you charge a fee, what is the fee?</p> <p>Are there any special requirements or documentation when requesting a replacement other than payment?</p> <p>Do you want a temporary permit that can be printed from the website while the physical permit is being mailed?</p>	

5.	<p>Where is the permit valid?</p> <p><i>Ex: 500 feet from the residential address OR Lots 1,2,7 and Main St. Garage</i></p>	
6.	<p>Do you require an individual's phone number with the permit request?</p>	
7.	<p>Is an address required and if so, does the individual free type in or will the City provide a list of addresses that are eligible?</p>	
8.	<p>Is an individual required to enter in vehicle information for the permit?</p> <p>If so, which of these fields do you require (Model, Color, Year)?</p> <p><i>Plate, State and Make are always required.</i></p>	
9.	<p>Do you require vehicles to be registered with DMV at the address entered with the permit request?</p> <p>Will you allow your residents to opt for a real-time CA DMV address verification?</p>	
10.	<p>If you require vehicles, is there a minimum or maximum number of vehicles per permit?</p> <p><i>Ex: No, vehicles are one vehicle to one permit OR up to 2 vehicles can be added to the permit</i></p> <p>Is there any special business rule for the minimum number of vehicles based on the number of</p>	

	spaces on property at an address, etc?	
11.	Do you allow permit holders to change their vehicles once they've obtained the permit? If so, does the vehicle have to go through verification every time it changes?	
12.	What type of documents (if any) are required for a citizen to be approved for a permit? <i>Ex: Utility Bill, Signed Lease, Business License, etc.</i>	
13.	Can an individual pay for a permit before they are approved? If so, please note this may increase the number of refunds required.	
14.	Are there limits on how many permits someone can get? If yes, is it by address, by account, by availability in a lot, etc?	
15.	Does the City require that a renewal letter or email be sent out at some point prior to the permit expiration? If so, what is the time frame? <i>Ex: Yes, email 30 days prior to expiration where the citizen can renew their permit.</i> When renewing the permit, does a citizen have to resubmit documentation?	
16.	Do you have any terms and conditions for this permit type that an individual must	

	acknowledge? If so, please send over the T&Cs in a PDF.	
17.	Are there any additional business rules or notes for this permit type?	