

**CITY OF ROUND ROCK AGREEMENT
FOR TOWING MANAGEMENT AND LOGISTIC SERVICES
WITH
TEGSCO, LLC dba AUTORETURN**

THE STATE OF TEXAS	§	
	§	
CITY OF ROUND ROCK	§	KNOW ALL BY THESE PRESENT:
	§	
COUNTY OF WILLIAMSON	§	
COUNTY OF TRAVIS	§	

That this Agreement for Towing and Impound Services (referred to herein as the “Agreement”) is made and entered into on this the ____ day of April, 2018, by and between the City of Round Rock, Texas, a home-rule municipality whose offices are located at 221 East Main Street, Round Rock, Texas 78664 (referred to herein as “City”), and TEGSCO, LLC, whose address is 450 7th Street, San Francisco, California 94103 (referred to herein as “AutoReturn”). This Agreement supersedes and replaces any previous agreement between the named parties, whether oral or written, and whether or not established by custom and practice.

RECITALS:

WHEREAS, City desires to enter into an agreement with an exclusive towing management and logistic services provider for all City-initiated tows and impound services (Tow Management Services); and

WHEREAS, AutoReturn desires to be the exclusive provider of Tow Management Services; and

WHEREAS, the parties desire to enter into this Agreement to set forth in writing their respective rights, duties, and obligations;

NOW, THEREFORE, WITNESSETH:

That for and in consideration of the mutual promises contained herein, the parties mutually agree as follows:

1.01 DEFINITIONS

A. **Agreement** shall mean this mutually binding legal contract between City and AutoReturn whereby AutoReturn is obligated to provide specified services and perform specified obligations, and City is obligated to perform specified obligations.

B. **City** shall mean the City of Round Rock, located in Williamson and Travis Counties, Texas.

C. **Effective Date** means the date upon which the binding signatures of both parties to this Agreement are affixed.

D. **Force Majeure** means acts of God, strikes, lockouts, or other industrial disturbances, acts of the public enemy, orders of any kind from the government of the United States or the State of Texas or any civil or military authority, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, hurricanes, storms, floods, restraint of the government and the people, civil disturbances, explosions, or other causes not reasonably within the control of the party claiming such inability.

E. **Services** means work performed by AutoReturn to comply with promised delivery dates, specifications and technical assistance specified herein.

2.01 EFFECTIVE DATE, DURATION, AND TERM

A. This Agreement shall be effective on the date it has been signed by both parties hereto, and shall remain in full force and effect unless and until it expires by operation of the term stated herein, or until terminated or extended as provided herein.

B. The term of this Agreement is for sixty (60) months from the effective date hereof.

C. City reserves the right to terminate this Agreement as set forth in Section 11.01.

3.01 CONTRACT DOCUMENTS AND EXHIBITS

The services which are the subject matter of this Agreement as described in Exhibit “A,” attached hereto and incorporated herein; the description of AutoReturn’s ARIES/DISPATCH Tow Management Platform described in Exhibit “B,” attached hereto and incorporated herein; the Implementation Schedule described in Exhibit “C,” attached hereto and incorporated herein, and this Agreement, together comprise the Contract Documents.

4.01 SCOPE OF WORK

AutoReturn shall satisfactorily complete all services described in the Scope of Services, Exhibit “A” and the Implementation Schedule, Exhibit “B.”

This Agreement shall evidence the entire understanding and agreement between the parties and shall supersede any prior proposals, correspondence or discussions.

AutoReturn shall satisfactorily provide all deliverables and services described in Exhibits “A,” “B,” and “C.” A change in the Scope of Services or any term of this Agreement must be negotiated and agreed to in all relevant details, and must be embodied in a valid Supplemental Agreement as described herein.

5.01 COMPENSATION

AutoReturn shall manage on behalf of the City through its proprietary software (“ARIES/DISPATCH” as described in Exhibit “B”) all City-initiated tows. In consideration for its services, for the duration of this Agreement, AutoReturn shall have the right to collect an Administration Fee from all City-initiated tows. Tow companies dispatched by AutoReturn to complete a tow on behalf of the City, shall charge the customer an Administration Fee in the amount of Twenty-Five and No/100 Dollars (\$25.00) in addition to the towing charges. Twenty-Two and No/100 Dollars (\$22.00) of this Administration Fees shall be paid to AutoReturn from the towing companies on a weekly basis. No payments shall be made from the City to AutoReturn and the City shall not receive any money from AutoReturn.

6.01 GRATUITIES AND BRIBES

City may, by written notice to AutoReturn, cancel this Agreement without liability to AutoReturn if it is determined to City that gratuities or bribes in the form of entertainment, gifts, or otherwise, were offered or given by AutoReturn or its agents or representatives with respect to the performance of this Agreement. In addition, AutoReturn may be subject to penalties stated in Title 8 of the Texas Penal Code.

7.01 CITY’S REPRESENTATIVE

City hereby designates the following representative authorized to act in its behalf with regard to this Agreement.

Sergeant Tom Sloan
Round Rock Police Department
2701 North Mays Street
Round Rock, Texas 78665
(512) 218-6664
tsloan@roundrocktexas.gov

8.01 INSURANCE

AutoReturn shall meet all of the City’s Insurance Requirements as set forth at the City’s website:
http://www.roundrocktexas.gov/wp-content/uploads/2014/12/corr_insurance_07.20112.pdf

9.01 RIGHT TO ASSURANCE

Whenever either party to this Agreement, in good faith, has reason to question the other party's intent to perform hereunder, then demand may be made to the other party for written assurance of the intent to perform. In the event that no written assurance is given within the reasonable time specified when demand is made, then and in that event the demanding party may treat such failure as an anticipatory repudiation of this Agreement.

10.01 DEFAULT

If AutoReturn abandons or defaults under this Agreement and is a cause of City purchasing the specified services elsewhere, AutoReturn agrees that it will not be considered in the advertisement of the services and that it may not be considered in future bids for the same type of work unless the scope of work is significantly changed.

AutoReturn shall be declared in default of this Agreement if it does any of the following:

- A. Fails to fully, timely and faithfully perform any of its material obligations under this Agreement;
- B. Fails to provide adequate assurance of performance under the "Right to Assurance" section herein; or
- C. Becomes insolvent or seeks relief under the bankruptcy laws of the United States.

11.01 TERMINATION AND SUSPENSION

A. City has the right to terminate this Agreement, in whole or in part, for convenience and without cause, at any time upon One Hundred Twenty (120) days' written notice to AutoReturn.

B. In the event of any default by AutoReturn, City has the right to terminate this Agreement for cause, upon ten (10) days' written notice to AutoReturn.

C. AutoReturn has the right to terminate this Agreement only for cause, that being in the event of a material and substantial breach by City, or by mutual agreement to terminate evidenced in writing by and between the parties.

D. In the event City terminates under subsections (A) or (B) of this section, the following shall apply: Upon City's delivery of the referenced notice to AutoReturn, AutoReturn shall discontinue all services in connection with the performance of this Agreement.

12.01 INDEMNIFICATION

AutoReturn shall defend (at the option of City), indemnify, and hold City, its successors, assigns, officers, employees and elected officials harmless from and against all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, attorney's fees, and any and all other costs or fees arising out of, or incident to, concerning or resulting from the fault of AutoReturn, or AutoReturn's agents, employees or subcontractors, in the performance of AutoReturn's obligations under this Agreement, no matter how, or to whom, such loss may occur. Nothing herein shall be deemed to limit the rights of City or AutoReturn (including, but not limited to the right to seek contribution) against any third party who may be liable for an indemnified claim.

13.01 COMPLIANCE WITH LAWS, CHARTER AND ORDINANCES

A. AutoReturn, its agents, employees and subcontractors shall use best efforts to comply with all applicable federal and state laws, the Charter and Ordinances of the City of Round Rock, as amended, and with all applicable rules and regulations promulgated by local, state and national boards, bureaus and agencies.

B. In accordance with Chapter 2270, Texas Government Code, a governmental entity may not enter into a contract with a company for goods or services unless the contract contains written verification from the company that it: (1) does not boycott Israel; and (2) will not boycott Israel and will not boycott Israel during the term of this contract. The signatory executing this Agreement on behalf of AutoReturn verifies AutoReturn does not boycott Israel and will not boycott Israel during the term of this Agreement.

14.01 ASSIGNMENT AND DELEGATION

The parties each hereby bind themselves, their successors, assigns and legal representatives to each other with respect to the terms of this Agreement. Neither party shall assign, sublet or transfer any interest in this Agreement without prior written authorization of the other party.

15.01 NOTICES

All notices and other communications in connection with this Agreement shall be in writing and shall be considered given as follows:

1. When delivered personally to the recipient's address as stated in this Agreement;
or
2. Three (3) days after being deposited in the United States mail, with postage prepaid to the recipient's address as stated in this Agreement.

Notice to AutoReturn:

TEGSCO, LLC
450 7th Street
San Francisco, California 94103

Notice to City:

City Manager
221 East Main Street
Round Rock, TX 78664

AND TO: Stephan L. Sheets, City Attorney
309 East Main Street
Round Rock, TX 78664

16.01 APPLICABLE LAW; ENFORCEMENT AND VENUE

This Agreement shall be enforceable in Round Rock, Texas, and if legal action is necessary by either party with respect to the enforcement of any or all of the terms or conditions herein, exclusive venue for same shall lie in Williamson County, Texas. This Agreement shall be governed by and construed in accordance with the laws and court decisions of the State of Texas.

17.01 EXCLUSIVE AGREEMENT

This document, and all appended documents, constitutes the entire Agreement between AutoReturn and the City. This Agreement may only be amended or supplemented by mutual agreement of the parties hereto in writing, duly authorized by action of the City Manager or City Council.

18.01 DISPUTE RESOLUTION

City and AutoReturn hereby expressly agree that no claims or disputes between the parties arising out of or relating to this Agreement or a breach thereof shall be decided by any arbitration proceeding, including without limitation, any proceeding under the Federal Arbitration Act (9 USC Section 1-14) or any applicable state arbitration statute.

19.01 SEVERABILITY

The invalidity, illegality, or unenforceability of any provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void provision shall be deemed severed from this Agreement, and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion or provision held to be void. The parties further agree to amend this Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Agreement from being void should a provision which is of the essence of this Agreement be determined void.

20.01 MISCELLANEOUS PROVISIONS

Standard of Care. AutoReturn represents that it employs trained, experienced and competent persons to perform all of the services, responsibilities and duties specified herein and that such services, responsibilities and duties shall be performed in a manner according to generally accepted industry practices.

Time is of the Essence. AutoReturn understands and agrees that time is of the essence and that any failure of AutoReturn to fulfill obligations for each portion of this Agreement within the agreed timeframes will constitute a material breach of this Agreement. AutoReturn shall be fully responsible for its delays or for failures to use best efforts in accordance with the terms of this Agreement. Where damage is caused to City due to AutoReturn's failure to perform in these circumstances, City may pursue any remedy available without waiver of any of City's additional legal rights or remedies.

Force Majeure. Neither City nor AutoReturn shall be deemed in violation of this Agreement if it is prevented from performing any of its obligations hereunder by reasons for which it is not responsible as defined herein. However, notice of such impediment or delay in performance must be timely given and all reasonable efforts undertaken to mitigate its effects.

Multiple Counterparts. This Agreement may be executed in multiple counterparts, any one of which shall be considered an original of this document; and all of which, when taken together, shall constitute one and the same instrument.

Confidentiality. The parties recognize and understand that City is subject to the Texas Public Information Act and its duties run in accordance therewith.

[Signatures on the following page.]

IN WITNESS WHEREOF, the parties have duly executed this Agreement.

CITY OF ROUND ROCK, TEXAS

By: _____
Printed Name: _____
Title: _____
Date Signed: _____

FOR CITY, ATTEST:

By: _____
Sara L. White, City Clerk

FOR CITY, APPROVED AS TO FORM:

By: _____
Stephan L. Sheets, City Attorney

TEGSCO, LLC

By: _____
Printed Name: _____
Title: _____
Date Signed: _____

EXHIBIT “A”

AUTO RETURN SCOPE OF WORK

1. Purpose:

The City of Round Rock Police Department (RRPD) desires to enter into a contract with TEGSCO, LLC (“AutoReturn”) to provide and administer a comprehensive program to dispatch wrecker services and manage impound services for RRPD.

2. Background:

Currently, the Chief of Police establishes and maintains an annual wrecker rotation list from which wrecker companies on the list are contacted by RRPD dispatch on a rotating basis to answer calls for non-consent tows. In order to be added to the rotation list, the wrecker companies must meet all the requirements of State Law and applicable City Ordinances. The City desires to contract with AutoReturn to administer the dispatch of wreckers and the impound program utilizing AutoReturn’s ARIES/DISPATCH Platform and following guidelines contained in the City’s “Towing Manual.” All wreckers currently on the City’s rotation list will be eligible to continue to be dispatched for all tows other than “Enforcement Tows” (abandoned vehicles, junked vehicles, vehicles towed incident to arrest; stolen/recovered vehicles; parking enforcement tows). Aus-Tex will be dispatched to provide towing and impound services for all “Enforcement Tows.”

3. AutoReturn’s Responsibilities:

3.1 Implementation:

- Create an implementation program and calendar that is agreed upon by the City. Any changes to the implementation program and calendar must be approved by the City in advance and provided to the City in writing.
- Assist RRPD in drafting a Towing Manual.
- Provide training to RRPD on ARIES. A training schedule including type of training, location frequency etc. shall be developed by AutoReturn and be provided to the City for approval and shall be in compliance the implementation schedule.

- Transition RRPD from its rotation list system to AutoReturn's ARIES/Dispatch program (as set forth in Exhibit "C" – RRPD Towing, Dispatch and Impound Services Implementation).

3.2 Wrecker companies:

- AutoReturn shall provide training to wrecker companies on ARIES and mentor the companies and monitor their performance to ensure that the best quality of service is provided to RRPD.
- AutoReturn shall provide Traffic Incident Management Training (TIM) to the wrecker companies at the request of RRPD.
- AutoReturn shall ensure all wrecker companies have procured and maintained appropriate insurance coverage and provide proof of that coverage to the City upon request.
- AutoReturn shall create and monitor daily, weekly and monthly reports to monitor wrecker company's performance or customize additional reports at the request of RRPD.
- AutoReturn shall promptly notify RRPD when they become aware a towing company has fallen out of compliance with State Law, local ordinances or the Tow Manual and assist RRPD with the disciplinary process if needed.
- AutoReturn shall assist RRPD in monitoring fees and provide fee reports to RRPD as agreed upon between both parties to ensure that wrecker companies are in compliance with the fees established by RRPD and set forth in the Tow Manual, and promptly report any violations to RRPD.

3.3 Aus-Tex:

- AutoReturn shall enter into a subcontractor Agreement with Aus-Tex for the towing and impound of all of the City's "Enforcement Tows."
- City shall be involved in the drafting/review of Aus-Tex's Subcontractor Agreement prior to execution.

4. Dispatch:

- For each tow request initiated at RRPD's request, RRPD will communicate the request to RRPD dispatch and dispatch will communicate the request to AutoReturn. AutoReturn will utilize ARIES/Dispatch to determine the

wrecker that can meet the needs of the requested tow using the methodology agreed upon between AutoReturn and RRPD.

- “Enforcement Tows” will all be dispatched to Aus-Tex and towed to Aus-Tex’s impound facility or as directed by RRPD.
- “Other Tows” will be dispatched to other eligible wrecker companies in the method agreed upon between AutoReturn and RRPD.
- AutoReturn shall ensure that ALL tows, with the exception of abandoned vehicle tows, are completed within thirty (30) minutes of communication from RRPD dispatch to AutoReturn.
- AutoReturn shall be available to dispatch for RRPD 24 hours per day/365 days a year.

5. Impound Facilities:

- AutoReturn shall utilize the impound facility of Aus-Tex for all “Enforcement Tows.” AutoReturn shall monitor Aus-Tex for compliance with the subcontract and Tow Manual.
- “Enforcement tows” that are evidentiary tows shall also be dispatched by Aus-Tex and towed to RRPD at the direction of RRPD’s dispatch. AutoReturn will work with RRPD to establish a tracking method for these vehicles.
- For “Other Tows,” a wrecker dispatched by AutoReturn shall tow a vehicle to its own impound facility for storage.
- AutoReturn shall provide electronic tracking from dispatch through final disposition of the vehicle, whether it is returned to the owner, salvaged, or sold through an auction for all tows.
- AutoReturn shall provide vehicle owners access to information through an AutoReturn website address provided to the owner.

6. Communication/Reporting:

- AutoReturn shall operate comprehensive dispatching services for RRPD and wrecker companies 24 hours per day/365 days per year .
- AutoReturn shall designate a single point of contact for RRPD to address contract performance issues.

- AutoReturn shall process and manage claims and complaints process.
- AutoReturn shall provide RRPD with reporting that includes at minimum:
 - tow requests;
 - dispatch and response time management;
 - towing volumes by category;
 - inventory management;
 - vehicle release;
 - vehicle disposal;
 - various financial reports; and
 - customer service reports detailing customer complaints and the status of the resolution.
- All records maintained by AutoReturn pertaining to RRPD shall be made available to RRPD for inspection during normal business hours.
- AutoReturn shall meet with RRPD as set forth in the SOW and additionally as requested by RRPD.

7. RRPD Responsibilities:

7.1 Tow Manual:

- RRPD shall create a Tow Manual which includes all the requirements for wrecker companies to meet for participation. Wrecker companies will be required to sign that they have read and accept all terms of the Tow Manual. The Tow Manual shall include:
 - Required equipment;
 - Requirement to remove all glass and debris promptly from accident site and proper disposal;
 - Requirement to clean-up all leaked fluids and required absorbent material to carry on truck;

- Response time expectations;
 - Availability requirements;
 - Insurance requirements;
 - Explanation of ARIES/DISPATCH
 - Requirement to use ARIES (equipment needed, training);
 - Fees;
 - Requirement of continued annual inspection at RRPD;
 - Additional compliance requirements;
 - Consequences for performance or compliance issues;
 - Impound facility requirements; and
 - Any other relevant information.
- The Round Rock Chief of Police or Tow Administrator for the RRPD will make revisions to the Tow Manual as he determines necessary.
 - RRPD will provide the revisions to AutoReturn and all wrecker companies participating in the program.
 - The wrecker companies will sign a receipt acknowledging they received and accept the Tow Manual revisions.
 - Failure of the wrecker companies to sign off on the Tow Manual or any revision will disqualify a wrecker company from participating in this program.

7.2 Other Responsibilities:

- RRPD will provide a single point of contact for AutoReturn ("Tow Administrator") (currently Sergeant Tom Sloan).
- RRPD will provide a list of the current wrecker companies on RRPD's rotation list and the contact information for each company on the list.
- RRPD will provide annual wrecker inspections that are currently scheduled to occur in January of each year.

- RRPD will be responsible for “disciplining” wrecker companies for failure to comply with the Tow Manual and ultimately removing a company from the program if necessary.

8. Payment:

There shall be no payments by the City to AutoReturn for the services set forth herein. There shall be no payments, including any referral fees, from AutoReturn to RRPD. In the event RRPD requests that Aus-Tex (or other wrecker company) tows a vehicle to RRPD, that wrecker company will invoice RRPD for that tow and payment will be made directly from RRPD to them. Any payments collected by AutoReturn shall be from the wrecker companies.

9. Term:

The term of this Agreement shall be for five (5) years.

1. ARIES TECHNOLOGY PLATFORM

Timely access to accurate and secure information is the foundation of AutoReturn. Without it, service levels cannot be achieved and the City will not have access to the information it requires. Each vehicle record is created at the time of the tow request and evolves throughout the process to capture all important information and details such as vehicle photos and customer service contacts. Each vehicle is tracked in real-time until it is either retrieved by its owner or disposed of as an unclaimed vehicle.

ARIES Technology Platform – Our integrated software and hardware system platform is called ARIES – which stands for AutoReturn Integrated Enterprise System. ARIES is comprised of an integrated suite of industry leading components that collectively provide the most comprehensive end-to-end solution available for municipal towing and impound operations. ARIES is a full-featured solution for managing all aspects of a municipal towing program including electronic dispatch and towing management, customer service and vehicle release management, and vehicle storage and disposal.

ARIES provides City officials, towing subcontractors, impound operators, and vehicle owners with multiple interfaces tailored to meet their individual needs. ARIES is a proven solution that is currently used to manage over 130,000 tows annually for the operations of AutoReturn's six agency clients.

ARIES Component Architecture – AutoReturn's different service offerings and the unique requirements of each municipality require the use of different subsets of the capabilities that exist within ARIES. This section and the following sections provide an overview of the full range of components that are available as part of ARIES.

- **ARIES Dispatch ("ARIES/Dispatch")** – AutoReturn developed ARIES/Dispatch as a proprietary solution to support the Company's unique electronic dispatch and towing management requirements. The system can be deployed as a stand-alone tool for municipal dispatchers or it can be integrated in a seamless fashion with existing computer aided dispatch ("CAD") solutions. Police Department users can submit electronic tow requests that can be automatically routed to the towing subcontractors and even directly to the tow truck operators ("TTOs") deployed in the field. The system utilizes underlying GPS technology and can make optimized tow assignments based on a variety of zone-based, rotational, and "closest to" algorithms. The system aids dispatchers and TTOs through the use of automated alerts to ensure that tow response service levels are met.
- **ARIES Communications Manager ("ARIES/ARCOM" or "ARCOM")** – ARIES/Dispatch integrates seamlessly with ARCOM, the ARIES module that plays the critical role of managing communications between ARIES/Dispatch and tow company personnel deployed in the field. ARCOM provides a central hub for a flexible range of automated communication methods with both TTOs and tow company dispatchers. Utilizing the data that is managed within ARCOM, ARIES/Dispatch can determine which TTOs are actively on duty and available along with their current locations. Both TTOs and tow company dispatchers can receive tow requests electronically, acknowledge requests, manage the status of

Exhibit "B"

tows, and collect photo documentation at the tow scene in real-time. ARCOM supports the following smartphone options for all the leading wireless communications providers such as Sprint, Verizon, and AT&T:

- **Android Smartphones** – AutoReturn’s proprietary Android app for GPS tracking, electronic dispatch, and field workflow management
- **iPhones** – AutoReturn’s proprietary iOS app for GPS tracking, electronic dispatch, and field workflow management
- **ARIES Impound (“ARIES/Impound”)** – One of the foundational blocks of ARIES is the core impound management functionality that comprises the inventory management, receipt generation, and payment processing capabilities required for administering the impound activities. AutoReturn’s ARIES/Impound is a proprietary solution that allows AutoReturn to support the varying business requirements and procedural rules that the Company encounters through our relationships with municipalities across the country. The system can be readily configured and customized to meet the unique data requirements for differing types of impound operations as well as the different business rules and workflows surrounding the life cycle of an impounded vehicle, from the point that the vehicle is impounded through the point at which the vehicle is either released to the vehicle owner or sold as an unclaimed vehicle. One of the key features of ARIES/Impound is that it can be used to support both a centralized impound operation as well as a distributed model involving separate, independent impound operators.
- **Android Smartphones and Tablets** – Optimized “on the lot” inventory management capabilities utilizing wireless handheld computers with bar code and RFID scanning capabilities. These devices aid the real-time check-in of vehicles arriving at the lot as well as the ability to confirm a vehicle’s status as available for release.
- **ARIES Admin (“ARIES/Admin”)** – The newest of the 3 core ARIES web applications is used to manage a range of administrative data that is important to the other parts of ARIES. For example, tow company profiles, driver lists, and smartphone provisioning for the mobile apps is managed in ARIES/Admin. Another important administrative function within ARIES/Admin is to manage all user profiles, including the permission groups and permissions that govern which features are granted to each individual user. The module also supports the “broadcast message” feature that is used to send immediate alerts to all ARIES users so that AutoReturn can communicate with all users in real-time about system maintenance events and other operational matters.
- **Industry Leading VoIP Call Center System** – AutoReturn’s call center processing is deployed utilizing the industry leading Cisco Systems Unified Communications System that serves as a broad featured, highly stable “voice-over-IP” (“VoIP”) telephony system. The Cisco system supports all the modern call center capabilities including advanced call routing, queuing, and our IVR system. The IVR provides self-service processing including vehicle release capabilities. Incoming calls are monitored and managed proactively and the system allows for rigorous performance reporting to measure service levels.

Exhibit "B"

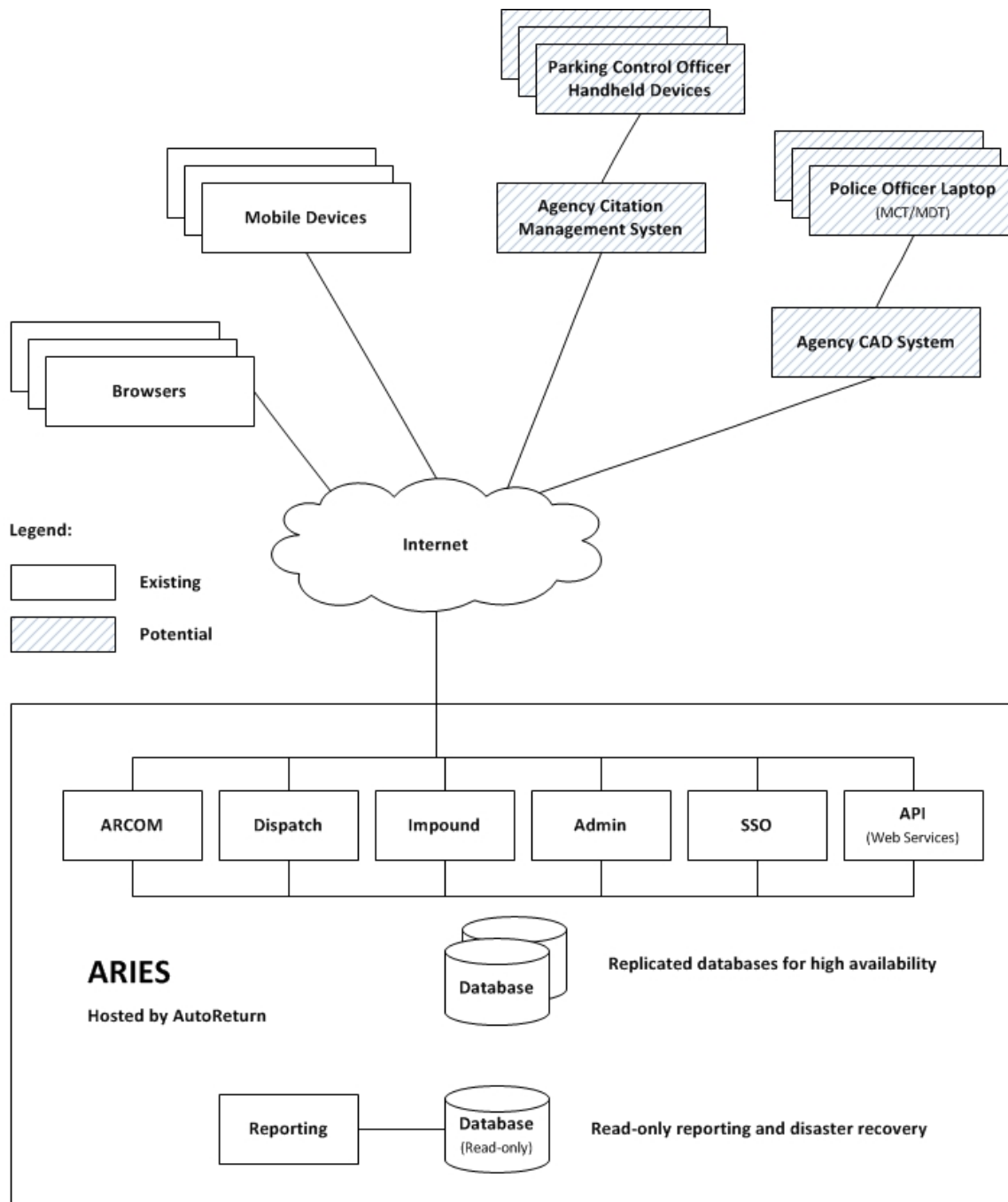
Proposal to the City of Round Rock

- **Full Featured “Self-Service” Website** – AutoReturn’s website provides a wide range of useful information and tools to customers such as vehicle search capabilities, instructions on obtaining the release of vehicles, online payment of towing and storage fees, answers to frequently asked questions (“FAQs”), online claim and complaint submission, auction marketing (vehicle lists and photos), and past auctions results information.
- **Robust Real-Time Reporting** – ARIES/Reports provides a robust collection of real-time reporting capabilities that ensure the absolute transparency of AutoReturn’s operations. There are well over 100 reports in the ARIES/Reports library, any of which can be executed as an ad hoc report or scheduled to be delivered electronically on a daily, weekly, monthly, or quarterly basis. Nearly all of the City’s reporting requirements can be met through existing reports, with minimal programming required. Any specific reports that are unique to the City can be developed quickly, leveraging existing reports. The automated reports can be delivered via secure FTP file sharing websites (FTP over SSL), secure web pages (HTTPS), email (including secure email), or automated fax.
- **Proactive Service Level Management** – Nearly all of AutoReturn’s systems have built-in monitoring capabilities that are used to provide proactive alerts to managers and supervisors when service level issues arise. As an example, the AutoReturn “Service Dashboard” provides a real-time, single-screen view into all of the Company’s critical service level metrics. AutoReturn maintains multiple “dashboards” to monitor critical data so that managers can monitor activity levels, resources, and make real-time decisions that ensure that required service levels are met. The following are two examples of the types of “dashboards” used by AutoReturn managers to monitor performance.

ARIES System Architecture

ARIES is a SaaS solution hosted in the cloud and is a web application that is accessed through a wide range of industry standard browsers and mobile devices. No software is required to be installed on client workstations. The diagram below provides a depiction of ARIES, the user access methods, and the SaaS hosting.

ARIES System Architecture



ARIES Hosting – Amazon Web Services (AWS)

AutoReturn's ARIES Technology Platform is comprised of a collection of systems and modules that are collectively hosted using Amazon Web Services (AWS), a collection of remote computing services (also called web services) that together make up the industry-leading cloud computing platform, offered through the Internet by Amazon (<http://aws.amazon.com/>).

ARIES is hosted using two geographically distant Amazon data centers. The primary data center is located in Portland, Oregon and the secondary data center is located in Northern Virginia. ARIES utilizes a web application architecture that allows users to access the system using a wide range of industry standard browsers, such as Internet Explorer, Firefox, Chrome, and Safari. There is no client software that is required to be installed on the user workstations. All of the application processing is centralized on the application hosts within the ARIES data center that are virtual machines running Linux that can be scaled to meet any performance demands by adding resources at any time. The web server utilized by ARIES is NGINX and the core Java applications run inside of Tomcat instances. The underlying database technology is a collection of three (3) MySQL databases, two (2) that are synchronized in real-time in the primary data center and one (1) that is deployed in the secondary data center that is synchronized in near-real-time.

Extensive care was taken in the design of ARIES to ensure security, starting with the architecture of the system. The underlying architecture of the system is designed to maintain the reliability, performance, and security of the system. As noted above, ARIES is hosted in Amazon hosting facilities that adhere to all of the industry standard security practices. Within Amazon, ARIES is protected behind a firewall to prevent unauthorized access to the system. All data transmissions to and from ARIES utilize SSL (Secure Socket Layer) 128 bit encryption. Each of the application hosting components, such as the NGINX web servers and Tomcat application servers, are maintained with the latest security updates. Throughout its many years of usage dating back to 2006 when ARIES/Dispatch was originally deployed, there have been no instances of the security being compromised for any of the ARIES technology components.

The Amazon hosting facilities are multi-tenant facilities. Amazon manages the security and reliability of each site. All of the hardware is owned and managed by Amazon personnel. The virtual machine hosts are provisioned by the AutoReturn Development Team using the standard AWS services for deploying secure and reliable environments for hosting proprietary applications such as ARIES. All components of ARIES that are hosted within Amazon are 100% managed by AutoReturn personnel.

User Access, Permissions, and Security

Users access the system through the ARIES/SSO single-sign-on application that is used to authenticate users for all ARIES modules. The ARIES/SSO module is integrated with Microsoft Active Directory (AD) that is hosted by AutoReturn and synchronized to multiple AD hosts deployed at four (4) different data centers: one at a commercial hosting facility located in Emeryville, CA and the other three at the two

AutoReturn sites in San Francisco and the single AutoReturn site in Indianapolis. At all times, ARIES has access through redundant VPN tunnels to the AD servers in two of these AutoReturn locations (currently Emeryville and Indianapolis).

Beyond the ARIES/SSO authentication, the authorization to access various ARIES modules and the features within each are managed through permission groups that are associated with all the system features. In order to access a particular feature a user must be associated with a permission group that contains the required permission to use the feature.

Software Licensing

ARIES is licensed as a SaaS solution. There are no limits on the number of users that access the system. All modules and components of ARIES, including all the mobile applications, are accessible as part of the base set of services that AutoReturn provides to its agency clients. All system updates (releases and patch releases) are provided to all licensed clients.

Scalability

There are no limitations to expanding the number of users, incorporating new input/output devices, or integrating with enterprise systems. ARIES has proven to be very scalable to support future user demand, potential system interfaces, and performance/storage requirements. The Amazon AWS service offering provides a highly reliable infrastructure that allows for additional resources (e.g. speed, memory, etc.) to be added at any time with effectively no limitations.

Reliability

AutoReturn maintains records of the uptime for ARIES through use of detailed system logs. Entries are created in the system logs for every instance of downtime (scheduled or unscheduled) as well as all instances where a performance issue prevents the normal access and use of the system by all or a subset of users.

Since 2009, when the Company began tracking system uptime statistics for ARIES, the system has an uptime availability performance percentage of greater than 99.9%.

When an infrequent outage does occur, the downtime interval varies depending on the nature of the issue. AutoReturn resolves the vast majority of issues within a matter of minutes and issues rarely extend for more than 30 minutes. In the extremely rare instances where the downtime is longer, AutoReturn's support team provides ARIES users with regular and frequent updates on the status of the issue and expected resolution time.

Technical Support and Contingency Options

During both scheduled and non-scheduled outages, the AutoReturn Partner Support Team in our 24 x 365 call center is available to address any issues related to active tow requests. New tow requests can be processed by phone and updates can also be provided on previously requested tows that are either still active or recently completed. During timeframes when the ARIES/Dispatch system is not on-line, AutoReturn's Partner Support shifts all communications with tow companies to the phone channel. AutoReturn practices and trains its staff quarterly on these outage procedures.

1.1 ARIES/DISPATCH

The ARIES/Dispatch web application is available for use by police dispatchers and other authorized City personnel to quickly create a tow request using nothing more than an Internet browser on any computer that is connected to the Internet. The data entry to complete a new tow request is all organized through a single button click and "New Tow" screen. While the screen supports a range of data fields, many of the fields can be configured to be defaulted and only a relatively small number of fields are required. A typical tow request can be entered comfortably in under 30 seconds. Once the tow request is saved to the system, the City dispatcher's portion of the effort is done. All newly entered tow requests are received and generally automatically dispatched within ARIES/Dispatch. Any tow requests that are not automatically dispatched generate immediate alerts for the AutoReturn dispatch team that monitors the system 24 x 365 to address any situations that arise with the automated ARIES/Dispatch workflow. For example, if the optional notes field is used by the City dispatcher when a tow request is created, the tow will not be automatically dispatched and will remain in the REQUESTED status. The AutoReturn dispatch team will be alerted immediately to review the note and take the appropriate steps in seeing that the tow is dispatched to the optimal tow truck operator.

Flexible Methods of Requesting Service

AutoReturn offers a number of flexible methods to communicate tow requests from the City to the AutoReturn Dispatch Centers. AutoReturn can work with the City to select the optimal method for communicating various types of tow requests depending on the nature of the tow request type:

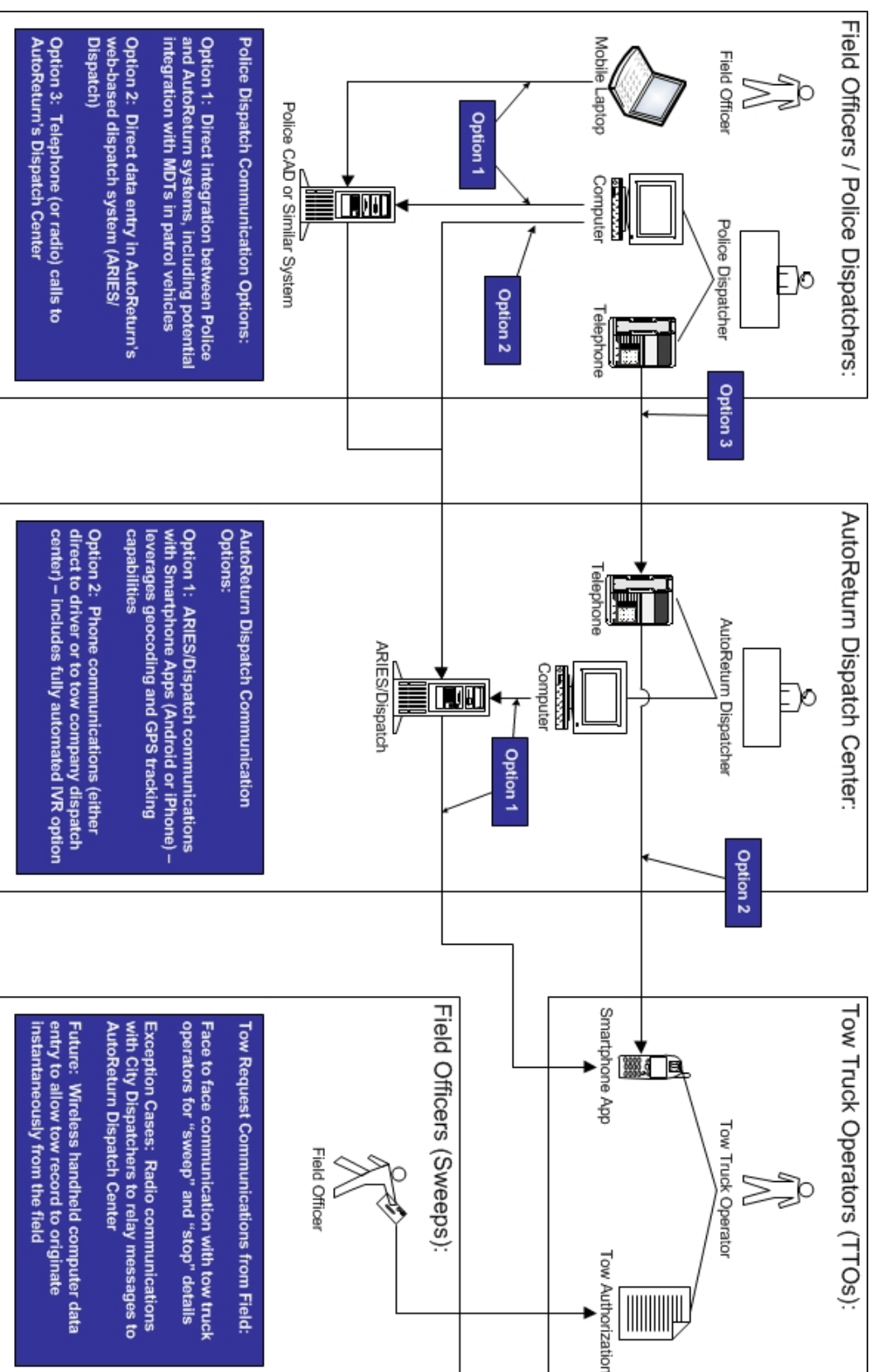
- Electronic data entry directly into ARIES/Dispatch: AutoReturn can work with the City IT officials to deploy the Company's dispatch solution directly on the computer workstations of City precinct dispatchers and other City officials as needed. AutoReturn's web-based applications require nothing more than a standard Internet browser (e.g. Microsoft Internet Explorer) to function on the City's computer workstations.
- Integration between City systems and ARIES/Dispatch system: Should the City desire to enter tow requests into a City-maintained system, such as a police computer aided dispatch ("CAD") system, the flow of tow request data to the ARIES/Dispatch can be automated through a variety of proven and secure integration approaches. AutoReturn has successfully completed this type of CAD integration for the San Diego Police Department. If desired by the City, AutoReturn can spearhead this effort, collaborating with the City's IT resources at no cost to the City.
- Mobile data terminal (MDT) in police patrol vehicles: AutoReturn's dispatch systems can be readily configured to receive tow requests either directly from the MDT devices or through police department computer-aided dispatch ("CAD") systems that are integrated with the MDT devices in the police patrol vehicles. AutoReturn's has successfully completed this type of MDT integration for the San Diego Police Department. If desired by the City, AutoReturn can spearhead this effort, collaborating with the City's IT resources at no cost to the City.

Exhibit "B"

- Phone calls from City officers and dispatchers to the AutoReturn Dispatch Centers: In this scenario the AutoReturn dispatchers enter the tow request data into the dispatch system.
- Tow requests originating with field officers co-deployed with tow truck operators (TTOs): A significant portion of AutoReturn's towing volume in San Francisco originates through what is known as "sweep details". The Company refers to these tows as "Field Requested" tows to differentiate them from the traditional "Dispatch Requested" tows. For the Field Requested tows, AutoReturn pre-schedules one or more TTOs to be assigned and dedicated to a specific field officer at a specific point in time for a prescribed or unknown time interval. The Field Requested process is used for various types of towing, such as the removal of vehicles from commute-time driving lanes, coordinated police department checkpoint activities in the field, yellow zone enforcement, scofflaw enforcement, etc.

These various methods of communicating tow requests to AutoReturn are illustrated by the diagram on the following page.

Flexible Dispatch Communication Methods



Optimized Communications with Tow Company Resources

Timely and reliable communications between the dispatch operators and the tow truck operators ("TTOs") are an essential part of the AutoReturn towing management solution. Recognizing the importance of these communications and the objective of optimizing the towing resources deployed in the field, AutoReturn invested significant time and resources into building the most advanced tow request management and logistics system available in the industry.

As presented in the prior section, within the "ARIES Component Architecture", there are two key applications that work side by side to support the tow management process: ARIES/Dispatch and ARCOM.

The ARCOM module provides a central hub for a flexible range of automated communication methods with both TTOs and tow company dispatchers. Utilizing the data that is managed within ARCOM, ARIES/Dispatch can determine which TTOs are actively on duty and available along with their current locations. Both TTOs and tow company dispatchers can receive tow requests electronically, acknowledge requests, and manage the status of tow requests in real-time. ARCOM supports the following methods of automated communications with tow company dispatchers and TTOs:

- **Smartphones** – AutoReturn provides tow companies with free mobile applications ("apps") that are compatible with a wide range of smartphones for all the leading wireless communications providers such as AT&T, Sprint, T-Mobile, Verizon, Virgin Mobile, and others. Currently, the Company's mobile dispatch app is available for the Android operating system and the iOS operating system for iPhones. AutoReturn's mobile dispatch apps provide tow companies with all the features necessary to manage the entire towing process.
 - Sign on to be visible in the system as available to receive tow requests (also sign off)
 - Go on break to indicate short-term period of unavailability (also return from break)
 - GPS tracking to allow system to know location of TTOs in real-time (including on site arrival)
 - Receive new tow requests, including audible alerts and full tow request details
 - Receive alerts when an expected tow status update is not received
 - Change tow status to indicate acceptance of tow request, arrival on site, and completion of tow
 - Navigation assistance including driving directions and map views
 - Ability to reassign tow requests to another user from the same tow company
 - Ability for tow company dispatchers to manage multiple tow requests in parallel
 - Two-way messaging between dispatchers and TTOs

Exhibit "B"

- Ability to capture vehicle photos at the site of the tow location prior to towing the vehicle
- **Desktop and Laptop Computers** – Both desktop and laptop computers can be used to access the ARIES web applications. Any computer that has a broadband Internet connection and a compatible web browser (i.e. Microsoft's Internet Explorer, Mozilla's Firefox, Google's Chrome, and Apple's Safari) can be used to access ARIES/Dispatch. ARIES/Dispatch runs within the browser and does not require any software to be installed on the client computer.

Real-Time GPS-Optimized Automated Dispatch Management

ARIES/Dispatch provides a single point dispatch system that can be used to enter new requests for tows and monitor the status of these tows. The system can be used in one or more police communications centers by both police officers and other city personnel. As described above, the system can also be integrated with police department systems so that police personnel can work in their native systems to process tow requests.

The ARIES/Dispatch main "Dispatch" window supports the necessary workflow for entering a tow request and having the tow request automatically processed electronically. Once all of the tow information has been completed and the user is ready for the tow request to be assigned, the user simply needs to save the tow request, which puts the record in a REQUESTED status. Once the tow request is placed in the REQUESTED status, it becomes visible to the AutoReturn dispatch organization and the AutoReturn dispatchers assume ownership of ensuring that the tow request is properly managed and the required response time is met.

AutoReturn is able to track the location of TTOs in real-time through GPS-enabled mobile phones. ARCOM continuously monitors the location of all TTOs. The TTO locations are captured as longitude and latitude coordinates and updated in the database on a frequent basis. ARIES/Dispatch utilizes standard geo-coding technology to convert each requested tow location address to the corresponding longitude and latitude coordinates. This information can be compared with the coordinates of all the TTOs to determine which active and currently available TTO is closest to the tow request location. By assigning the tow to the closest TTO, AutoReturn achieves extremely high levels of on-site response time compliance with required service levels.

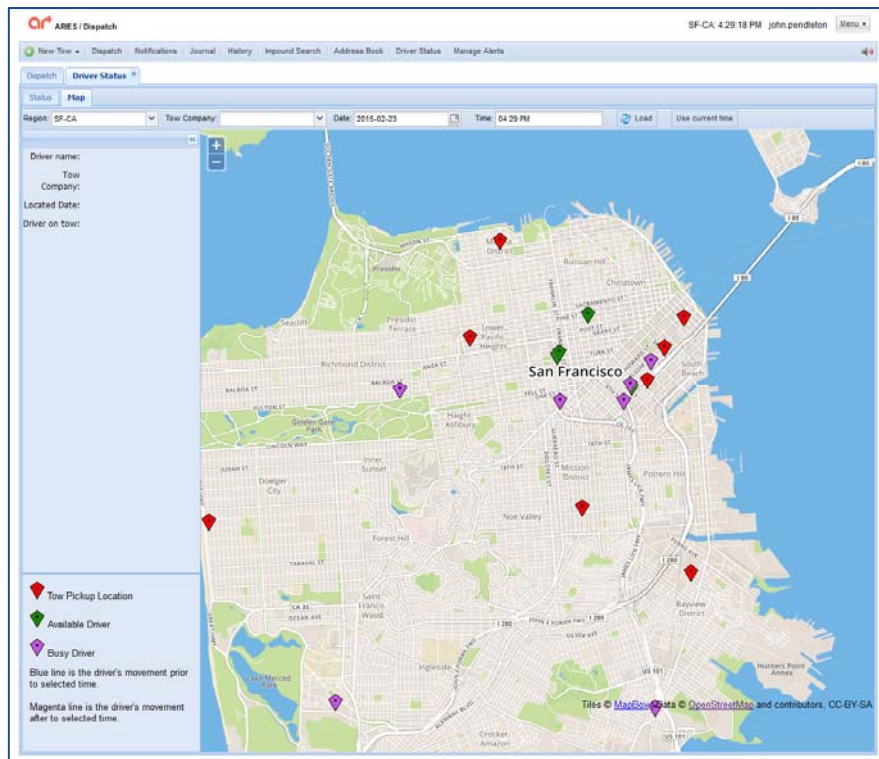
The system is designed to automatically determine and dispatch the tow to the appropriate towing subcontractor by applying a flexible set of rules, such as the closest available TTO or utilizing a rotation between the towing companies assigned to a given zone. In the infrequent case that the dispatch assignment decision cannot be made automatically, the system will immediately alert AutoReturn's dispatchers. An example might be that there are no TTOs available for any of the towing companies assigned to the given geographic zone, requiring the dispatcher to select an available TTO from a nearby zone. Another example might be that the tow request location provided is not specific enough (incomplete or inaccurate address) to determine the geographic zone. AutoReturn's dispatch team is trained in quickly determining the most appropriate actions to take in order to get the tow assigned efficiently so that the on-site response time commitment can be met.

In addition to recording the TTO locations in the ARCOM database, ARIES/Dispatch provides a real-time map view as a graphical depiction of all the TTOs in their respective locations. An example of this map view from AutoReturn's operations is provided in the set of diagrams that follow. This interactive map provides dispatchers and city users with a user-friendly view of the towing operations in real-time. The following page provides sample views of the ARIES/Dispatch Driver Status screen "Map" and "Status" tab views.

Exhibit "B"

Proposal to the City of Round Rock

ARIES/Dispatch – Driver Status Screen – “Map” Tab



ARIES/Dispatch – Driver Status Screen – “Status” Tab

ARIES / Dispatch

SF-CA, 10:31:11 PM john.pendleton

Dispatch Driver Status

Status Map

Refresh Region: SF-CA TTO: Device: Duty Type: Trucks: Sign On

Company	TTO Name	Permit	Contact #	Duty Type	Truck type	Status	Start of shift	On Break	Sign off
ATL	ATLAS Towing	8003005105	P-18203005105	Dispatch	SF-CA TYPEV	Available	01/23/2014 03:35 PM	Take Break	Sign off
BAT	Erick Ramirez	105693	A-14155353851	Dispatch	SF-CA WLO	Available	02/23/2015 07:04 PM	Take Break	Sign off
BBT	Victor Melendez-Ramirez	100404	A-14159027108	Dispatch	SF-CA WLO	On Break	02/23/2015 06:43 AM	Resume	Sign off
BES	Dennys Sanchez	580355	A-14158958954	Dispatch	SF-CA WLO	Available	02/23/2015 02:19 PM	Take Break	Sign off
BES	Juan Magarin	133562	A-14155539955	Dispatch	SF-CA WLO	Available	02/23/2015 03:22 PM	Take Break	Sign off
BES	Manuel Sanchez	133444	A-14154105910	Dispatch	SF-CA WLO	Busy	02/23/2015 04:35 PM	Take Break	Sign off
BLU	Luis Lozano Ortiz	127831	A-14154545250	Dispatch	SF-CA WLO	Available	02/23/2015 07:47 PM	Take Break	Sign off
BLU	Marlin Larin	072930	A-14153495440	Dispatch	SF-CA WLO	Available	02/23/2015 05:30 PM	Take Break	Sign off
BLU	Raul Gonzalez	136434	A-14155281102	Dispatch	SF-CA WLO	On Break	02/23/2015 05:00 PM	Resume	Sign off
BLU	Wilber Melara	098488	A-14155281103	Dispatch	SF-CA FLAT	Available	02/23/2015 06:31 PM	Take Break	Sign off
CTS	George Rose	092534	A-14158855952	Dispatch	SF-CA WLO	On Break	02/20/2015 07:54 AM	Resume	Sign off
CTS	Joel Alonso	125943	A-14156230283	Dispatch	SF-CA WLO	Available	02/23/2015 09:20 PM	Take Break	Sign off
CTS	Rigoberto Gonzalez	127220	A-14159607979	Dispatch	SF-CA WLO	Busy	02/23/2015 07:10 AM	Take Break	Sign off
GOT	Victor Cabezas	138789	A-14155352081	Dispatch	SF-CA WLO	Available	02/23/2015 10:02 PM	Take Break	Sign off
NTS	Jose Juan Arias	123699	A-14159879288	Dispatch	SF-CA FLAT	Available	02/23/2015 01:56 PM	Take Break	Sign off
NTS	Nelson Lopez	97501	A-14157102563	Dispatch	SF-CA WLO	Available	02/23/2015 09:47 AM	Take Break	Sign off

Exhibit "B"

Proposal to the City of Round Rock

ARIES/Dispatch: Automated Dispatch System

The diagrams on the following pages illustrate the electronic dispatch capabilities of ARIES/Dispatch, the core dispatch management component within ARIES.

ARIES/Dispatch – Home Screen Showing Active Tow Requests and Drivers (“AutoReturn” User View)

ARIES / Dispatch

New Tow

Dispatch

Notifications

Journal

History

Impound Search

Address Book

Driver Status

Manage Alerts

Dispatch

Alerts

Region

Tow #

Message

BCO-JMD

142391402

Response time is approaching

Active Tows Filter

Report #

Account

Reason

Equipment

Vehicle Info

License

Show/Hide Active Tows

Location

TTO

TTOC

TTO#

Status - Time

Response

Region: BCO-JMD

142391363	BCPD	STORED	REGOUT	BMW 330I GRAY 4D	1FSW03 MD	Nicodemus Rd, Berry...	Tommy Harry	RTC	A.14102654626	On Site-05:39 PM	05:48 PM
142391374	BCPD	ROADSIDE-ASSIS...	REGOUT	INF G37 SLVR	11333 McCormick Rd	GLT-4107907373	GLT	On Site-05:46 PM	A.14107907373	05:56 PM	
142391402	BCPD	ACCIDENT	REGOUT	HYUN ELANTRA SLVR	4BNS369 MD	8425 Thornton Road, ...	RVT 01	RVT	A.14438296334	Accepted-06:05 PM	06:21 PM
142391449	BCPD	STORED	REGOUT	TOYOTA CAMRY MULT OTHR	8BCC5421 MD	rt 140, roaches lane	Tommy Harry	RTC	A.14102654626	Dispatched-06:16 PM	06:36 PM

The Alerts panel shows tows which are at risk of not meeting their required response deadline. It's at the top because these tows are the only ones which potentially need human intervention.

These tows have either a yellow (warning) or red (critical) background. The same tow record in the Active Tows panel (below) also turns the color of the alert record in the Alerts panel.

View of active tow requests including Status:

• REQUESTED

• DISPATCHED

• ACCEPTED

• ON SITE

CLEARED / COMPLETED tows disappear from view as they're no longer active tows.

ARIES/Dispatch – New/Edit Tow Request

BCO-MD

Request (Response Time: 04:32 PM) **Response time is approaching** [Close](#)

Report #: 133311039 Requested by: 5467 Phone #: 410.887.1279
Account: BCPD Equipment: Regular Duty Reason: ACCIDENT - Accident Vehicle

Address Map Custom Destination
Street: reisterstown road Crossing: crossroads dr City: UNINC BALTIMORE CO Descr.:
GeoCode: REISTERSTOWN RD & CROSSROADS DR, UNINC BALTIMORE CO, MD 21117

Location / Contact Info
Zone: 041070

Vehicle 2nd Vehicle **Enter a 2nd vehicle for the tow.**

Make: HONDA Year: Model: CIVIC NO VIN: NO PLATE: ☐
Body: 4 DOOR License: MD 3AJ1533 VIN:
Color: SILVER ☐ AWD ☐ Extensive front damage ☐ Extensive rear damage ☐ Low Clearance

Notes Extension Times History

Dispatcher Notes:

Driver Notes:

Agency Notes: Ack. Time Sen... Note

New Agency Note:

Edit any details for a tow in this view.

Save /Update the tow once data is complete.

For incidents requiring tows of more than 2 vehicles, click Save & Copy. This saves the request and presents a copy of it with most of the information (e.g. location & request data) saved. Users only need to enter the information for the next vehicles to be towed.

ARIES/Dispatch – Tow Request Details

ARIES / Dispatch

SF-CA, 1:30:06 PMjmlillerMenu

New TowDispatchNotificationsJournalHistoryImpound SearchAddress BookDriver StatusManage Alerts

DispatchTow #: 133311039

DetailsMap

Request

TR #133311039

AccountBCPD - Baltimore County

ReasonACCIDENT - Accident Vehicle

Requested By5467

EquipmentRegular Duty

Status

Edit Tow

Accepted

PAB Amanda Sheeiger

A-14433789915

Tow Operator

Phone

Contact Info

Locations

OriginREISTERSTOWN RD & CROSSROADS DR, UNINC BALTIMORE CO, MD 21117

DestinationBack to base

Vehicle

VehicleHONDA CIVIC SILVER 4 DOOR

License3AJ1533 MD

VIN

Condition

Notes

Dispatcher Notes:

Driver Notes:

Agency Notes:

AckTimeSen...Note

New Agency Note:

SubmitClear

Enter notes regarding the tow in this view.

Edit the tow details if necessary.

The "Details" tab provides a summary view of tow request.

Change the status of the tow by clicking this dropdown.

ARIES/Dispatch – Map View of GPS Positions of Tow Truck Operator (“TTOs”) Deployed in the Field

The “Map” tab shows the location of the tow, the currently assigned driver, and all available drivers.

ES / Dispatch
w v Dispatch Notifications Journal History Impound Search Address Book Driver Status Manage Alerts
SF-CA: 2:22:29 PM jmillier Menu

Tow #: 20131127A0028

Details Map

Current Driver	
Name	Rene Elais
NTS	A:14156569895

Available Drivers	
Name	Miles
BLU	A:1415528105
Dispatch	
Herman Garcit	4.07
NTS	A:1415656924
Dispatch	
Luis Lozano	4.17
Dispatch	
ATLAS Towin	?
ATL	C-4
Dispatch	
Gerardo Herni	?
LOH	A:1415305115
Dispatch	

Blue Water Towing - Luis Lozano Ortiz

Dispatch Close

Highlight a driver on the list to see it on the map. Dispatch to that driver either from the list or from the balloon on the map.

Tow Pickup Location
Direct Available Driver
Available Driver
Busy Driver
Company Dispatcher

Aus-Tex – Powered by AutoReturn

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September 21, 2016

Real-time Tracking of Tow Status and On-Site Response

For any towing operation, the time that the tow truck operator ("TTO") accepts responsibility for the tow request and to arrive at the location are extremely important data elements that must be tracked in real-time in order to manage towing efficiency and meet service level commitments. AutoReturn designed ARIES/Dispatch with these and other essential features in mind. ARIES/Dispatch allows the tow status to be tracked in real-time from the point that the tow information is entered into the system to the point the tow has been completed with the vehicle being off-loaded at a storage facility or other designated location. The mobile communications device provides the TTO a user-friendly tool for managing the status of the tow in real-time. The status can be changed through a simple two-step button click sequence on the mobile communications device as illustrated below:



TTO Ready to Change Status to ON SITE to Indicate Arrival at Tow Location

TTO Prompted to Confirm ON SITE Status Change

Status Change is Completed in Real-Time – Combined with GPS Data to Confirm Location is Correct

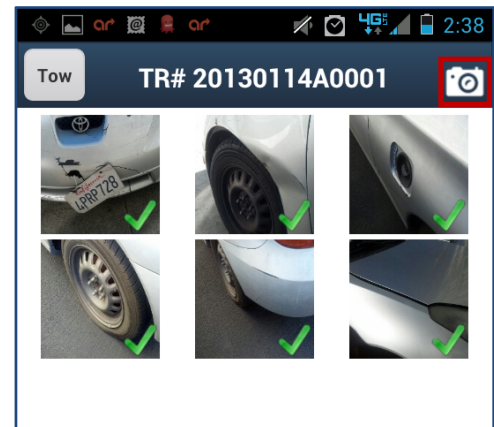
In addition to supporting the fully electronic dispatch communications and status management, the mobile communications devices allow for two-way voice communications with AutoReturn dispatchers as a backup communications method and a way to augment the electronic dispatch communications to address exceptions cases.

Data Collection and Photo Documentation of Vehicle Condition at the Tow Location

The mobile communications devices can also collect data at any stage of the process. For example, when the driver arrives at the tow location and changes the status to ON SITE, the state transition model is configured to take advantage of the data entry capabilities of the device to collect important information that can only be captured in the field: the system allows the driver to capture photos at the scene, those photos become a permanent part of the vehicle information record. This information can be used as evidence of pre-existing damage or to report on important details about any specialized vehicle loading procedures that were required to tow the vehicle (e.g. winching required, off-road vehicles, etc.).

ARIES Android App – Capturing On Site Photos of Vehicle Condition

The screenshot shows the ARIES Android App interface. At the top, there's a status bar with icons for AR, signal strength, and battery. Below that, a header bar displays 'Tows' and 'TR#: 20130114A0001'. A red box highlights a camera icon in the top right corner. The main area shows 'Due: Jan 14, 2013 2:52:00 PM' and two buttons: 'ON SITE' (with a green checkmark) and 'CLEAR'. Below this is a 'Tow Information' section with fields for Account (SFPD), Equipment (Reg), Reason (Misuse Handicap Placard), Origin (375 ALABAMA, SAN FRANCISCO, CA), and Destination. A '1 Vehicle' section follows with Details (SILVER HONDA CRV 2 DOOR), Plate, Year (2005), and VIN (NO VIN). At the bottom, there are 'Navigate' and 'Map' buttons, and an 'ACCEPT' button with a green checkmark.



**Multiple On-Site
Vehicle Photos**

**TTO On Site –
Photo-Capture Enabled**

Once the vehicle is delivered to the impound facility, its status in ARIES/Dispatch is changed to CLEARED whereupon the vehicle record – textual and photographic data included – is sent to ARIES/Impound. The photos remain with the vehicle record in perpetuity.

Exhibit "B"

Proposal to the City of Round Rock

Viewing On Scene Photos within ARIES

jmiller
Menu

Search

1001162 - TOYOTA CELICA

Tow Summary

Tow Date

01/14/2013 02:40 PM

Tow Ref #

20130114A0001

Tow Company

ART-SF-CA

Equipment

REG

Account

SFPD

Reason

22511.57

Impound Ref #

--

Tow Location

Address

375 ALABAMA and , SAN FRANCISCO, CA

Description

SF

Zone

--

Beat

--

Vehicle

Model Year

2005

Make

TOYOTA

Model

CELICA

Body

2 DOOR

Color

SILVER

VIN

NO VIN

Status

Current Status

TOW COMPLETED

Status Date

01/14/2013 02:40 PM

Tow Provider

ART-SF-CA

Impound Opr

AR

Tow Req Date

01/14/2013 02:27 PM

On Site Date

01/14/2013 02:29 PM

Storage

Start Time

--

Lot

--

Lot Info

--

Hold

Status

Active

Type

DP PLACARD

Release Date

--

Lien Info

Lien Type

--

Requested Date

--

Sale Authorization Date

--

Title Surrendered

--

Vehicle Contacts

Vehicle Notes

History

Documents and Photos

File Type	Date	Name	Category	User Name	Actions
	01/14/13	1909_q0npdkxrzz.jpg	IMPOUND	JPM-devib-sfca	
	01/14/13	1909_vwxrm1b56l.jpg	IMPOUND	JPM-devib-sfca	
	01/14/13	1909_o11me4aj7.jpg	IMPOUND	JPM-devib-sfca	
	01/14/13	1909_kku4f4ar1j.jpg	IMPOUND	JPM-devib-sfca	
	01/14/13	152.jpg	IMPOUND	jmiller	

Browse for a file

Choose File

No file chosen

Attach to vehicle

Restrictions

Fees

SF Admin Fee-Excluding Tickets

\$243.00

\$-Tow Passenger Vehicle

\$210.75

Estimated Total

\$453.75

Real-time Status Management

ARIES/Dispatch can support a configurable set of tow status codes that can all be used to manage the tow status in real-time. AutoReturn and municipalities can work together to select the desired set of status codes to be tracked from the following configurable selections:

- REQUESTED
- DISPATCHED
- ACCEPTED
- REJECTED
- ON SITE
- IN TOW
- AT DESTINATION
- CLEARED (Completed)
- CANCELLED
- DROPPED (Cancelled when truck is ON SITE)

- Others as needed

When the TTOs are logged into the mobile communications devices to manage the tow status changes, the GPS coordinates for the TTO's current location at the time the status changes is processed. For example, if the TTO changes the status to ON SITE, the TTO's current location can be compared to the location defined in the tow request to ensure that the TTO has not prematurely changed the status to ON SITE, prior to arriving at the tow location.

1.2 ARIES/IMPOUND

Cutting Edge Impound Management Technology

AutoReturn's industry leading ARIES/Impound module provides advanced capabilities for electronic vehicle inventory management. The vehicle inventory information is fully computerized, including scanned images of hand-written tow authorization documents and multi-angle digital images of vehicles. The information can be accessed and viewed in a variety of ways, including wireless tablet computers and smartphones with bar code scanning technology.

ARIES/Impound captures a living record that contains all the information collected about each towed vehicle. The inventory information is maintained in real-time using a mixture of traditional computer data entry and wireless handheld device data entry. As the vehicle moves through the impound process, ARIES/Impound accumulates the following information at a minimum:

- Information about the tow (dispatcher, tow type, tow location, TTO, time of tow, etc.)
- Unique Tow / vehicle tracking identification ("ID") number, as well as a unique bar code number that is affixed to the vehicle as a sticker and recorded in the vehicle record
- Vehicle information (make, model, color, body style, year, license state and number, registration month and year, VIN, etc.)
- Photo documentation of the vehicle's condition at various stages of the process (e.g. at the scene of the tow, when vehicle enters storage facility and when vehicle exits storage facility)
- Detailed inventory of vehicle contents and vehicle condition information
- Storage lots are organized into a numbered "grid system" and the grid designation is stored in the system to allow for the quick locating of vehicles
- Vehicle registered owner, lien holder, and claimant information
- Record of customer inquiries (notes, audit trail of customer service agents who assisted the customer, etc.)
- Schedule of towing, storage, and related fees
- Receipt and payment information
- Lien sale processing data (notification and authorization dates, sale dates, sale amounts, etc.)
- Current vehicle status and final disposition (released, auctioned, salvaged, etc.).

ARIES/Impound maintains the inventory information from the time the tow is requested through the final disposition of the vehicle, when it is released to the vehicle owner or disposed of through the vehicle sale operations. After release or disposal, the vehicle information is maintained as a permanent history of all activity related to the vehicle, supported by detailed reporting capabilities.

Built Specifically to Support Large, Public Impound Operations

One of the foundational blocks of ARIES/Impound is the core impound management functionality that comprises the vehicle inventory management, receipt generation, and payment processing capabilities required for managing the day to day activities of a large, public vehicle impound operation. AutoReturn's ARIES/Impound is a proprietary solution that allows AutoReturn to support the varying business requirements and procedural rules that the Company encounters through our relationships with municipalities across the country. The system can be readily configured and customized to meet the unique data requirements for differing types of impound operations. ARIES/Impound can also accommodate varying business rules and workflow surrounding the life cycle of an impounded vehicle, from the moment that the vehicle enters the impound process through the point that the vehicle exits the process when it is released to the vehicle owner or sold as an unclaimed vehicle.

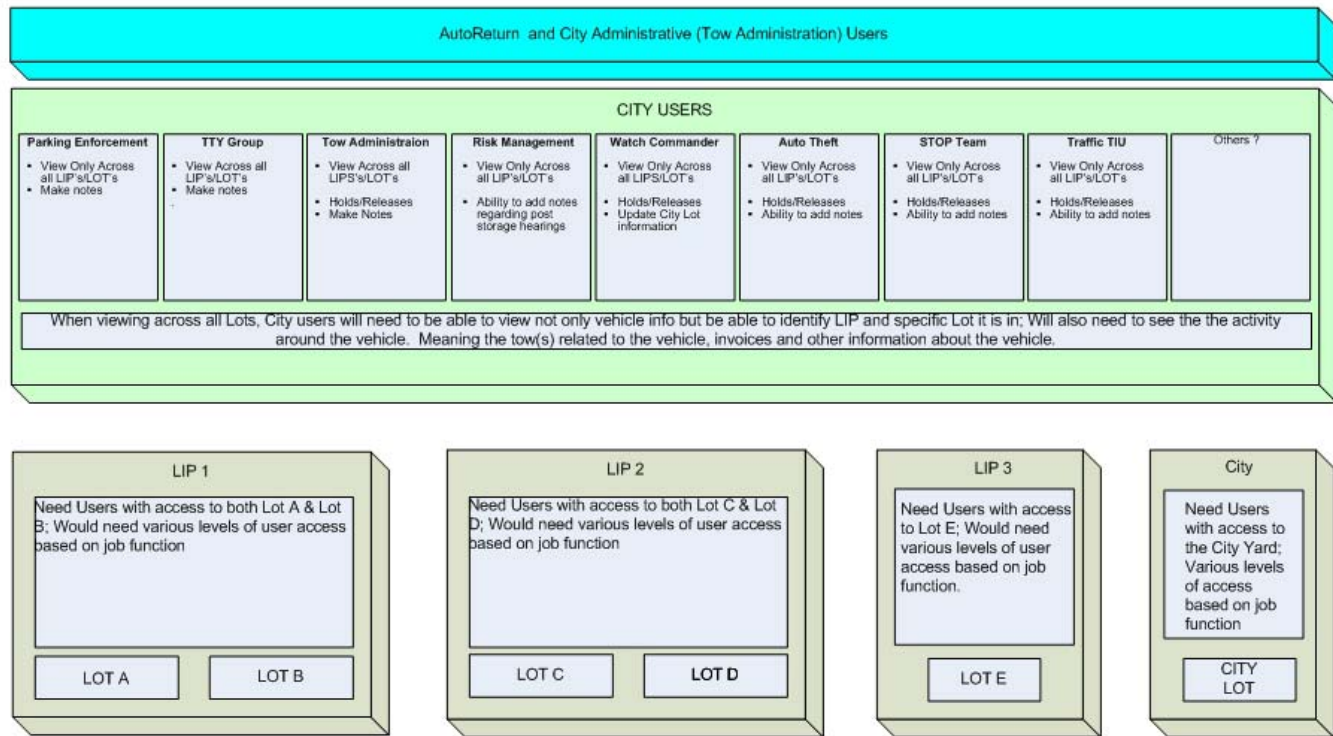
Support for Centralized vs. Distributed Impound Operations

One of the key features of ARIES/Impound is that it can be used to support both a centralized impound operation as well as a distributed model involving separate, independent impound operators. In the centralized model, ARIES/Impound can be used by a single towing management contractor alongside the City officials that collaborate with and oversee the contractor's operations. In the distributed model, multiple impound operations can utilize the system and the system limits each operator's view to only the information about vehicles held by the given operator. While each impound operator's data access is limited, ARIES/Impound allows for City officials or a single management contractor to access all of the information across the distributed operations. The following diagram illustrates the structure of the information and user access for a distributed impound operations model.

Exhibit "B"

Proposal to the City of Round Rock

ARIES/Impound – Distributed Impound Operations Model



Robust Vehicle Search Capabilities

Locating an existing tow request or vehicle in the system is easy given that the ARIES/Impound user experience is search-based and user-friendly. After logging in, users are presented with the Search tab that includes two types of searches:

- **Search by ID** – Search by ID is the default view as it accommodates the most common data types used for ARIES vehicle searches:
 - Vehicle ID – The ARIES vehicle ID is, as mentioned above, a unique identifier for a vehicle. ARIES users will commonly refer to a vehicle by this number or the TR#.
 - Tow Reference # – The TR# is another identifier used commonly by ARIES users to refer to a vehicle but in fact it refers to a tow. Because in some cases more than one vehicle is associated with a single tow, it is not unique when referring to the vehicle. However because the 1:1 tow:vehicle association is so common users typically rely on the TR #.
 - VIN
 - License

Users can enter any of these four data types to execute a search for a tow record in ARIES. These fields are mutually exclusive to ensure users do not mix incompatible data which would result in a failed search.

- **Extended Search** – This tab offers many more, less commonly used reference data fields that may be used in combination to support more complex search use-cases, such as date-range-based searches. Users may enter one or more of the following data types to customize a search:
 - Region
 - Date From/To
 - Account – The specific municipal client for whom the tow was executed
 - Tow Reason
 - Impound Operator
 - Tow Operator
 - Impound Lot
 - Vehicle Data
 - Make
 - Model
 - Color
 - Body
 - Condition

Exhibit "B"

The search results present a summary view of the tow record which, when opened, shows in great detail every aspect of the tow history including:

Section	Data Presented
Tow Summary	This section summarizes information about the tow, at a high level (e.g. the tow date, the TR #, tow company, equipment used for the tow, the account requesting the tow, etc.)
Tow Location	Includes address, beat and zone (these terms are customized for each region) information
Vehicle Data	Make, model, body, color, license, and VIN data are all captured here
Impound Status	Users see at a glance the current storage status and can change that status in this section
Storage Data	Storage lot, time of initial impound and storage history are summarized here.
Hold Data	A summary of any active holds or information that no holds are associated with the vehicle are found here.
Lien Data	Summarizes as applicable the lien type, date requested, sale authorization date, or title surrender date
Vehicle Contacts	Any vehicle contacts are visible here, both type (e.g. Interested Party, Lien Holder, Registered Owner, and many more) and name.
Tow Notes	Users can see all notes associated with the tow, including those sent to the driver and those exchanged with the municipality during the course of the tow's life cycle
Fee Data	All fee data are summarized in this section.

Users who wish to see even more detail may click on the section headers to view the information specific to the section. For example, a user clicking the “Fees” section will be able to view and, if authorized, manage fee data (e.g. add/edit/void fees) for a given impound record.

The ARIES/Impound “Vehicle Search” screen capabilities are illustrated in the figures on the following page.

Exhibit "B"

Proposal to the City of Round Rock

ARIES/Impound – Vehicle Search Screen – Tow Date Related Fields

ARIES / IMS v1.1.1

Search: 1000028 - HONDA ACCORD

Add Vehicle

Search by ID Extended Search

Region: SF-CA From: 2012-05-24 To:

Account: Reason:

Impound Operator: AR - AutoReturn Tow Operator: Lot:

Make: Model: Color: Body:

IMPOUND CANCELLED
IN TRANSFER
NOT STORED

Search Clear

ID	TR #	Reason	Plate	State	VIN	Make	Model	Body	Color	Tow Date	Towed From	IMS Status	Lot
1000028	20120524M0003	187			NO VIN	HOND	ACCORD	2D	RED	05/24/2012 05:00 AM	123	TOW COMPLETED	

ARIES/Impound – Vehicle Search Screen – ID Fields

ARIES / IMS v1.1.1

Search: 1000028 - HONDA ACCORD

Add Vehicle

Search by ID Extended Search

Vehicle ID:

Tow Reference #:

VIN:

License:

Search

ID	TR #	Reason	Plate	State	VIN	Make	Model	Body	Color	Tow Date	Towed From	IMS Status	Lot
1000028	20120524M0003	187			NO VIN	HOND	ACCORD	2D	RED	05/24/2012 05:00 AM	123	TOW COMPLETED	

Comprehensive Tracking of Full Life Cycle of an Impounded Vehicle

All of the tow data that is captured in ARIES/Dispatch while the tow request is being fulfilled is passed downstream to ARIES/Impound. The system serves as the comprehensive vehicle inventory data store and historical audit trail. All of the information regarding the tow request and vehicle details is available through a single ARIES/Impound Vehicle Details Screen that is organized into a series of sections and tabs as follows:

- **Tow Summary** – All of the general tow request details such as the requesting agency (Police Department, Parking Enforcement, etc.), individual requesting the tow (name or badge number), requestor call-back number, reason for the tow, equipment requested, and other general tracking details.
- **Vehicle** – Specific information about the vehicle such as the year, make, model, color, body, ID # (used for fleet vehicle IDs, motorcycle engine #'s, etc.), license number, license state, VIN, odometer reading, registration year and month.
- **Lien Info** – All of the details regarding vehicles that go unclaimed as they go through the legal process of being sold at a public auction or through the salvage vehicle disposal channel. For AutoReturn's use in various states, this section is customized to reflect the unique characteristics for the given state's defined legal process for the disposal of unclaimed vehicles. Generally speaking, this section allows information to be captured such as the vehicle appraisal category, required registered owner notification dates, sale authorization dates, sale date, and sale price. For vehicles being sold as unclaimed vehicles, the sale price is added at the time that the sales price is established. Any additional administrative fees related to the disposal and sale of the vehicle can be configured and applied as standard fees based on various criteria.
- **Status** – The current status of the vehicle is displayed along with dynamic information that shows details that are pertinent to that particular status. For example, when a vehicle is in the RELEASED status, this section displays the release date, the individual to whom the vehicle was released, and the total fees paid for the release. For a vehicle in the SOLD status, the section displays the sale date, the individual to whom the vehicle was sold, and the sale price.
- **Tow Location** – Information regarding the location of the tow including Location Name (if applicable – used for landmarks), address, cross street, city, state, zip, beat, and zone. Additionally, the system can capture information that is similar to the tow location, but for the tow destination.
- **Storage** – All of the information about the storage history of the vehicle, starting from when the tow was completed. The system supports the configuration of multiple lots that can be managed as one virtual inventory. Within each lot, any number of sections can be defined for tracking the specific location within the facility. Other storage data includes storage check-in and check-out times, storage rate information (varies by vehicle classification), vehicle tag information (such as bar code ID values or vehicle "hat" numbers), and whether the keys are being held for the vehicle (including key tag #).
 - **Vehicle Transfers** – Additionally, the storage section information captures any transfers of the vehicle from one lot to another facility to be tracked in the system

Exhibit "B"

Proposal to the City of Round Rock

for an unlimited number of transfers. The system can automatically generate authorized transfer tow fees and add them to the list of service fee items. The complete set of storage information is captured and maintained for each storage "instance".

- **Hold** – Information related to various types of administrative and investigative vehicle holds to be captured in the system including the type of hold, agency placing the hold, investigator or officer ID, hold start time, hold removed time, information regarding who authorized the release of the hold, and general hold comments.
- **Police Information** – Additionally, the hold section information captures important police information to be captured and tracked in the system such as officer names, unit number, officer ID, case ID, stolen vehicle flag, and citation information.
- **Interested Parties** – Contact information for one or more individuals related to the vehicle such as the registered owner, lien holder, released to party, and purchaser of unclaimed vehicles. Name, address, phone, and driver's license (or other government issued ID) information can be captured.
- **Notes** – Provides a running history of ad hoc notes regarding the vehicle activity and interactions with various interested parties. This includes any notes captured during the towing process while the vehicle entry was being managed in ARIES/Dispatch. Each note is captured with an audit trail of when the note was logged and by whom. Once a note is captured in the system, it cannot be changed.
- **Fees** – Information related to various line item towing, storage, and related fees as well as documenting the payments received from vehicle claimants.
 - **Fee Items** – All of the standard towing, storage, and related charges can be configured so that they are automatically applied based on the specific details of the tow that include: authorizing agency, reason for the tow, towing equipment type used, and vehicle class. Additionally, ad hoc fees can be configured that can be applied. The fee amounts can be fixed amounts, per unit amounts, or variable amounts that get filled in at the time that the fee is applied. The system supports standard price list functionality that is typical of all commercial billing and payment systems, such as the ability to specify effective time ranges for the various service fee items, to account for standard CPI adjustments and other price changes.
 - **Payments** – Flexible payment functionality that allows the user to capture one or more payments as well as payments for one or more invoices for a vehicle. Various payment types such as cash, credit, debit, and check payments are supported. All of the payment processing is reinforced by the rigorous accounting controls (e.g. management authorization for un-posting payments) and comprehensive reporting to effectively capture and manage invoicing and payment information for the downstream accounting processes.

ARIES/Impound – Vehicle Details Screen

ARIES / Impound

john.pendleton

Menu

Impound

Notifications 1544

Lien

Auction

eTMS

Approve PPI Report

View Cashier Shifts

Search

1894500 - HONDA CIVIC

Tow Summary

Tow Location

Vehicle

Status

Tow Date

09/14/2016 04:06 PM

Address

8911 N Lamar Blvd, Austin, TX

Model Year

1991

Status

STORED

Action

Tow Ref #

2016-2580883

Description

Make

HONDA

Status Date

09/14/2016 04:06 PM

Tow Company

ATTR

Zone

IMP-NE

Model

CIVIC

Receipt Total

\$0.00

Equipment

Class A

Beat

--

Body

HATCH BACK

Payment Total

\$0.00

Account

IMPOUND

Color

RED

LIP

512 441 7094

SSTW

Reason

FORENSIC IMPOUND

License

CM8L421, TX

Impound Ref #

566945

VIN

2HGED6348MH588888

Storage

Hold

Lien Info

Vehicle Contacts

Start Time

09/14/2016 04:06 PM

Status

Active

Type

EVIDENCE

Release Date

Lien Type

--

Requested Date

--

Sale Authorization Date

--

Title Surrendered

--

Vehicle Notes

History

Documents and Photos

Save Note

Walk-In

Important

Time

Author

Walk In

Note

Fees

RD Tow Fee

\$150.00

Impoundment Fee

\$20.00

Administration Fee

\$25.00

Subtotal

\$195.00

Tax

\$1.65

Estimated Total

\$196.65

Scheduled fee increases

09/16/2016 12:00 AM (\$0.00)

\$196.65

09/17/2016 12:00 AM (\$0.00)

\$196.65

Robust Functionality for Impound Operations

ARIES/Impound provides a comprehensive solution for managing vehicle impound operations. The system supports all of the key impound functions that follow:

- **Vehicle Check-in:**

- Automated Check-in (*automated flow from ARIES/Dispatch*)
- Manual Check-in
- Transfer Check-in

- **Ad Hoc Functions:**

- Update Vehicle Information
- Manage Lot Location
- Manage Vehicle Contents

- Manage Tow Request Information
- Manage Tow Location
- Manage Vehicle Condition
- Record Notes
- Update Tow Reason
- Manage Police Information
- Manage Buyer Contacts
- Manage Impound Contacts
- Manage Holds
- Manage Fees
- Manage Receipts
- Waive Fees
- **Vehicle Transfer**
- **Vehicle Release:**
 - Vehicle Check-out
 - Manage Fees
 - Generate Release Receipt
 - Apply Payment
 - Remove Vehicle
- **Vehicle Sale:**
 - Manage Sale Information
 - Generate Sale Receipt
 - Apply Payment
 - Release Vehicle
 - Ship Vehicle

The diagram on the following page provides a graphical overview of all of the key ARIES/Impound functions.

ARIES/Impound – Functional Overview

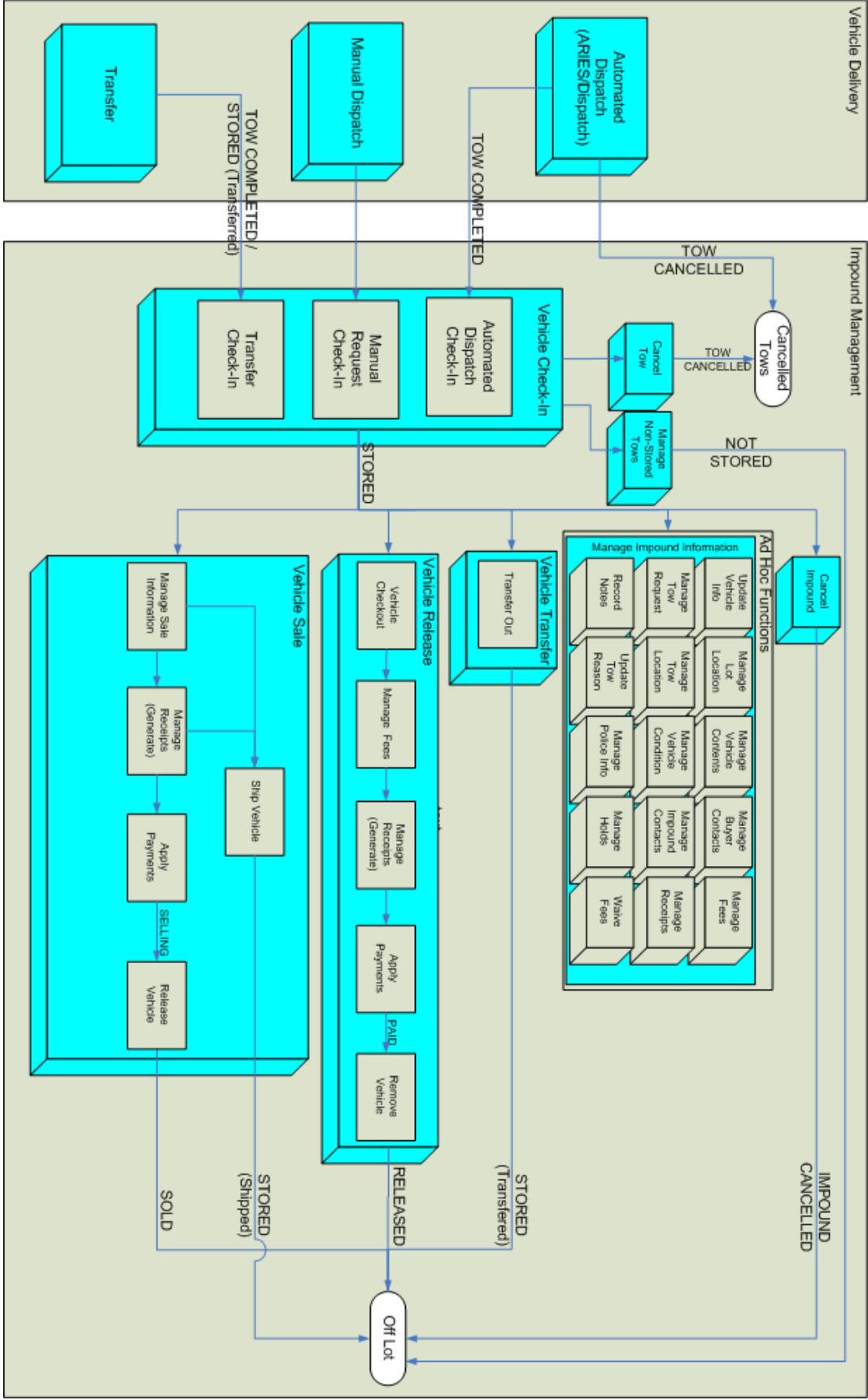


Exhibit "B"

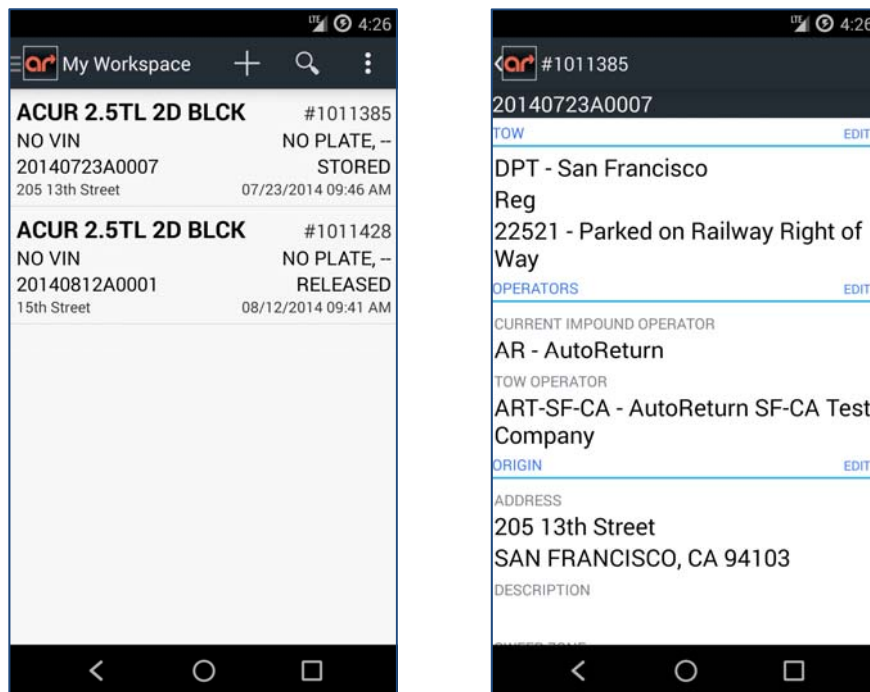
Wireless Mobile Device Processing and Bar Code-Enabled Vehicle Lookup

Many of the major vehicle management features within ARIES/Impound are supported through the use of an Android app for smartphones and tablet computers. Users have the choice of using the ARIES/Impound web application with their desktop or laptop computers or users can access and manage vehicle information using Android smartphones and tablet computers.

For activities on the vehicle impound facility, the ARIES/Impound Android app can be used with devices utilizing the following wireless networking protocols:

- Wi-Fi communications (802.11a/b/g)
- Cellular communications through major carriers (AT&T, Sprint, Verizon, etc.)

ARIES/Impound – Android App



Wireless, mobile devices are a key integration component of the ARIES infrastructure. The mobile devices allow impound personnel to conduct the following activities outside of the impound office facilities, while on the storage lots:

- **Vehicle Intake** – Data entry of vehicle information during vehicle intake including scanning a bar code sticker that is affixed to each vehicle to associate the unique bar code identification ("ID") number with the vehicle record in the inventory system. Please note the AutoReturn inventory form on the following pages illustrating the "duplicate" bar code stickers – one of which is affixed to the vehicle, while the other is attached to inventory form.

- **Inventory Management** – Conducting regular vehicle inventory management to lookup vehicle information and to make real-time updates in the inventory database. This allows data errors related to vehicle information such as incorrect license number and VIN values to be corrected immediately when an error is identified.
- **Vehicle Release** – Confirming the status of a vehicle as ready for release (all fees paid, holds removed, etc.) and documenting the physical release of the vehicle. As an additional option, AutoReturn can imbed a unique bar code in the printed receipt that allows storage specialists to use the handheld device to quickly scan the receipt, review the vehicle information and confirm the vehicle's status as available for release. The bar code value maps to an arbitrary, unique number in the database that minimizes the chance of counterfeit receipts being used to obtain the unauthorized release of a vehicle – a common problem encountered by impound facilities.

The following image illustrates a uniquely numbered bar code sticker on the windshield of one of the vehicles held within one of AutoReturn's storage facilities. On the following page, the sample vehicle inventory form shows the same bar code ("duplicate") affixed to the paperwork that provides a written record of the vehicle's check-in.


AutoReturn Inventory Bar Code Vehicle Tag Attached to Vehicle Windshield



Exhibit "B"

Proposal to the City of Round Rock

AutoReturn Inventory Form with Bar Code Vehicle Tag



1019939

Log# 0803301004

Annex Pier 70 7th St.

Date: 3/31 Time: 12:56

Company Authorizing Tow: _____

Tow Company: BFA

Auto Return Rep: (Print) BETIA LUNA

(Signature) [Signature]

Towing Company Rep: (Print) _____

Signature: _____

Authorizer's Name (Print) _____

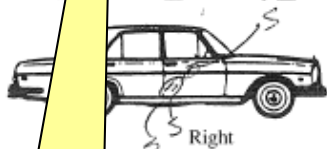


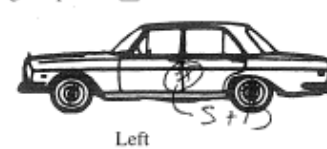
Signature: _____


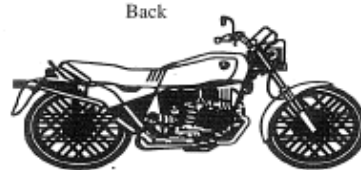

Location Towed From: _____

Vehicle Dropped ☐ Vehicle Drop Fee, if applicable \$ _____

Front ☐ Rear ☒ Dolly ☐ 4X4 ☐ Flatbed ☐ Linkage Removed ☐ Linkage Replaced ☐

Vehicle Dropped ☐ Vehicle Drop Fee, if applicable \$ _____

NG - No Glass NT - No Tire DA - Damage S - Scratch D - Dent

Plates: 8F96087 Registration (MO/YR - or - NONE) 3/09

Vin #: 1GTGG25V7411810717

Year: 2004 Make: GMC Model: SAVANA 2500 Body: Van Color: White

Tow Type: _____ Courtesy OR PP SFPD/DPT MC Engine # _____

Cone Color Gray Cone # 375 Lien Type 3 Keys No Keys

ELECTRONICS	TOOLS	PERSONAL (cont.)	SPORTING EQUIPMENT
Cell. Phone _____	CLOTHING <u>Blanket</u>	Camera _____	OTHERS <u>Watches</u>
CD Player _____	PERSONAL <u>Pillow</u>	Purse _____	<u>MEDICINE</u>
CD Case _____	Brief Case _____	Sunglasses _____	<u>MISC. PAPER WORKING</u>
Camcorder _____	Back Pack <u>Black</u>	Wallet _____	<u>Chair, CRATE OF</u>
Radio <u>STOCK</u>	Motorcycle Helmet _____	JEWELRY _____	<u>Automotive</u>
Portable Electronic Device _____	Currency \$ _____		<u>Supplies</u>
Other _____			

Comments: _____

TRANSFERS:

I, the undersigned, being the representative of the company performing the services for towing, of the above referenced vehicle, agree ☐ disagree ☐ that the condition depicted for the vehicle is a fair representation of the condition of the above reference vehicle upon my pick-up of the vehicle.

Towing Company Representative Signature _____ Date _____

Towing Company Representative Printed Name _____

San Francisco AutoReturn Representative Signature _____ Date _____

San Francisco AutoReturn Representative Printed Name _____

Duplicate Bar Code Stickers -
Sticker #1 Affixed to Vehicle -
Sticker #2 Affixed to Inventory Form

Exhibit "B"

Proposal to the City of Round Rock

Standard Electronically Generated Receipt

Released To:
OPHELIA VASQUEZ
11001 SOUTH 1ST 1011
AUSTIN, TX 78748
TX#11668965

Receipt Date: 09/19/2016 08:51 AM
Receipt Number: 1634736
Tow Reference Number: 2016-2621596
Status: RELEASED
Release Authorized Until: 09/19/2016 12:56 PM
Release Authorized By: BoW



Authorized By
Austin Police Department-
Impound
PO Box 689001
Austin, TX, 78768-9001
512.974.5000

Towed By
Southside Wrecker
8200 S. Congress Avenue
Austin, TX 78745
512.441.7094
TDLR# 0000036778

Stored By
Southside Wrecker
8200 S. Congress Avenue
Austin, TX 78745
512.441.7094
TDLR# 0615801VSF

QR Code Allows Lot
Attendants to Quickly
Scan to View the Latest
Details for the Vehicle
using the ARIES/Impound
Mobile App.

VEHICLE	TOW	LOT
ID: 1698968	Dispatched Time: 09/18/2016 09:49 PM	Name: Southside Wrecker Info: NO KEY
Make: NISSAN	On Site Time: 09/18/2016 10:01 PM	
Model: MAXIMA	Completed Time: 09/18/2016 10:46 PM	
Year: 2011	Tow Origin: 450 W 2nd St	
Color: WHITE	Equipment Type: Class A	
Body: SEDAN	Tow Reason: IMPOUND-General Impound	
Licence: TX CH7L652	Tow Destination: 8200 S CONGRESS	
VIN: 1N4AA5AP5BC817983		

Fee Description	Qty.	Price	Total
Administration Fee	1	\$25.00	\$25.00
RD Tow Fee	1	\$150.00	\$150.00
Impoundment Fee	1	\$20.00	\$20.00
Standard Daily Storage	1	\$20.00	\$20.00
		Subtotal:	\$215.00
		Tax:	\$3.30
		Total:	\$218.30

CASH: \$218.30
Total Paid: \$218.30
Balance: \$0.00

I HEREBY ACCEPT THE ABOVE DESCRIBED VEHICLE AND ALL ITS CONTENTS AND AGREE TO REMOVE IT FROM THE PREMISES ON PAYMENT OF THE ABOVE CHARGES. FURTHER, I ATTEST THAT ON PRESENTING DOCUMENTS REQUIRED BY LAW, THE VEHICLE WAS RELEASED TO ME WITHIN ONE (1) HOUR, (YES) _____ (NO) _____ PRECEDING THAT STATED ABOVE (See Time released)

Impoundment fee includes: Multi-State-MVR(09/18/2016) Property Photographs & Inventory(09/18/2016) Environmental Proofing: (09/18/2016)

Signature: _____ Date: _____

Signature: _____ Date: _____

VSF Signature

I hereby verify that I have the legal right to claim and possess the vehicle. In addition I have reviewed details of charges on the original tow ticket or attached tow invoice, and have been advised of the website that provides location information for a Justice of the Peace having jurisdiction in the county from which the vehicle was towed.

You may direct complaints regarding the vehicle storage to TDLR at P.O. Box 12157, Austin TX 78711
or call 800-803-9202
or through the website www.tdlr.texas.gov
or email to intake@tdlr.texas.gov

1.3 ARIES TRACKING FOR PPI/REPOSSESSION TOWS

The ARIES Technology Platform includes a module for tracking private property impound (“PPI”) and repossession (“Repo”) tows. The ARIES/PPI-Repo module is available for no extra cost to any AutoReturn client that wishes to utilize it support the requirements that exist in most states for law enforcement agencies to track PPI and repossession tows.

For the PPI and repossession tows, AutoReturn is not involved in the logistics of the tow in real time, rather as a data collector after-the-fact. AutoReturn provides a free and simple to use website for tow companies to report these tows. The company offers a dedicated toll-free number for back call center support when needed. When the tow is reported using the ARIES/PPI-Repo website by the tow company, the data becomes immediately visible for agency users within ARIES/Impound as well as the vehicle is searchable by the public using AutoReturn’s public website. The PPI and repossession tows stored in ARIES/Impound reduce City administrative burden and, at the same time, increases transparency.

Agency users can use the ARIES/Impound “Notifications” screen to receive immediate, audible alerts whenever a new PPI or repossession tow is reported. The notification will include the following information:

- Tow company name and phone number
- Date, time and location of the removal
- Physical description, license number with state, and vehicle identification number of the vehicle removed
- Tow truck operator name who performed the removal
- Storage location of the vehicle

The image on the next page shows the secure website page that is used by tow operators in Austin, TX to report PPI and repossession tows for the Austin Police Department (APD). Once the tow information is recorded in the website, the information is immediately shared with the APD Records group through the real-time alerting capabilities of the ARIES/Impound “Notifications” screen.

The ARIES/Impound “Notifications” screen is depicted on the page after next, showing an example of a PPI/Repo tow notification that is highlighted in the screen. Users simply need to double-click the item to view the notification details and mark the entry as “Attended” after any necessary actions are taken such as recorded the PPI/Repo tow in the required law enforcement systems. AutoReturn can even work with agency IT personnel to explore integration approaches to allow for the required updates to law enforcement systems to be performed automatically. For more details about, please see *Case Study 2: Automation of Vehicle Legal History Research – San Diego* in *Section 5.6 – ARIES System Integration Capabilities*.

Exhibit "B"

Proposal to the City of Round Rock

AutoReturn PPI Website

Private Property Impound Rep... x +

www.autoreturn.com/austin-bx/private

AutoReturn Austin, TX

Find Vehicle Vehicle Sales FAQs Contact Us Feedback Claims

Report Repossession or Private Property Impound

Company Information

Phone Number [Lookup](#)

Company Name

Vehicle Information

VIN

No VIN ☐

Non Standard VIN ☐

License TX

No Plate ☐

Make

Model

Color Optional

Year Optional

Tow Details

Tow Date/Time

Reference Number Optional

Tow Origin Austin TX

Tow Destination Austin TX

Property Name Optional

Law Enforcement Agency Optional

Check if Repossession ☐

Tow Company Rep

Driver Optional

Notes Optional

[Click To Send Your Report](#)

24 Customer Service

Email us at service-aus-bx@autoreturn.com or call us at 512-287-6033.

Find Vehicle
Vehicle Sales
FAQs
Contact Us
Feedback
Claims

ARIES/Impound "Notifications" Screen

The screenshot displays the ARIES/Impound Notifications screen. At the top, there is a header bar with the ARIES logo and the text "ARIES / Impound". On the right, it shows the user "aus-truser" and a "Menu" button. Below the header, there is a navigation bar with "Impound" and "Notifications" (highlighted with a red tab and a count of 1). A search bar is also present.

The main area shows a list of notifications with the following columns: Vehicle ID, TR #, State / License, VIN, Reason Code, Year Make & Model, Notification Type, Notification Date, Attended Date, and Attended By. The data is as follows:

Vehicle ID	TR #	State / License	VIN	Reason Code	Year Make & Model	Notification Type	Notification Date	Attended Date	Attended By
1017717	P294	TX ABC123	KL4CJBSB1EB688097	PPI	2010 FORD ESCAPE	NON IMPOUND	09/09/2016 14:50		
1017436	2016-1761234	-- NO PLATE	1B3XA46K6MF665002	IMPOUND	1991 DODGE OTHER	CHECK IN	08/20/2016 10:32		
1017445	2016-1791234	FL DECODE	1B3BD31D8FG324718	IMPOUND	1985 DODGE ARIES	VEHICLE VIN UPDATED	08/10/2016 09:20		

A "Notification Details" modal window is open, showing the details for the first notification (TR # P294). The details are as follows:

Notification Details		Notification Data
Tow Ref #	P294	
License Plate	TX ABC123	
VIN	KL4CJBSB1EB688097	
Time Of Notification	2016-09-09T14:50:17.450	
Attended By		
Reason Code	PPI	
Year Make Model	2010 FORD ESCAPE	

Below the details, there are buttons for "Show Vehicle", "Attended" (checkbox), "By:" (text input), and "Date:" (date input). At the bottom, there is a "Created By" field, an "On" date field, a "Notes" text area, and "Save" and "Cancel" buttons.

1.4 AUTORETURN PUBLIC WEBSITE – VEHICLE SEARCH

AutoReturn has a fully functional website (<http://www.autoreturn.com>) that allows vehicle owners to search for vehicles, find vehicle status information, and obtain instructions for the release of a vehicle. The website can be easily integrated with the City's website in a variety of ways ranging from a redirect link added to the City's website that takes users to the AutoReturn website to embedded search capabilities within the City's website through the use of secure web services. AutoReturn can provide the City at no charge simple web service request capabilities (SOAP, REST, XML, etc.) that would allow vehicle searching capabilities to be provided from within the City's website without re-directing users to the external AutoReturn website. The same capabilities could be supported for vehicle searching, finding vehicle status information and instructions for obtaining the release of a vehicle.


The vehicle search page (<http://www.autoreturn.com/find/>) is illustrated on the following page and provides customers a variety of ways to search for vehicles using any of the following criteria:

- Search by License:
 - Vehicle license number and state code
- Search by VIN:
 - Vehicle identification number ("VIN")
- Search by Date:
 - Tow Date
 - Vehicle Make
 - Vehicle Model
 - Vehicle Year
 - Vehicle Color

Exhibit "B"

Proposal to the City of Round Rock

AutoReturn Public Website – Vehicle Search Screen

 **AutoReturn**

Austin, TX

[Find Vehicle](#) [Vehicle Sales](#) [FAQs](#) [Contact Us](#) [Feedback](#) [Claims](#)

Home / Austin, TX /

Find Your Vehicle

Get your car.

At AutoReturn, we work hard to make getting your car back fast and hassle-free so the worst part of your day is over, and you can get back on the road as quickly as possible.

Search by License

License

LICENSE PLATE #

State

STATE

FIND VEHICLE NOW

OR

Search by VIN

VIN

VIN

FIND VEHICLE NOW

OR

Search By Date

Tow Date

TOW DATE

Make

MAKE

Model

MODEL


Year

YEAR

Color

COLOR

FIND VEHICLE NOW

 **24 Customer Service**

Email us at service-aus-tx@autoreturn.com or call us at 512-287-6033.


[Find Vehicle](#)
[Vehicle Sales](#)
[FAQs](#)
[Contact Us](#)
[Feedback](#)
[Claims](#)

Careers Terms Corporate Contact

Search Results

Once customers search for their vehicles, they will be presented with a list of one or more vehicles that match the search criteria specified. The customer can quickly click on a vehicle of interest and click the "Get details" button to proceed to the next step in the process. Or they may click on the "Search again" button if their vehicle does not appear in the list of search results.

AutoReturn Website – Search Results Page

 AutoReturn
 Austin, TX
Find Vehicle Vehicle Sales FAQs Contact Us Feedback Claims

Home / Austin, TX /

Search Results

We have 7 results.


At AutoReturn, we work hard to make getting your car back fast and hassle-free so the worst part of your day is over, and you can get back on the road as quickly as possible.

SELECT	LICENSE	STATE	MAKE	MODEL	COLOR	VIN	STATUS	TOW DATE AND TIME
<input checked="" type="radio"/>	GPN5672	TX	HOND	ACCORD	GRAY	****3593	See Details	9/5/16 10:05 PM
<input type="radio"/>	727620G	TX	HOND	ACCORD	SILVER	****4183	STORED	9/5/16 10:18 PM
<input type="radio"/>	CJM0855	TX	HOND	ACCORD	GRAY	****5966	STORED	9/5/16 10:12 PM
<input type="radio"/>	GXT6971	TX	HOND	ACCORD	GREEN	****2934	See Details	9/5/16 10:12 AM
<input type="radio"/>	BGY1262	TX	HOND	ACCORD	BLACK	****1198	See Details	9/5/16 2:47 AM
<input type="radio"/>	GHX1293	TX	HOND	ACCORD	WHITE	****2005	See Details	9/5/16 12:47 AM
<input type="radio"/>	BL2F832	TX	HOND	ACCORD	GREEN	****9631	RELEASED	9/5/16 12:29 AM

GET DETAILS

OR

SEARCH AGAIN

 Customer Service

[Find Vehicle](#)
[Vehicle Sales](#)
[FAQs](#)
[Contact Us](#)
[Feedback](#)
[Claims](#)


Email us at service-aus-tx@autoreturn.com or call us at 512-287-6033.

Careers Terms Corporate Contact

Vehicle Details

Once the customer clicks "Get details", the "Vehicle details" screen is displayed. This screen provides detailed information about the vehicle that was towed, including the reason for the tow, the current storage location, and information about how to go about retrieving the vehicle.

AutoReturn Website – Vehicle Details Page


Austin, TX
Find Vehicle Vehicle Sales FAQs Contact Us Feedback Claims

Home / Austin, TX /

Vehicle Details

TOW DETAILS


TR Number:	2016-2493241
License:	727620G - TX
VIN:	*****4183
Vehicle:	SILVER 1992 HONDA ACCORD
Towed Date and Time:	9/5/16 10:18 PM
Towed By:	Austin Police Department-Non Preference List
Towed From:	ANDERSON SQUARE
Reason:	COLLISION Collision-Vehicle Needing Tow
Status:	STORED
Tow Company:	Lakeside Towing 12228 Roxie Drive, Austin, TX 512.266.8620 Google Maps

FEE DETAILS

Administration Fee:	\$25.00
Standard Daily Storage:	\$100.00
Impoundment Fee:	\$20.00
RD Tow Fee:	\$150.00
Subtotal:	\$295.00
Tax:	9.90
Total:	\$304.90

What do you do now?

Your vehicle is stored at the vehicle storage facility (VSF) listed above. In order for your vehicle to be released, you must pay all of the associated towing, storage, and related fees. To determine the total amount of accumulated fees, please contact the VSF directly. Fees listed above do not include any associated sales tax and reflects storage charges at this point in time.


Customer Service

Email us at service-aus-br@autoreturn.com or call us at 512-287-8033.

Find Vehicle
Vehicle Sales
FAQs
Contact Us
Feedback
Claims

Careers Terms Corporate Contact

Frequently Asked Questions (FAQ)

The "FAQ" screen provides general information and answers to common questions. Using feedback from customers and law enforcement agency officials, AutoReturn continually refines and updates the information on this screen to make it as helpful, informative, and up-to-date as possible.

AutoReturn Website – FAQ Page

AutoReturn San Diego, CA Find Vehicle Vehicle Sales FAQs Contact Us Feedback Claims

FAQs

Frequently Asked Questions

Answers to commonly asked questions are provided here as a convenience. If your question is not answered here or on our site, please call our Customer Service Center.

Resources & Links

- [Tow Fee Schedule](#)
- [Citation Payments](#)
- [Pre-paid Parking Cards](#)

[What is AutoReturn?](#)
[Where is my vehicle?](#)
[Where are the tow facilities in San Diego?](#)
[What do I need to retrieve my towed vehicle?](#)
[Who authorizes vehicle tows?](#)
[What forms of payment are acceptable?](#)
 We accept cash and per municipal regulations, our towers must accept at least one of the following cards: Visa, MasterCard, American Express, and Discover. Please contact the company which towed your vehicle to find out which card(s) they accept. Any person may pay for a vehicle release if the registered or legal owner is present at the time of payment.
[What if my driver's license is expired or I do not have a license?](#)
[What do I do if I believe my vehicle was towed in error?](#)
[What if I have a complaint?](#)
[How do I file a claim?](#)
[What happens to unclaimed vehicles?](#)

24 Customer Service
 Email us at service-sd-ca@autoreturn.com or call us at 619-527-4392.


[Find Vehicle](#)
[Vehicle Sales](#)
[FAQs](#)
[Contact Us](#)
[Feedback](#)
[Claims](#)

Careers Terms Corporate Contact

Feedback and Claims

There are separate “Feedback” and “Claims” pages that provide an easy way for customers to submit customer service feedback requests or initiate claims for vehicle damage or property loss that may have occurred during the towing and storage of a vehicle.

AutoReturn Website – “Feedback” Page


AutoReturn
San Diego, CA
Find Vehicle
Vehicle Sales
FAQs
Contact Us
Feedback
Claims

Feedback

Feedback

Customer Name

First

Last

Date of Service (mm/dd/yyyy) *

Customer Service Representative

First

Last

Comments: *

0 of 150 max characters

Address

Street Address

Address Line 2

City

State / Province / Region


ZIP / Postal Code

Country

Daytime Phone *

Email *

SUBMIT


24 Customer Service

Email us at service-sd-ca@autoreturn.com or call us at 619-527-4392.

Find Vehicle
Vehicle Sales
FAQs
Contact Us
Feedback
Claims

Careers
Terms
Corporate Contact

1.5 ARIES/REPORTS

One of AutoReturn's strongest beliefs is in the power of "information when you need it, how you need it, and where you need it". This section provides the details of how the required information is made accessible to all of the stakeholders for AutoReturn's business operations:

- City officials who require access to a wide array of information
- Towing network owners, managers, and tow truck operators
- Customers who need assistance with the retrieval of their vehicles
- Auction buyers and other vehicle disposal partners
- AutoReturn employees who are ultimately responsible for the accuracy of the information

ARIES is designed to meet the differing needs of each of these separate groups. The fundamental objective of AutoReturn's ARIES technology infrastructure is to provide a platform for the following:

- Capturing and managing all of the essential operational data for the Company's towing, impound management, customer service, and disposal operations.
- Delivering information in real-time to all key stakeholders playing a role in operational processes.

ARIES provides essential information to the individuals that require it in the following ways:

- **Traditional Reports** – ARIES provides a robust collection of real-time reporting capabilities that ensure the absolute transparency of AutoReturn's operations. AutoReturn generates and delivers over 50 reports on a daily, weekly, monthly, and quarterly basis to its municipal partners. AutoReturn is confident that nearly all of the City's reporting requirements can be met through existing reports, with minimal customization required. Any specific reports that are unique to the City can be developed quickly, leveraging existing reports.

All standard ARIES reports can be run on an ad-hoc basis or automated schedule (daily, weekly, monthly, quarterly, etc.) and are available in a variety of electronic formats (MS Excel, Adobe PDF, CSV, etc.). All reports can be delivered to the City and other City officials via FTP file sharing websites (FTP over SSL), secure web pages (HTTPS), email (including secure email), or automated fax.

- **Proactive Monitoring Tools** – AutoReturn's systems continuously record more information than can be consumed by the most information-savvy users. When the essential elements of this information are made accessible in a user-friendly format, AutoReturn managers and supervisors become empowered to proactively manage the business to ensure that all of the targeted service levels of both City officials and customers are met consistently.

- **Automated Alerts and Notifications** – Many problems can be identified as soon as they occur if the systems that are used to manage the affected process area are designed to monitor for important exceptions and threshold conditions. AutoReturn continuously looks for opportunities to take any issue that could repeat itself, not only to resolve the isolated instance of the problem, but to also configure new business rules into the relevant ARIES applications to monitor for the condition and alert the appropriate person should the condition occur in the future.

Traditional Reports: Available On-Demand and Via Automated Scheduling

AutoReturn provides extensive reports across all aspects of its operations. The City will have direct visibility and insight into each functional area with both summarized and detailed reporting. Reports include:

- Service level metrics reporting:
 - Tow request response time
 - Dispatch response violations
 - Call center performance metrics
- Tow management reporting:
 - Tow request activity (including canceled tows)
 - Towing volumes by zone, reason, category, equipment type, or by towing company
 - Tow truck operator activity
- Vehicle inventory and transfers
- Vehicle holds
- Vehicle releases and sales
- Receipt and payment activity
- Waiver activity
- Other reports as requested by the City

Data Analysis and Ad-Hoc-Reporting Capabilities

ARIES/Impound can support a wide range of data analysis and ad-hoc reporting capabilities. The ARIES reporting library already consists of well over a hundred reports that can be executed on an ad-hoc, on demand basis, or that can be scheduled to run automatically and delivered via email, fax, or to a file storage location. The City will have access to any existing report in the ARIES reporting library and AutoReturn is happy to create any additional reports that may be desired by the City.

ARIES supports a wide range of data analysis in a very flexible manner. The ARIES/Reports infrastructure can be used to extract any portion of the data contained in ARIES as spreadsheets or standard CSV files that can feed into spreadsheets, data analysis tools, or reporting database tools used by the City. The CSV extracts can be

defined and implemented in as little time as a few hours and immediately deployed to City users via the ARIES system menus allowing these users to retrieve the raw data for analysis purposes on an as needed basis. As with the ad-hoc reports, the CSV extracts can also be scheduled to be generated automatically and delivered via email, fax, or to a file storage location.

Types of Reports – Current and Future

The ARIES system has a vast library of reports that will support your needs out of the box. If the report the City needs is not currently available, the report writing team will work quickly to create and deploy the new report.

To address the unique reporting requirements of Round Rock, AutoReturn will work closely with the recipients of the various reports to collect the detailed requirements for each report. We are confident that most of the reports that are required can be addressed using existing standard reports provided within ARIES, or through minor modifications to existing standard reports. In cases where new Round Rock reporting requirements are not closely aligned with an existing ARIES report, new reports will be developed and provided in the required format. Custom reports can be often be delivered within as little as 24 hours.

The following pages show examples of a few representative reports.

5.5.1 RESPONSE TIME REPORTING

As presented in *Section 5.2 – ARIES/Dispatch*, AutoReturn utilizes ARIES/Dispatch to manage tow requests in real-time. Tow requests are dispatched via electronic communications that allow the status of the tow request to be managed in real-time as the status transitions the various stages of the towing process. When the tow truck operators arrives at the location of the tow request, the on-site response is logged with both the time stamp and the precise GPS location of the operator at the time that the on-site arrival data is captured. This ensures the accuracy of AutoReturn's tow response time reporting metrics. The following diagram illustrates dispatch tow response summary reporting. For its San Francisco operations, AutoReturn achieves an on time arrival performance metric that averages greater than 96%. The diagram on the following pages shows the dispatch tow response detail reporting on a tow-by-tow basis for all tows.

Exhibit "B"

Proposal to the City of Round Rock

ARIES Reporting: Dispatch Tow Response Summary

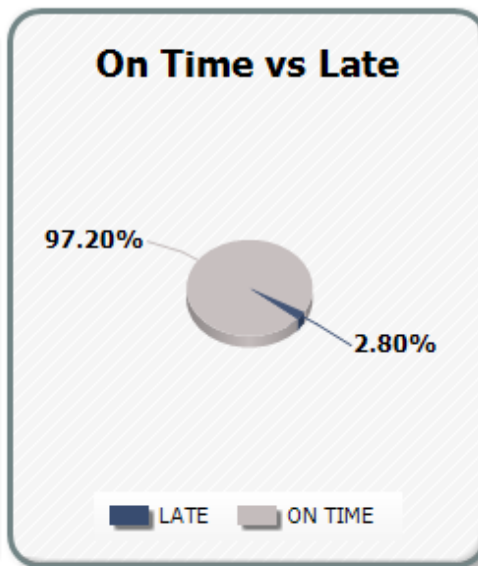
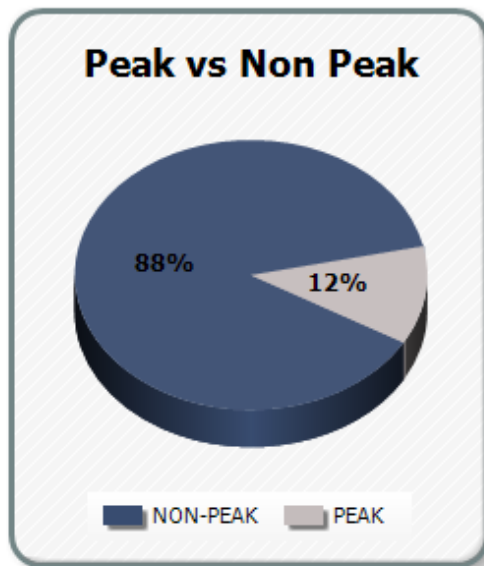
ADSR0010 - SF-CA Dispatch Summary Analysis

Date Range: 08/01/2016 to 08/31/2016

Generated: 9/15/2016 12:04:06 PM

Cancels: Excluded

Period	Response Time Status	Tows	% of all tows	Avg. Response Time
NON-PEAK	LATE	55	2.7%	39.32
	ON TIME	1744	85.5%	10.99
	NON-PEAK Total	1799	88.2%	11.85
PEAK	LATE	2	0.1%	46.38
	ON TIME	238	11.7%	10.80
	PEAK Total	240	11.8%	11.10
Totals		2039		11.77



Proposal to the City of Round Rock

ARIES Reporting: Dispatch Tow Response Detail

ADSR0010 - SF-CA Dispatch Summary Analysis

Date Range: 08/01/2016 to 08/31/2016
Generated: 9/15/2016 12:04:06 PM
Cancels: Excluded

TR #	Date Created	Period	Expedited	Equipment	Reason	Company	Actual Request Time	Actual Dispatch Time	Actual Response Time	Calculated Response Time	Responded In	Response Time Status	Request Status	Created By
20160801A0001	8/12/2016 1:16:13 AM	NON-PEAK	-	LIGHT	Scollaw-Registration	NTS	8/12/2016 1:16:13 AM	8/12/2016 1:16:14 AM	8/12/2016 1:24:07 AM	8/12/2016 1:41:13 AM	7.88	ON TIME	COMPLETED	layna.blount
20160801A0002	8/12/2016 1:18:08 AM	NON-PEAK	-	LIGHT	Used in Commission of Crime	GGT	8/12/2016 1:18:08 AM	8/12/2016 1:18:08 AM	8/12/2016 1:32:39 AM	8/12/2016 1:43:08 AM	14.52	ON TIME	COMPLETED	layna.blount
20160801A0003	8/12/2016 1:33:56 AM	NON-PEAK	-	LIGHT_DOLLY	Scollaw-Registration	BAT	8/12/2016 1:33:56 AM	8/12/2016 1:35:00 AM	8/12/2016 1:44:00 AM	8/12/2016 1:58:56 AM	10.05	ON TIME	COMPLETED	layna.blount
20160801A0004	8/12/2016 1:44:44 AM	NON-PEAK	-	LIGHT_DOLLY	Scollaw-Registration	AST	8/12/2016 1:44:44 AM	8/12/2016 1:44:00 AM	8/12/2016 1:53:00 AM	8/12/2016 2:03:44 AM	14.27	ON TIME	COMPLETED	layna.blount
20160801A0005	8/12/2016 1:52:55 AM	NON-PEAK	-	LIGHT	Blocking Driveway	GGT	8/12/2016 1:52:55 AM	8/12/2016 1:55:26 AM	8/12/2016 2:05:03 AM	8/12/2016 2:17:55 AM	12.12	ON TIME	COMPLETED	layna.blount
20160801A0006	8/12/2016 4:36:53 AM	NON-PEAK	-	LIGHT	Blocking Driveway	GGT	8/12/2016 4:36:53 AM	8/12/2016 4:36:53 AM	8/12/2016 4:49:53 AM	8/12/2016 5:01:53 AM	13.00	ON TIME	COMPLETED	layna.blount
20160801A0007	8/12/2016 5:12:23 AM	NON-PEAK	-	LIGHT_DOLLY	Scollaw-Registration	AST	8/12/2016 5:12:23 AM	8/12/2016 5:12:00 AM	8/12/2016 5:21:00 AM	8/12/2016 5:37:23 AM	8.62	ON TIME	COMPLETED	layna.blount
20160801A0008	8/12/2016 7:24:50 AM	PEAK	-	LIGHT	DPT Vehicle Tow	NTS	8/12/2016 7:24:50 AM	8/12/2016 7:26:03 AM	8/12/2016 7:43:44 AM	8/12/2016 7:59:50 AM	18.90	ON TIME	COMPLETED	angelita.dumags
20160801A0009	8/12/2016 8:00:06 AM	PEAK	-	LIGHT	CONSTRUCTION ZONE	ALN	8/12/2016 8:00:06 AM	8/12/2016 8:04:03 AM	8/12/2016 8:24:14 AM	8/12/2016 8:35:06 AM	24.13	ON TIME	COMPLETED	angelita.dumags
20160801A0010	8/12/2016 8:01:51 AM	PEAK	-	LIGHT	CONSTRUCTION ZONE	NTS	8/12/2016 8:01:51 AM	8/12/2016 8:03:28 AM	8/12/2016 8:16:16 AM	8/12/2016 8:36:51 AM	14.40	ON TIME	COMPLETED	sharluh.rizvi
20160801A0011	8/12/2016 8:04:36 AM	PEAK	-	LIGHT	CONSTRUCTION ZONE	BBT	8/12/2016 8:04:36 AM	8/12/2016 8:05:06 AM	8/12/2016 8:17:49 AM	8/12/2016 8:39:36 AM	13.22	ON TIME	COMPLETED	sharluh.rizvi
20160801A0012	8/12/2016 8:08:55 AM	PEAK	-	LIGHT	PARKING OVER 72HR	JSE	8/12/2016 8:08:55 AM	8/12/2016 8:14:39 AM	8/12/2016 8:28:12 AM	8/12/2016 8:43:55 AM	13.28	ON TIME	COMPLETED	rita.evans
20160801A0013	8/12/2016 8:15:58 AM	PEAK	-	LIGHT	Owner Request-Tow	BLU	8/12/2016 8:15:58 AM	8/12/2016 8:15:00 AM	8/12/2016 8:17:00 AM	8/12/2016 8:50:58 AM	1.03	ON TIME	COMPLETED	sharluh.rizvi
20160801A0014	8/12/2016 8:17:40 AM	PEAK	-	LIGHT	CONSTRUCTION ZONE	NTS	8/12/2016 8:17:40 AM	8/12/2016 8:17:49 AM	8/12/2016 8:32:15 AM	8/12/2016 8:52:40 AM	14.57	ON TIME	COMPLETED	sharluh.rizvi
20160801A0015	8/12/2016 8:38:35 AM	PEAK	-	LIGHT	Scollaw-Registration	ALN	8/12/2016 8:38:35 AM	8/12/2016 8:38:35 AM	8/12/2016 8:48:16 AM	8/12/2016 9:13:35 AM	9.67	ON TIME	COMPLETED	rita.evans
20160801A0016	8/12/2016 8:57:30 AM	PEAK	-	LIGHT	PARKING OVER 72HR	NTS	8/12/2016 8:57:30 AM	8/12/2016 8:58:45 AM	8/12/2016 9:09:26 AM	8/12/2016 9:32:30 AM	11.92	ON TIME	COMPLETED	rita.evans
20160801A0017	8/12/2016 9:01:42 AM	NON-PEAK	-	LIGHT	CONSTRUCTION ZONE	CTS	8/12/2016 9:01:42 AM	8/12/2016 9:02:58 AM	8/12/2016 9:27:29 AM	8/12/2016 9:28:42 AM	25.78	LATE	COMPLETED	rachelle.jennings
20160801A0018	8/12/2016 9:11:40 AM	NON-PEAK	-	LIGHT	PARKING OVER 72HR	BLU	8/12/2016 9:11:40 AM	8/12/2016 9:12:17 AM	8/12/2016 9:19:16 AM	8/12/2016 9:36:40 AM	7.60	ON TIME	COMPLETED	rita.evans
20160801A0019	8/12/2016 9:41:42 AM	NON-PEAK	-	LIGHT	PARKING OVER 72HR	BLU	8/12/2016 9:41:42 AM	8/12/2016 9:42:06 AM	8/12/2016 9:42:28 AM	8/12/2016 10:06:42 AM	0.77	ON TIME	COMPLETED	rita.evans
20160801A0020	8/12/2016 9:53:20 AM	NON-PEAK	-	LIGHT	PARKING OVER 72HR	CTS	8/12/2016 9:53:20 AM	8/12/2016 9:56:11 AM	8/12/2016 10:08:36 AM	8/12/2016 10:18:20 AM	15.27	ON TIME	COMPLETED	valerie.streek
20160801A0021	8/12/2016 9:57:58 AM	NON-PEAK	-	LIGHT	Blocking Driveway	NTS	8/12/2016 9:57:58 AM	8/12/2016 9:58:09 AM	8/12/2016 10:05:53 AM	8/12/2016 10:22:58 AM	7.92	ON TIME	COMPLETED	rita.evans
20160801A0022	8/12/2016 9:57:59 AM	NON-PEAK	-	LIGHT_FLAT	Abandoned-Missing Parts	NTS	8/12/2016 9:57:59 AM	8/12/2016 9:58:00 AM	8/12/2016 10:12:00 AM	8/12/2016 10:22:59 AM	14.02	ON TIME	COMPLETED	rita.evans
20160801A0023	8/12/2016 9:58:36 AM	NON-PEAK	-	LIGHT	Blocking Driveway	BBT	8/12/2016 9:58:36 AM	8/12/2016 10:00:04 AM	8/12/2016 10:06:48 AM	8/12/2016 10:23:36 AM	8.20	ON TIME	COMPLETED	sharluh.rizvi
20160801A0024	8/12/2016 10:10:59 AM	NON-PEAK	-	LIGHT	PARKING OVER 72HR	JSE	8/12/2016 10:10:59 AM	8/12/2016 10:11:46 AM	8/12/2016 10:33:02 AM	8/12/2016 10:35:59 AM	22.03	ON TIME	COMPLETED	rita.evans
20160801A0025	8/12/2016 10:25:17 AM	NON-PEAK	-	LIGHT	CONSTRUCTION ZONE	CTS	8/12/2016 10:25:17 AM	8/12/2016 10:25:28 AM	8/12/2016 10:40:05 AM	8/12/2016 10:50:17 AM	14.78	ON TIME	COMPLETED	sharluh.rizvi
20160801A0026	8/12/2016 10:52:41 AM	NON-PEAK	-	LIGHT	Blocking Driveway	NTS	8/12/2016 10:52:41 AM	8/12/2016 10:54:06 AM	8/12/2016 11:04:52 AM	8/12/2016 11:17:41 AM	12.18	ON TIME	COMPLETED	valerie.streek
20160801A0027	8/12/2016 10:56:01 AM	NON-PEAK	-	LIGHT	CONSTRUCTION ZONE	NTS	8/12/2016 10:56:01 AM	8/12/2016 10:56:16 AM	8/12/2016 11:07:59 AM	8/12/2016 11:21:01 AM	11.97	ON TIME	COMPLETED	valerie.streek
20160801A0028	8/12/2016 11:01:35 AM	NON-PEAK	-	LIGHT	PERMIT ON WRONG VEH	BBT	8/12/2016 11:01:35 AM	8/12/2016 11:01:00 AM	8/12/2016 11:16:40 AM	8/12/2016 11:26:35 AM	15.08	ON TIME	COMPLETED	valerie.streek
20160801A0029	8/12/2016 11:29:55 AM	NON-PEAK	-	LIGHT	PARKING OVER 72HR	ALN	8/12/2016 11:29:55 AM	8/12/2016 11:30:05 AM	8/12/2016 11:47:30 AM	8/12/2016 11:54:55 AM	17.57	ON TIME	COMPLETED	rita.evans
20160801A0030	8/12/2016 11:36:25 AM	NON-PEAK	-	LIGHT_DOLLY	DPT Vehicle Tow	AST	8/12/2016 11:36:25 AM	8/12/2016 11:36:39 AM	8/12/2016 11:52:10 AM	8/12/2016 12:01:25 PM	15.73	ON TIME	COMPLETED	khalia.colindres
20160801A0031	8/12/2016 12:01:15 PM	NON-PEAK	-	LIGHT	PARKING OVER 72HR	CTS	8/12/2016 12:01:15 PM	8/12/2016 12:01:16 PM	8/12/2016 12:05:00 PM	8/12/2016 12:26:15 PM	3.73	ON TIME	COMPLETED	rachelle.jennings
20160801A0032	8/12/2016 12:02:47 PM	NON-PEAK	-	LIGHT	CONSTRUCTION ZONE	CTS	8/12/2016 12:02:47 PM	8/12/2016 12:03:38 PM	8/12/2016 12:19:53 PM	8/12/2016 12:27:47 PM	17.10	ON TIME	COMPLETED	sharluh.rizvi
20160801A0033	8/12/2016 12:03:34 PM	NON-PEAK	-	LIGHT	CONSTRUCTION ZONE	NTS	8/12/2016 12:03:34 PM	8/12/2016 12:03:43 PM	8/12/2016 12:08:18 PM	8/12/2016 12:28:34 PM	5.72	ON TIME	COMPLETED	grashimoto
20160801A0034	8/12/2016 12:29:01 PM	NON-PEAK	-	LIGHT	Recovery	BLU	8/12/2016 12:29:01 PM	8/12/2016 12:29:01 PM	8/12/2016 12:32:23 PM	8/12/2016 12:54:01 PM	3.45	ON TIME	COMPLETED	valerie.streek
20160801A0035	8/12/2016 12:37:35 PM	NON-PEAK	-	LIGHT	PARKING OVER 72HR	JSE	8/12/2016 12:37:35 PM	8/12/2016 12:37:36 PM	8/12/2016 12:48:17 PM	8/12/2016 1:02:35 PM	10.68	ON TIME	COMPLETED	rachelle.jennings

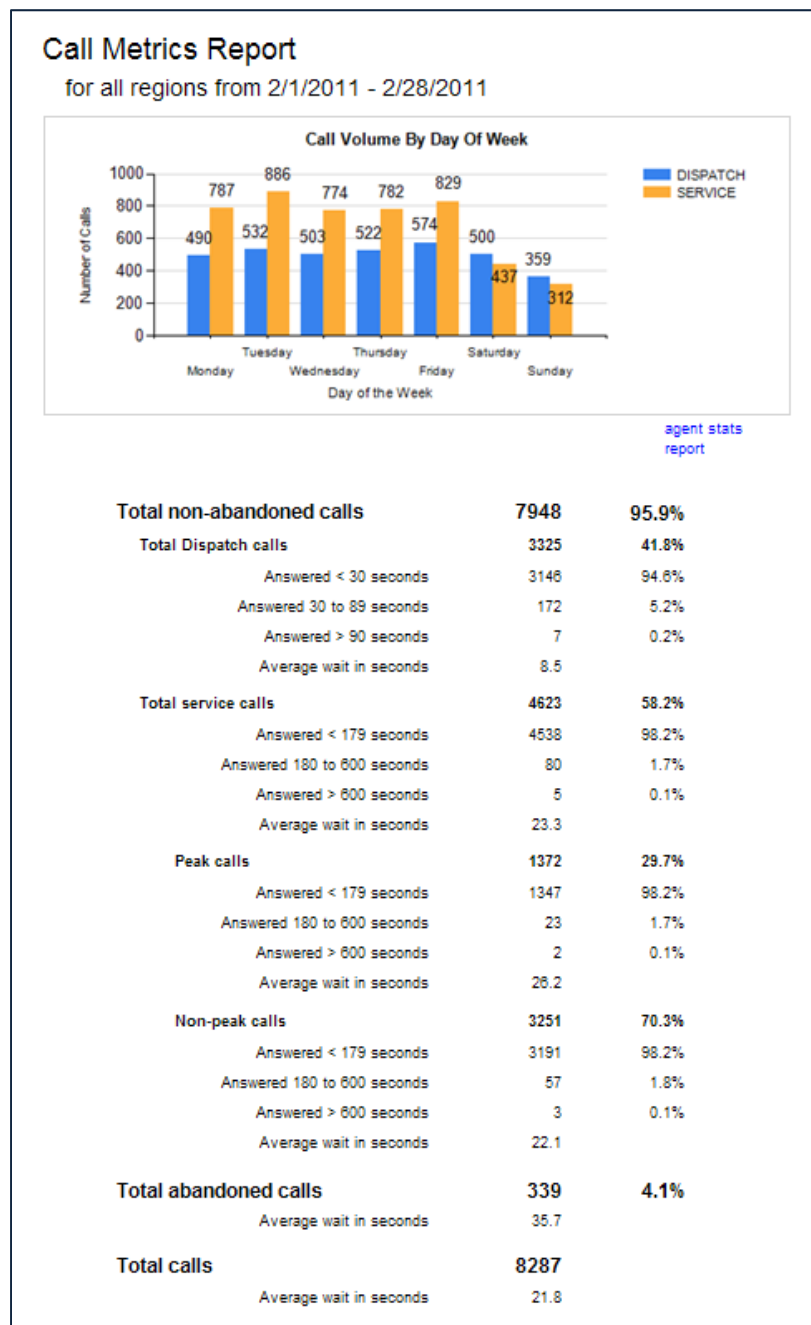
ARIES Reporting: Dispatch Violation Detail

ADSR0001- Dispatch Violations Region: SF-CA Date Range: 08/01/16 to 08/31/16 (Inclusive) Company Code: All Companies Generated: 9/15/2016 12:01:35 PM													
Reg'n	TR #	Violation Type	Violation Date Time	Violation Company	Violator Driver	Redispach Date Time	Redispach Company	Redispach Driver	Description	Tow Notes	Municipality Notes	Dispatch Notes	Dispatch Notes
SF-CA	20160801A0003	Available	8/1/2016 1:33:57 AM	CTS	Pastor Joel Alonso	8/1/2016 1:35:33 AM	BAT	Erick Ramirez	Diver is 17 miles away, TR#: 20160801A0008	0	need a left rear tire to be replaced ---	need a left rear tire to be replaced ---	REDISPERITO
SF-CA	20160801A0008	On Site Location	8/1/2016 7:43:44 AM	NTS	Marvin Euceda				Diver is 17 miles away, TR#: 20160801A0008	0	need a left rear tire to be replaced ---	need a left rear tire to be replaced ---	
SF-CA	20160801A0008	In Tow Location	8/1/2016 7:43:44 AM	NTS	Marvin Euceda				Diver is 17 miles away, TR#: 20160801A0008	0	need a left rear tire to be replaced ---	need a left rear tire to be replaced ---	
SF-CA	20160801A0009	Available	8/1/2016 8:00:27 AM	AST	Alvaro Salgado	8/1/2016 8:04:03 AM	ALN	Marvin Larrin	late by 47 sec	0	1 vehicle.		
SF-CA	20160801A0017	On Site Late	8/1/2016 9:27:23 AM	CTS	Ricardo Gonzalez	8/1/2016 1:14:34 PM	CTS	Hernan Contreras	late by 164 sec	0			BLUND ANSWER BLUND
SF-CA	20160801A0040	Available	8/1/2016 1:12:06 PM	BLU	Ubaldo Mora				late by 659 sec	0			ANSWER
SF-CA	20160801A0040	On Site Late	8/1/2016 1:39:51 PM	CTS	Hernan Contreras					0			
SF-CA	20160801A0045	On Site Late	8/1/2016 3:31:06 PM	ATL	ATLAS Towing								
SF-CA	20160801A0052	Available	8/1/2016 4:13:16 PM	CTS	Carlos Orellana	8/1/2016 4:14:39 PM	BLU	Julio Nava Calderon		0			redispached per blu
SF-CA	20160801A0060	On Site Location	8/1/2016 6:58:00 PM	JSE	Portillo Dennis				Diver is 2.4 miles away, TR#: 20160801A0060	0			
SF-CA	20160802A0059	On Site Location	8/2/2016 3:06:26 PM	BES	Sanchez-Rodriguez				Diver is 10 miles away, TR#: 20160802A0059	0			
SF-CA	20160802A0065	Available	8/2/2016 5:19:32 PM	LRY	Zuleta Michael	8/2/2016 5:21:33 PM	NTS	Marvin Euceda		0			LRY NO ANSWER
SF-CA	20160802A0071	Available	8/2/2016 8:34:25 PM	ALN	Carroll Gelineer	8/2/2016 8:39:24 PM	BAT	Erick Ramirez		3	3rd floor. What's the clearance?; enter on stevenson st. 678		
SF-CA	20160802A0073	Available	8/2/2016 10:12:44 PM	NTS	Nelson Lopez	8/2/2016 10:14:11 PM	LRY	Michael Cantwell		0			reds per to nelson
SF-CA	20160802A0073	On Site Location	8/2/2016 10:23:16 PM	LRY	Michael Cantwell				Diver is 1.6 miles away, TR#: 20160802A0073	0			reds per to nelson
SF-CA	20160803A0002	On Site Location	8/3/2016 2:15:00 AM	BAT	Erick Ramirez				Diver is 12 miles away, TR#: 20160803A0002	0			change violation to arrest tow ---; cancel, don't cancel; change to 146011 hold for stop --- now this
SF-CA	20160803A0034	Available	8/3/2016 12:51:08 PM	JSE	Dennis Sanchez-Rodriguez	8/3/2016 12:52:11 PM	NTS	Rene Elais		0			DEMAYSON BRK
SF-CA	20160803A0047	Available	8/3/2016 5:57:08 PM	ALN	Alfonso Gelineer	8/3/2016 5:59:25 PM	CTS	Joaquin Gomez		0			CALLED GELMER NO ANSWER REDIS TO JOAQUIN
SF-CA	20160803A0052	On Site Location	8/3/2016 7:40:53 PM	GGT	Victor Calvezas				Diver is 10 miles away, TR#: 20160803A0052	0			eta, Diver should be onsite
SF-CA	20160803A0061	Available	8/3/2016 10:47:47 PM	BBT	Elmer Lopez	8/3/2016 10:49:45 PM	NTS	Jose Juan Arias		0			
SF-CA	20160804A0009	Available	8/4/2016 7:55:43 AM	ALN	Gelineer Dubon	8/4/2016 7:58:21 AM	NTS	Marvin Euceda		0			Call redispached ALN Gelineer did not accept or answer REDISP TO COMBO nts no answer
SF-CA	20160804A0011	Available	8/4/2016 8:05:18 AM	ALN	Gelineer Dubon	8/4/2016 8:11:19 AM	BLU	Antonio Barrientos		0			
SF-CA	20160804A0021	Available	8/4/2016 9:32:17 AM	NTS	Victor JTS	8/4/2016 9:35:32 AM	AST	Alvaro Salgado		0			

1.5.2 CALL CENTER PERFORMANCE REPORTING

AutoReturn utilizes advanced, distributed call center technology to manage phone calls from both city officials and vehicle owners in real-time allowing AutoReturn to capture detailed performance metrics. For example, AutoReturn generally answers all dispatch tow request calls within 30 seconds, 95% of the time, and within 90 seconds, well over 99% of the time.

ARIES Reporting: Call Center Metrics Reporting



1.5.3 TOW MANAGEMENT REPORTING

ARIES supports a variety of towing information reporting capabilities. The towing management reports include information about all tows, including all relevant tow details. The report is provided as a real-time, user-friendly report that can be run at any time for any given periods.


The report can be generated as a summary report that provides the quantities of vehicles towed by towing subcontractor, geographic zone, requesting precinct, and/or tow category groups. The report can also be generated as a detailed report itemizing each individual tow.

Additionally, all the towing data is maintained in the AutoReturn Data Warehouse, allowing a wide range of various ad hoc reports. The custom reports can be developed to meet specific requirements provided by the City and the generation and electronic distribution of the report can be set up as a periodic, automated process. The following two images provide an example of the *Towing Summary Report* with the information by towing category presented as both a table and a graph. The third image is a sample of the *Towing Details Report*. The fourth report sample report illustrates the capability to report on various types of impound exceptions of interest. This type of exception reporting allows AutoReturn to proactively monitor and address issues with impound operations.

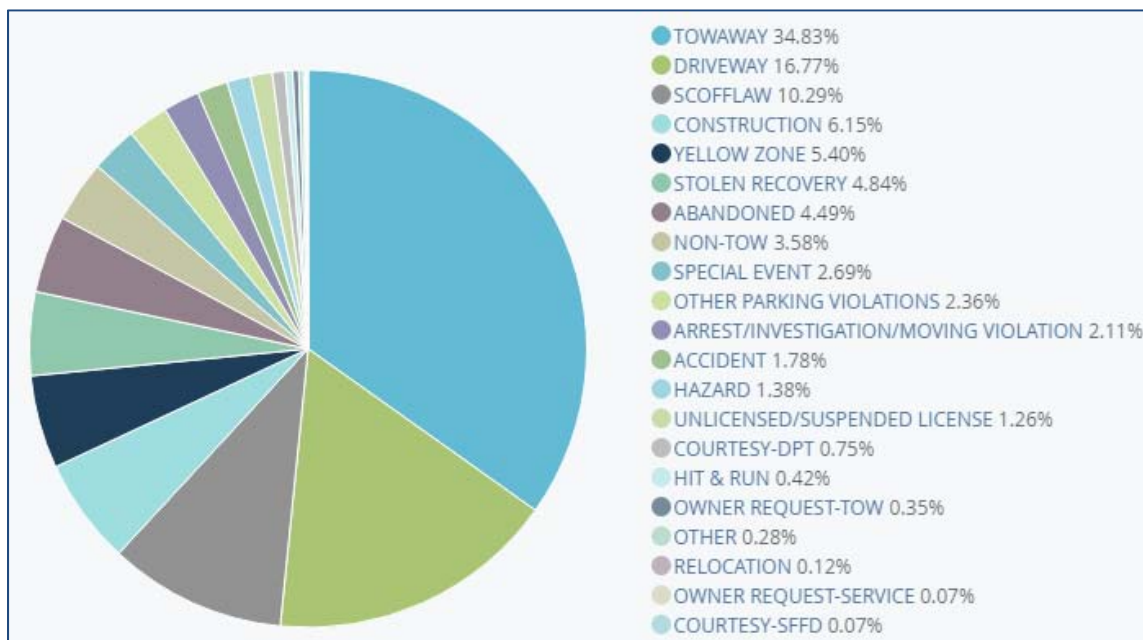
Exhibit "B"

Proposal to the City of Round Rock

ARIES Reporting: Towing Summary Report – Tow Volume by Category – Summary View

 IMSR0020-SF Monthly Towing Summary Date Range: 08/01/16 to 08/31/2016 (inclusive) Generated: 9/15/2016 12:19:26 PM								
Category	Total	SFMTA	SFPD	Courtesy	Owner Request	SF DPW	SF PUC	PG&E
ABANDONED	191	152	39	0	0	0	0	0
ACCIDENT	76	2	74	0	0	0	0	0
ARREST/INVESTIGATION/MOVING VIOLATION	90	1	89	0	0	0	0	0
CONSTRUCTION	260	257	3	0	0	0	0	0
COURTESY-DPT	32	0	0	32	0	0	0	0
COURTESY-SFFD	3	0	0	3	0	0	0	0
DRIVEWAY	690	672	18	0	0	0	0	0
HAZARD	57	28	29	0	0	0	0	0
HIT & RUN	18	0	18	0	0	0	0	0
OTHER	1	1	0	0	0	0	0	0
OTHER PARKING VIOLATIONS	97	86	11	0	0	0	0	0
OWNER REQUEST-SERVICE	3	0	0	0	3	0	0	0
OWNER REQUEST-TOW	15	0	0	0	15	0	0	0
RELOCATION	5	0	0	0	0	1	2	2
SCOFFLAW	439	321	118	0	0	0	0	0
SPECIAL EVENT	113	96	17	0	0	0	0	0
STOLEN RECOVERY	207	7	200	0	0	0	0	0
TOWAWAY	1384	1378	6	0	0	0	0	0
UNLICENSED/SUSPENDED LICENSE	54	1	53	0	0	0	0	0
YELLOW ZONE	220	219	1	0	0	0	0	0
Total	3955	3221	676	35	18	1	2	2

Category	Total	AR
NON-TOW	153	153
Total	153	153



Proposal to the City of Round Rock

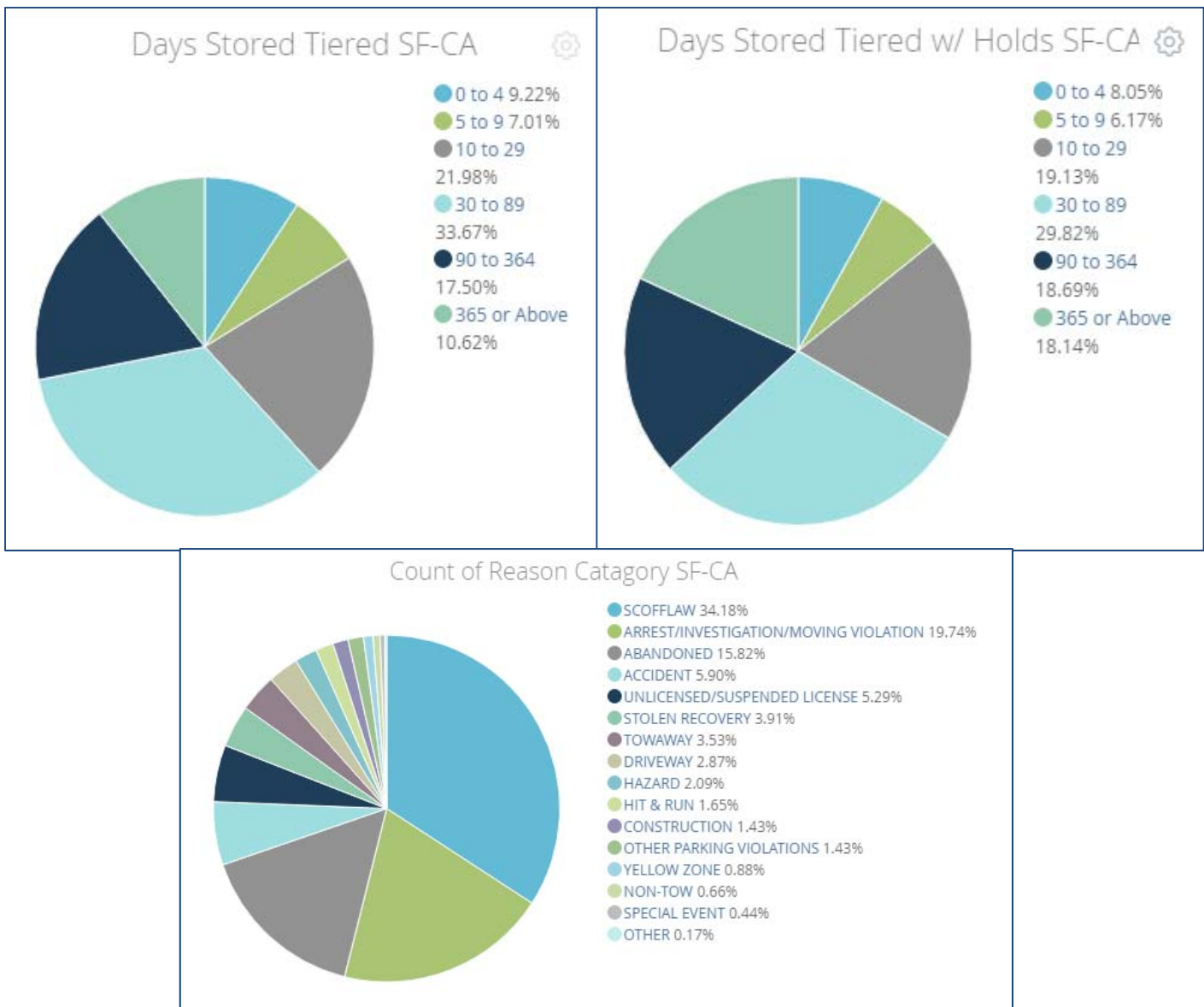
ARIES Reporting: Towing Details Report

TMS00020-SF Monthly Towing Summary																					
AutoReturn																					
Date Range: 08/01/16 to 08/31/2016 (inclusive)																					
Generated: 9/15/2016 12:19:26 PM																					
Vehicle ID	TR #	Impound ID	Account	Officer ID	Completed Date	Tow Company	Reason	Equipment	Make	Model	Color	Body	License	State	VIN	Status	Location Description	Location Address	Location City	Location State	Seep Zone
1846722	20160901A0005	1002808	SFPD	2209	8/8/2016 12:16 AM	NTS	4482.5	Reg-Flashed	FORD	OTHER	WHITE	VAN	AG38736	AZ	FTYRZLM0K43875	RELEASED		35 Hickory St	San Francisco	CA	
1846730	20160901A0066	1002762	SFPD	2207	8/8/2016 12:14 AM	BAT	ACC/FIR	Reg	LEXUS	LS 400	SILVER	SEDAN	5MVF393	CA	JTBEB428F3V0139021	RELEASED		17TH STREET	SAN FRANCISCO	CA	
1846765	20160901A0002	1002371	SFPD	2216	8/8/2016 15:40 AM	GGT	22955.5	Reg	LEXUS	GS 300	BLACK	SEDAN	5TCM449	CA	JTBEDC36521013092	RELEASED		1400 Sabley St	San Francisco	CA	
1846785	20160901A0001	1002767	SFPD	1745	8/8/2016 2:26:58 AM	NTS	SCOF/691.0	Reg-Dolly	BUICK	REGAL	RED	SEDAN	7BA2320	CA	204VBE2K331H0012	STORED		1300 Sabley St	San Francisco	CA	
1846786	20160901A0003	1002789	SFPD	1745	8/8/2016 2:27:30 AM	BAT	SCOF/691.0	Reg-Dolly	MERCEDES	CLK-CLASS	BLACK	2DOOR	9GNM444	CA	VCBLJ65GH4HF78923	SOLD		1300 Sabley St	San Francisco	CA	
1846788	20160901A0004	1002779	SFPD	2059	8/8/2016 2:34:26 AM	AST	SCOF/691.0	Reg-Dolly	MERCEDES	E-CLASS	GRAY	SEDAN	3UFV938	CA	VDGBLF56F8VA274333	SOLD		MISSION	SAN FRANCISCO	CA	
1846798	20160901A0005			GGT	8/8/2016 2:46:40 AM		500/600E	Reg	HONDA	CITY/SEI	WHITE	VAN	6YGTPT1	CA	8699	RELEASED		120 Brazil Ave	San Francisco	CA	
1846859	20160901A0007	1002804	SFPD	1745	8/8/2016 5:56:43 AM	AST	SCOF/691.0	Reg-Dolly	HONDA	CRV	RED	STATION	62DV653	CA	JHLRF3838C047854	STORED		1951 Oakdale Ave	San Francisco	CA	
1846860	20160901A0006			GGT	8/8/2016 5:57:52 AM		500/600E	Reg	NISSAN		SILVER	4DOOR	7S0V940	CA	3162	RELEASED		1608 Thomas Ave	San Francisco	CA	
1846892	20160901A0001			LOM	8/8/2016 7:29:00 AM		TRC72.41	Reg	TOYOTA		BLUE	4DOOR	4ZYP635	CA	2225	RELEASED		888 o'jarell	San Francisco	CA	
1846939	20160901A0002			CTS	8/8/2016 7:31:00 AM		TRC72.40	Reg	MAZDA		TEAL	4DOOR	6VND4873	CA	8386	RELEASED		55 10th st	San Francisco	CA	
1846939	20160901A0003			NTS	8/8/2016 7:32:00 AM		TRC72.41	Reg	HONDA	PRELUDE	BLUE	2DOOR	300D369	CA	JHMBB74CF000388	RELEASED		1304 BUSH	San Francisco	CA	
1846939	20160901A0004			CTS	8/8/2016 7:33:00 AM		TRC72.41	Reg	JEEP	COMPASS	GRAY	STATION	7TQL189	CA	ICANLCBA4ED78985	RELEASED		820 OF APPELL	San Francisco	CA	
1846939	20160901A0005			ALN	8/8/2016 7:36:00 AM		TRC72.40	Reg-Dolly	MAZDA		GRAY	4DOOR	7LNV371	CA	4787	RELEASED		159 3RD ST	San Francisco	CA	
1846939	20160901A0006			NTS	8/8/2016 7:37:00 AM		TRC72.40	Reg-Dolly	HONDA	CRV	WHITE	STATION	7MNS882	CA	5ABPE4853K037020	RELEASED		376 BUSH	San Francisco	CA	
1846939	20160901A0007			BES	8/8/2016 7:38:00 AM		TRC72.40	Reg	TOYOTA	COROLLA	SILVER	4DOOR	7MLL157	CA	5YFBURF6F4F10652	RELEASED		930 BUSH	San Francisco	CA	
1846939	20160901A0008			BLU	8/8/2016 7:40:00 AM		TRC72.28	Reg	SATURN		SILVER	4DOOR	45D2486	CA	8465	RELEASED		1663 HOWARD	San Francisco	CA	
1846939	20160901A0009			NTS	8/8/2016 7:43:54 AM		UNIT-DPT	Reg	GO4		WHITE	2DOOR	158M887	CA		NOT STORED		959 Bryant St	San Francisco	CA	
1846939	20160901A0010			CTS	8/8/2016 7:49:00 AM		TRC72.41	Reg-Dolly	TOYOTA	PRUS	BLACK	4DOOR	BTPO027	AZ	JTDK0T6751G12185	RELEASED		580 OF APPELL	San Francisco	CA	
1846937	20160901A0010			GGT	8/8/2016 7:50:00 AM		TRC72.41	Reg	HONDA	FIT	BLACK	4DOOR	2FM4398	MA	3HGGCH46P7M702133	RELEASED		708 MASSONIC AVE	San Francisco	CA	
1846938	20160901A0011			LOM	8/8/2016 7:50:00 AM		TRC72.41	Reg-Dolly	FORD	MUSTANG	WHITE	CONVERTIBLE	7MAY962	CA	FATPRH8F4F542672	RELEASED		667 OF APPELL	San Francisco	CA	
1846939	20160901A0012			NTS	8/8/2016 7:52:00 AM		TRC72.40	Reg-Dolly	GMC	SERRA	WHITE	PICKUP	A8M4420	AZ	IGTNLEC3025468	RELEASED		636 BUSH	San Francisco	CA	
1846939	20160901A0013			BAT	8/8/2016 7:52:00 AM		TRC72.26	Reg	FORD		MULTI-COLOR	2DOOR	8LCC090	CA	9297	RELEASED		201 LEANWORTH ST	San Francisco	CA	
1846939	20160901A0014			CTS	8/8/2016 7:54:00 AM		TRC72.40	Reg-Dolly	DODGE	CHALLENGER	RED	2DOOR	7RE5174	CA	2C3CDZAG18HT2002	RELEASED		943 MISSION ST	San Francisco	CA	
1846935	20160901A0015			AST	8/8/2016 7:54:00 AM		TRC72.41	Reg	NISSAN	VERSA	WHITE	4DOOR	6YML464	CA	3MNCZAP10P475228	RELEASED		376 OAK ST	San Francisco	CA	
1846937	20160901A0016			BBT	8/8/2016 7:57:00 AM		TRC72.40	Reg	MAZDA	PROTEGE	WHITE	4DOOR	45VD879	CA	JMBJ222419427540	RELEASED		671 CLAY	San Francisco	CA	
1846939	20160901A0017			NTS	8/8/2016 7:50:00 AM		TRC72.40	Reg-Flashed	FORD	ESCAPE	SILVER	4DOOR	7TPV042	CA	5326	RELEASED		215 CALIFORNIA ST	San Francisco	CA	
1846952	20160901A0018			CTS	8/8/2016 8:25:00 AM		TRC72.20	Reg-Dolly	FORD	ECONOLINE	SILVER	VAN	6DTR8678	CA	FTSCALX1HB43914	RELEASED		598 MISSION	San Francisco	CA	
1846956	20160901A0019			AST	8/8/2016 8:28:00 AM		TRC72.41	Reg-Flashed	LEXUS		BLACK	2DOOR	YAJ	CA	2572	RELEASED		348 OAK ST	San Francisco	CA	
1846957	20160901A0020			NTS	8/8/2016 8:29:00 AM		TRC72.40	Reg-Dolly	NISSAN	TITAN	BLACK	PICKUP	7V09015	CA	M8AA0742N508780	RELEASED		580 BUSH	San Francisco	CA	
1846958	20160901A0021			AST	8/8/2016 8:30:00 AM		TRC72.41	Reg-Dolly	FORD	EXPLORER	BLACK	STATION	6TVY694	CA	FMKX302EGC10427	RELEASED		363 OAK ST	San Francisco	CA	
1846959	20160901A0022	1002986		BLU	8/8/2016 8:30:00 AM		SCOF/691.0	Reg-Dolly	CHEVROLET	SUBURBAN	GREEN	STATION	6TVY694	CA	FMKX302EGC10427	STORED		175 PENNSYLVANIA	San Francisco	CA	
1846964	20160901A0023			ALN	8/8/2016 8:34:28 AM		TRC72.46	Reg-Dolly	NISSAN	CUBE	WHITE	4DOOR	6HYV686	CA	JNB8Z28M9J02570	RELEASED		358 Haight St	San Francisco	CA	
1846965	20160901A0023			BAT	8/8/2016 8:35:00 AM		TRC72.26	Reg	NISSAN	JUKE	GRAY	4DOOR	7PVL659	CA	JNB4F3M9F5GT10003	RELEASED		319 TURK	San Francisco	CA	
1846969	20160901A0024			BLU	8/8/2016 8:40:00 AM		TRC72.28	Reg	CHEVROLET		GRAY	4DOOR	750U734	CA	8016	RELEASED		625 SUTTER	San Francisco	CA	
1846972	20160901A0025			CTS	8/8/2016 8:41:00 AM		TRC72.40	Reg-Dolly	PORSCHE		GRAY	4DOOR	06D314	NV	2580	RELEASED		554 MISSION	San Francisco	CA	
1846975	20160901A0026			CTS	8/8/2016 8:43:00 AM		TRC72.40	Reg	CHEVROLET	IMPALA	BLACK	4DOOR	7DUV472	CA	201V4H59J73371707	RELEASED		320 POST	San Francisco	CA	
1846979	20160901A0010			NTS	8/8/2016 8:46:40 AM		TRC72.46	Reg-Flashed	BMW		SILVER	SPORTS UTILITY	7TCT1493	CA	4099	RELEASED		99 3rd St	San Francisco	CA	
1846981	20160901A0011			BBT	8/8/2016 8:54:46 AM		TRC72.46	Reg-Dolly	TOYOTA		WHITE	PICKUP	0825771	CA	4628	RELEASED		2200 Powell St	San Francisco	CA	
1846981	20160901A0013			BLU	8/8/2016 9:10:08 AM		OR-TOV	Reg	SUBARU		GRAY	4DOOR	7BFM828	CA		NOT STORED		1377 Fell St	San Francisco	CA	
1847003	20160901A0027			BLU	8/8/2016 9:20:00 AM		SCOF/691.0	Reg-Dolly	FORD	MUSTANG	SILVER	2DOOR	3B5V466	CA	IFABP406WKF198347	RELEASED		87 MONETA	San Francisco	CA	
1847008	20160901A0032	1002772		USE	8/8/2016 9:25:13 AM		TRC72.29	Reg-Dolly	SATURN	S SERIES	GOLD	2DOOR	7MN5753	CA	IG5ZM576R2C238906	STORED		95 Vachman Way	San Francisco	CA	
1847014	20160901A0014			SFMTA	8/8/2016 9:29:42 AM		TRC72.46	Reg-Dolly	HONDA	CRV	BLACK	4DOOR	IL2892	IN	JHLFE4725C010821	RELEASED		700 Lake St	San Francisco	CA	
1847020	20160901A0015			SFMTA	8/8/2016 9:33:06 AM		SCOF/691.0	Reg-Dolly	AUDI	A8	WHITE	SEDAN	4GDB678	CA	VABU343D30N002600	SOLD		415 Randolph St	San Francisco	CA	
1847028	20160901A0028	1005744		777	8/8/2016 9:33:00 AM		SCOF/691.0	Reg	HONDA	CIVIC	BLACK	4DOOR	75A1913	CA	2HGE45522VH08049	STORED		438 NATOMA ST	San Francisco	CA	
1847023	20160901A0018			SFMTA	8/8/2016 9:38:34 AM		TRC72.29	Reg	OTHER-NOT IN LIST	OTHER	BLACK	MOTORCYCLE	2UL3881	CA	L5YTCFAP3AB163606	STORED		897 Ellis St	San Francisco	CA	

1.5.4 INVENTORY MANAGEMENT REPORTING

ARIES provides real-time inventory management through user-friendly reporting capabilities. The reports provide a snapshot of all vehicles held in storage for all the lot locations, for a single lot, or a subset of lots. The reporting provides summary information regarding the number of vehicles held in storage as well as a detailed listing of each vehicle. The following image is an example of the *Storage Summary Report* that provides summarized information about the number of vehicles stored within each physical lot location as well as the total number of vehicles stored across all lots. On the following page, an example of the Stored Vehicles Report shows the summary count by lot followed by a detailed listing of all vehicles that are currently stored in each lot.

ARIES Reporting: Stored Vehicles by Differing Classifications



ARIES Reporting: Stored Vehicles Report

IMS0028 - Stored Vehicle Report by Lot
Region: SF-CA
Lot:
Generated: 9/1/2016 12:00:13 AM

IMS#0028 - Stored Vehicle Report by Lot

Region: SF-CA

Lot:

AutoReturn

Generated: 9/1/2016 12:00:13 AM

Lot Name	450 7th Street	Bayshore	CSI
# Vehicles Stored	152	1656	14


450 7th Street

Vehicle ID	Account	TR #	Status	Lot	State	License	Make	Model	Year	Body	Color	VIN	Tag Date	Lien	Lien Req Date	Title Surrendered	Sale Auth Date
1376281	AR	2016074M0013	STORED	450 7th Street	CA	523P966	TOYOTA	HIGHLANDER	2007	STATION WAGON	BLUE	JTEEW21A170045770					
1376230	AR	2016074M0018	STORED	450 7th Street	CA	4UWXR85	TOYOTA	SEQUOIA	2002	STATION WAGON	OTHER	5TDB148A725073404					
1594193	SFDPX	20160511M0013	STORED	450 7th Street	CA	4YVDC657	TOYOTA	4 RUNNER	2002	4 DOOR	SILVER	JT3HN69A423073741	2016-09	L3	10/7/2015		
1627936	SFDPX	20161113A0083	STORED	450 7th Street	CA	18S3395	HARLEY-DAVIDSON		0	MOTORCYCLE	RED	6805					
1662438	SFDPX	20160104A0036	STORED	450 7th Street	--	NO PLATE	ACURA	TL	1997	4 DOOR	WHITE	JH4UA3640V0003480					
1714321	SFDPX	20160314A0082	STORED	450 7th Street	CA	7JZV315	GEO	PRISM	1997	4 DOOR	GOLD	8819	2016-05				
1736302	SFDPX	20160407M0005	STORED	450 7th Street	CA	6PTU327	HONDA	OTHER	0	4 DOOR	WHITE	2757					
1742016	SFDPX	20160414A0019	STORED	450 7th Street	CA	5ENE389	HONDA	ACCORD	2003	2 DOOR	SILVER	JHMCN56633C009674	2016-09				
1747732	SFDPX	20160420A0078	STORED	450 7th Street	CA	4UWXR84	VOLKSWAG EN		0	4 DOOR	BLUE						
1756018	SFDPX	20160423M0049	STORED	450 7th Street	CA	523K334	TOYOTA	PRIUS	2007	4 DOOR	RED	JTDKB20U477631529	2016-04	L3	5/3/2016		
1760126	SFDPX	20160504M0030	STORED	450 7th Street	CA	6V51524	TOYOTA	TUNDRA	0	PICK UP	GRAY	2423	2017-01				
1760456	SFDPX	20160504M0079	STORED	450 7th Street	--	NO PLATE	FORD	FUSION	2016	SEDAN	SILVER	3FAGP0G78GR199081					
1765810	SFDPX	20160510M0043	STORED	450 7th Street	CA	6PPJ078	HONDA	CIVIC	0	4 DOOR	GRAY	2473	2016-05				
1767045	SFDPX	20160511A0086	STORED	450 7th Street	CA	7FQJ232	NISSAN	ALTIMA	1991	4 DOOR	GOLD	1N4DL0DDYC154041	2016-02				
1768008	SFDPX	20160512M0092	STORED	450 7th Street	MA	97J2N1	TOYOTA	OTHER	0	PICK UP	GRAY	NOT VISIBLE					
1771339	SFDPX	20160518M0063	STORED	450 7th Street	CA	62DC260	VOLKSWAG EN	CC	2011	SEDAN	SILVER	VVWMP7AN5BE716110	2017-05				
1773523	SFDPX	20160518A0086	STORED	450 7th Street	CA	5YX442	HONDA	CIVIC	2007	4 DOOR	WHITE	1HGFA6587L062854	2016-04				
1773562	SFDPX	20160519A0001	STORED	450 7th Street	CA	7RPP266	SUBARU	FORESTER	2016	STATION WAGON	GRAY	JF25JAHCSGH522890	2017-03				
1787379	SFDPX	20160602A0062	STORED	450 7th Street	--	NO PLATE	SUZUKI		2007	MOTORCYCLE	BLUE	JSTGNTDA17Z05943					
1788476	SFDPX	20160603M0082	STORED	450 7th Street	CA	6GKD275	NISSAN	OTHER	0	4 DOOR	WHITE		2017-03				
1793142	SFDPX	20160608M0031	STORED	450 7th Street	CA	6MDF988	TOYOTA	HIGHLANDER	0	4 DOOR	RED	3554	2017-03				
1804486	SFDPX	20160619A0033	STORED	450 7th Street	CA	6H2Y711	LAND CRUISER	LR3	2006	4 DOOR	GRAY	SALAE25426A370309	2016-05				
1806252	SFDPX	20160621A0038	STORED	450 7th Street	CA	6ALZ756	TOYOTA	COROLLA	2007	SEDAN	BLACK	1NXBR32E77Z739316	2016-09				
1808704	SFDPX	20160623M0059	STORED	450 7th Street	CA	7PDQ238	FORD	FUSION	0	4 DOOR	GRAY	0236					
1809688	SFDPX	20160624M0049	STORED	450 7th Street	CA	3N2SA20	TOYOTA	COROLLA	0	4 DOOR	WHITE		2015-11				
1812644	SFDPX	20160627M0076	STORED	450 7th Street	CA	7BLJ428	HONDA	ACCORD	2007	4 DOOR	GRAY	1HGM66797A170723	2016-07				
1814839	SFDPX	20160629M0067	STORED	450 7th Street	CA	4BNP809	CHEVROLET	MONTE CARLO	1998	2 DOOR	GOLD	1531					
1814832	SFDPX	20160629M0086	STORED	450 7th Street	CA	6MCK446	GMC	YUKON	1999	SPORTS UTILITY	GRAY	1GKEK1361XJ734106	2017-02				
1817262	SFDPX	20160701M0083	STORED	450 7th Street	CA	5BVY706	MERCEDES	C-CLASS	0	4 DOOR	GOLD	NOT VISIBLE					
1817230	SFDPX	20160701M0084	STORED	450 7th Street	CA	7HVR657	HONDA	ACCORD	0	2 DOOR	GREEN	3570					
1820674	SFDPX	20160705M0096	STORED	450 7th Street	CA	6TX1006	HONDA	ODYSSEY	0	VAN	GRAY	7373					
1820687	SFDPX	20160705M0098	STORED	450 7th Street	CA	3MVF988	TOYOTA	OTHER	0	4 DOOR	GREEN						
1835530	SFDPX	20160720A0064	STORED	450 7th Street	CA	4NH0041	VOLKSWAG	JETTA	0	4 DOOR	SILVER	6459					
1843639	SFDPX	20160728M0096	STORED	450 7th Street	CA	7SNP052	KIA	OPTIMA	2016	SEDAN	SILVER	5XXGT4L3SGG062041	2017-04				
1848054	SFDPX	20160802M0019	STORED	450 7th Street	CA	3HMF282	JEEP	GRAND CHER	0	SPORTS UTILITY	BLACK	0947	2017-05				

1.5.5 POLICE HOLD REPORTING

ARIES provides a wide range of reporting for vehicles with police holds. The example provided below shows the count of hold vehicles by hold category and hold type. Other hold reports provide detailed listing of vehicles on hold by investigative unit, hold category, and hold type.

ARIES Reporting: Police Hold Vehicles Summary Report

IMSR0007 - Vehicle Hold Summary		
Region: SF-CA		
Generated: 9/15/2016 12:34:31 PM		
		
Count of Vehicles with One or More Investigative Holds		
		323
Hold Category	Hold Type	Hold Count
ADMINISTRATIVE	STOP	84
	TR ADMIN	128
		212
AUTORETURN	AMNESTY	4
	AR MGMT	24
	EXP REG	114
	LIEN EXCEP	2
	PD-RLSE-RQ	11
	TITLE VHCL	46
	UTID	3
	VIN-LIC MM	2
		206
DMV	DMV	8
	OPPOSITION	55
		63
INVESTIGATIVE	ARSON	7
	BAYVIEW	25
	CENTRAL	3
	DVRU	4
	GTF	17
	HOMICIDE	127
	IAD	1
	INGLESIDE	18
	MISSION	8
	NARC-VICE	1
	NIV	10
	NOID	2
	NORTHERN	5
	PARK	1
	PBTF	1
	RICHMOND	2
	SEX CRIMES	12
	SID	1
	SOUTHERN	11
	TARAVAL	6
	TCIU	55
	TENDERLOIN	7
		324
Total		805

1.5.6 VEHICLE RELEASE REPORTING

ARIES also provides detailed reporting for the vehicle release process. For each vehicle that is released, the details of the transaction are captured with ARIES/Impound. The system captures all relevant information about the date of the release, the release location, the release amount, and the release to contact. The following page shows an example of the *Monthly Vehicle Release Report*, which provides a detailed listing of all vehicles that have been released within the given month.

Proposal to the City of Round Rock

ARIES Reporting: Monthly Vehicle Release Report

ITSR0034 - Released Vehicle Report
Region: SF-CA
From: 08/01/16 To: 08/31/16 (Inclusive)
AutoReturn
Lot(s):
Generated: 9/5/2016 8:00:07 AM

Vehicle ID	Account	TR #	Reason Category	Status	Lot	Plate	State	Make	Model	Year	Body	Color	Tax YR Mth	Impound Date	Release Date	Days to Release	Amount
184665	SFDPX	20607310003	SPECIAL EVENT	RELEASED	450 7th Street		CA	VOLKSWAGEN	JETTA	2012	4DOOR	WHITE	2017-05	7/31/2016 5:48:00 AM	8/1/2016 12:07:00 AM	2	\$627.50
184671	SFDPX	20607310062	DRIVEAWAY	RELEASED	450 7th Street		CA	TOYOTA	PRUIS	2006	4DOOR	BLUE	2017-01	7/31/2016 10:31:20 PM	8/1/2016 12:10:00 AM	2	\$719.50
184623	SFDPX	20607310053	DRIVEAWAY	RELEASED	450 7th Street		CA	MERCEDES			4DOOR	GRAY	2016-10	7/31/2016 9:32:14 PM	8/1/2016 12:34:00 AM	2	\$719.50
184660	SFDPX	206072910049	ABANDONED	RELEASED	Bayshore		CA	FORD	ECONOLINE		VAN	7MAN		7/29/2016 4:23:09 PM	8/1/2016 4:08:00 AM	4	\$625.50
184633	SFDPX	20607310058	SPECIAL EVENT	RELEASED	450 7th Street		CA	TOYOTA	COROLLA	2011	SEDAN	GRAY	2017-07	7/31/2016 9:39:34 PM	8/1/2016 12:52:00 AM	2	\$627.50
184680	SFDPX	20608010006	DRIVEAWAY	RELEASED	450 7th Street		CA	NISSAN			4DOOR	SILVER	2017-06	8/1/2016 15:57:22 AM	8/1/2016 10:05:00 AM	1	\$469.00
184630	SFDPX	20608010006	TOXAVAY	RELEASED	450 7th Street		CA	HONDA	CRV	2008	STATION	WHITE	2017-03	8/1/2016 7:37:00 AM	8/1/2016 12:30:00 AM	1	\$430.50
184639	SFDPX	20608010003	TOXAVAY	RELEASED	450 7th Street		CA	HONDA	PRELUDE	1994	2DOOR	BLUE	2016-12	8/1/2016 7:32:00 AM	8/1/2016 12:33:00 AM	1	\$380.00
184639	SFDPX	20608010002	TOXAVAY	RELEASED	450 7th Street		AZ	BMW	SERFIA		PICK UP	WHITE		8/1/2016 7:52:00 AM	8/1/2016 12:35:00 AM	1	\$519.50
184624	SFDPX	20608010004	TOXAVAY	RELEASED	450 7th Street		CA	DODGE	CHALLENGER	2016	2DOOR	RED	2017-01	8/1/2016 7:54:00 AM	8/1/2016 12:40:00 AM	1	\$719.50
184622	SFDPX	20607310054	SPECIAL EVENT	RELEASED	450 7th Street		CA	HONDA	CIVIC	2001	SEDAN	PURPLE	2017-01	7/31/2016 5:20:54 PM	8/1/2016 12:01:00 AM	2	\$469.00
184673	SFDPX	206072910056	TOXAVAY	RELEASED	450 7th Street		OH	HONDA	ODYSSEY	2003	VAN	WHITE	2016-12	7/29/2016 4:35:00 PM	8/1/2016 12:18:00 AM	4	\$362.25
184633	SFDPX	20607310003	SPECIAL EVENT	RELEASED	450 7th Street		CA	TOYOTA	OTHER		4DOOR	RED	2017-05	7/31/2016 12:49:00 PM	8/1/2016 12:00:00 AM	2	\$506.75
184696	SFDPX	20608010004	TOXAVAY	RELEASED	450 7th Street		CA	JEEP	COMPASS	2014	STATION	GRAY	2017-06	8/1/2016 7:33:00 AM	8/1/2016 12:30:00 AM	1	\$380.00
184601	SFDPX	20608010007	TOXAVAY	RELEASED	450 7th Street		CA	TOYOTA	COROLLA	2016	4DOOR	SILVER	2016-11	8/1/2016 7:38:00 AM	8/1/2016 12:41:00 AM	1	\$469.00
184632	SFDPX	20607310028	DRIVEAWAY	RELEASED	450 7th Street		CA	HONDA	CRV	2009	4DOOR	BLUE	2016-11	8/1/2016 7:29:00 AM	8/1/2016 12:45:00 AM	1	\$380.00
184632	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		IN	HONDA	CRV	2013	4DOOR	BLACK	2017-02	8/1/2016 7:29:42 AM	8/1/2016 12:49:00 AM	1	\$519.50
184704	SFDPX	20608010004	CONSTRUCTION	RELEASED	450 7th Street		CA	NISSAN	VERSA	2013	4DOOR	WHITE	2017-02	8/1/2016 7:54:00 AM	8/1/2016 12:44:00 AM	2	\$469.00
184632	SFDPX	20607310028	DRIVEAWAY	RELEASED	450 7th Street		CA	BMW	740I	2001	4DOOR	BLUE	2017-05	7/31/2016 10:53:17 PM	8/1/2016 12:53:00 AM	1	\$719.50
184638	SFDPX	20608010001	TOXAVAY	RELEASED	450 7th Street		CA	FORD	EXPLODER	2014	STATION	BLACK	2017-05	8/1/2016 8:29:00 AM	8/1/2016 12:45:00 AM	1	\$430.50
184638	SFDPX	20608010001	TOXAVAY	RELEASED	450 7th Street		CA	FORD	MUSTANG	2016	SPORTS UTILITY	WHITE	2017-06	8/1/2016 7:50:00 AM	8/1/2016 12:10:00 AM	1	\$519.50
184639	SFDPX	20608010000	CONSTRUCTION	RELEASED	450 7th Street		CA	BMW		4099	SPORTS UTILITY	SILVER	2017-06	8/1/2016 8:48:40 AM	8/1/2016 12:12:00 AM	1	\$519.50
184634	SFDPX	20608010009	TOXAVAY	RELEASED	450 7th Street		AZ	TOYOTA	PRUIS	2016	4DOOR	BLACK	2017-05	8/1/2016 7:49:00 AM	8/1/2016 12:20:00 AM	1	\$519.50
184673	SFDPX	20607310060	DRIVEAWAY	RELEASED	450 7th Street		CA	HONDA		247	SPORTS UTILITY	WHITE	2016-10	7/31/2016 10:42:31 PM	8/1/2016 12:35:00 AM	2	\$438.50
184675	SFDPX	20608010006	DRIVEAWAY	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184693	SFDPX	20608010002	TOXAVAY	RELEASED	450 7th Street		CA	MAZDA		8396	4DOOR	TEAL	2017-04	8/1/2016 7:31:00 AM	8/1/2016 12:30:00 AM	1	\$380.00
184639	SFDPX	20608010005	TOXAVAY	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639	SFDPX	20608010001	CONSTRUCTION	RELEASED	450 7th Street		CA	CHEVROLET	IMPALA	2010	4DOOR	BLACK	2017-03	8/1/2016 8:43:00 AM	8/1/2016 12:35:00 AM	1	\$380.00
184639</																	

1.5.7 VEHICLE SALES REPORTING

ARIES also provides detailed reporting for the vehicle sales process. For each vehicle that is sold, the details of the transaction are captured with ARIES/Impound. The system captures all relevant information about the date of the sale, the sale location, the sale amount, and the buyer. The following page shows an example of the *Monthly Vehicle Sales Report*, which provides a detailed listing of all vehicles that have been sold within the given month.

The system also captures details regarding:

- Compliance with various state by state regulations regarding the sales of unclaimed vehicles
- Interested parties for vehicles such as the registered owner and the lien holder
- Required owner notifications are captured,

As vehicles make their way through the sales authorization process, the system also provides reporting capabilities for various types of inventory aging reports as well as exception reporting for vehicles that get hung up on the sales authorization process due to various issues related to vehicle identification and proper owner notification. An example of one of these exceptions reports is provided on the subsequent page that shows the *Vehicles Overdue for Sale Report* that is used by impound operators to track down vehicles that are overdue for sale.

Proposal to the City of Round Rock

ARIES Reporting: Monthly Vehicle Sales Report

<div><div><div><div><div><div></div><div>AR</div></div></div><div><div>IMSRR0011 - Sold Vehicle Details</div><div>Region: SF-CA</div><div>Date Range: 8/1/2016 to 8/31/2016 (Inclusive)</div><div>AutoReturn</div><div>Generated: 9/5/2016 8:00:30 AM</div></div></div></div></div>												
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Vehicle Id	TR #	Tow Date	Make	Model	Body	Year	Status	License	VIN	Reason	Reason Category	Len Type	Title Surrendered Date	Len Requested Date	Sale Auth Date	Sale Type	Sale Date	Sale Price	Receipt ID	Receipt Date
1116664	20120918M0045	9/18/12	GMC	VYCON	STV	1996	CA	8G69998	3G6E18R4T6510011	Scofflaw-Citations	SCOFFLAW	L2		9/24/12	10/31/12	AUCTION	08/03/2016	\$1,500.00	1609520	8/3/16
1223540	20130830A0001	8/30/13	FORD	FOCUS	HB	2005	CA	5LPD425	3F4PFP3JH45R120348	Arrest	ARREST/INVESTIGATION/MOVI G VIOLATION	L3		9/6/13	8/3/16	AUCTION	08/03/2016	\$900.00	1609485	8/3/16
1666713	20151014A0016	10/14/15	MAZD	B-SERIES	PU	1992	--	NO PLATE	3M2JF123JN0256325	CONSTRUCTION ZONE	CONSTRUCTION	L2		6/13/16	8/3/16	AUCTION	08/03/2016	\$450.00	1609322	8/3/16
1731593	20160402A0020	4/2/16	YAMA	OTHER	MC	1999	CA	15G1223	JY4R80276XA000483	Recovery	STOLEN RECOVERY	L2		6/22/16	8/3/16	AUCTION	08/03/2016	\$950.00	1609296	8/3/16
1733733	20160404A0100	4/4/16	FORD	MUSTANG	CONV	2007	CA	6ED861	1ZVFT84N175265672	Arrest	ARREST/INVESTIGATION/MOVI G VIOLATION	L2		6/29/16	8/3/16	AUCTION	08/03/2016	\$425.00	1609607	8/3/16
1745443	20160418M0028	4/18/16	DOCG	RAM 1500	PU	2006	CA	4322JN1	1D7HA18K46J118430	Scofflaw-Citations	SCOFFLAW	L3		5/9/16	8/3/16	AUCTION	08/03/2016	\$2,300.00	1609567	8/3/16
1746132	20160419A0003	4/19/16	CHEV	SPARK	4D	2015	CA	7RM4J344	KLBCT6539FC756403	Heard / Obstructing Traffic	HAZARD	L3		4/25/16	8/3/16	AUCTION	08/03/2016	\$700.00	1609614	8/3/16
1746317	20160419A0017	4/19/16	DOCG	AVENGER	SED	2009	CA	66GE204	1B3C46809N566102	PARKING OVER 72HR	ABANDONED	L3		4/25/16	8/3/16	AUCTION	08/03/2016	\$1,800.00	1609488	8/3/16
1754835	20160428A0032	4/28/16	HYUN	ELANTRA	SED	2007	CA	64VF492	KH4HJ46067U08960	CONSTRUCTION ZONE	CONSTRUCTION	L3		5/9/16	8/3/16	AUCTION	08/03/2016	\$2,500.00	1609313	8/3/16
1759246	20160503M0030	5/3/16	NISS	PATFINDER R	SU	2003	CA	SDQW774	JM8RD0903W1713879	Scofflaw-Citations	SCOFFLAW	L2		6/22/16	8/3/16	AUCTION	08/03/2016	\$1,200.00	1609304	8/3/16
1759531	20160503A0053	5/3/16	NISS	VERSA	4D	2011	CA	7HFL466	3N1BC1C71B1440851	Unlicensed Driver	UNLICENSED/SUSPENDED LICENSE	L3		5/9/16	8/3/16	AUCTION	08/03/2016	\$1,600.00	1609396	8/3/16
1767600	20160512M0032	5/12/16	OTHR	OTHER	MC	2006	CA	18J9401	VBK5440M6V920977	Scofflaw-Citations/Reg	SCOFFLAW	L2		6/24/16	8/3/16	AUCTION	08/03/2016	\$2,900.00	1609349	8/3/16
1771010	20160518M0024	5/16/16	BUIC	SKYLARK	2D	1969	CA	ZOV151	435379Z126419	Scofflaw-Registration	SCOFFLAW	L2		6/21/16	8/3/16	AUCTION	08/03/2016	\$1,550.00	1609335	8/3/16
1771420	20160516A0073	5/16/16	HOND	ACCORD	4D	1996	CA	51JE395	JHGED5569T4242166	Bidding Driveway	DRIVEWAY	L2		6/9/16	7/20/16	AUCTION	08/03/2016	\$600.00	1609270	8/3/16
1771488	20160516A0081	5/16/16	MBZ	C-CLASS	SED	1996	CA	3RTX458	WDBHA285TF382912	Arrest	ARREST/INVESTIGATION/MOVI G VIOLATION	L2		6/29/16	8/3/16	AUCTION	08/03/2016	\$600.00	1609361	8/3/16
178248	20160521A0047	5/21/16	AUDI	S4	SED	2001	CA	SEY7993	WUARD68021A119795	Arrest	ARREST/INVESTIGATION/MOVI G VIOLATION	L2		5/26/16	7/6/16	AUCTION	08/03/2016	\$800.00	1609530	8/3/16
1777538	20160523A0040	5/23/16	HOND	CRV	STV	1999	CA	4KCN382	JHLD1841XC083099	Used in Commission of Crime	ARREST/INVESTIGATION/MOVI G VIOLATION	L2		6/28/16	8/3/16	AUCTION	08/03/2016	\$450.00	1609604	8/3/16
1779664	20160525A0081	5/25/16	HOND	CIVIC	2D	2001	CA	6HKN032	JHGED225X1L12305	Scofflaw-Citations	SCOFFLAW	L2		6/30/16	8/3/16	AUCTION	08/03/2016	\$900.00	1609300	8/3/16
1780415	20160526A0028	5/26/16	HOND	ACCORD	4D	1996	CA	3UKC691	JHGED5653T4176588	Bidding Driveway	DRIVEWAY	L2		6/29/16	8/3/16	AUCTION	08/03/2016	\$1,600.00	1609264	8/3/16
1784942	20160531M0038	5/31/16	FORD	FOCUS	4D	2004	CA	6MWM584	JFAPF3394W107145	Scofflaw-Citations/Reg	SCOFFLAW	L2		6/8/16	7/20/16	AUCTION	08/03/2016	\$375.00	1609466	8/3/16
1786126	20160601M0038	6/1/16	HARL	MC	1986	CA	16J2904	JHDCJAN156V119241	Scofflaw-Citations/Reg	SCOFFLAW	L2		6/22/16	8/3/16	AUCTION	08/03/2016	\$575.00	1609352	8/3/16	
1788230	20160603M0037	6/3/16	MERC	COUGAR	HB	2002	CA	71JC265	1ZMFT61X25603551	Scofflaw-Registration	SCOFFLAW	L2		6/27/16	8/3/16	AUCTION	08/03/2016	\$225.00	1609416	8/3/16
1790707	20160608M0010	6/6/16	VOLV	850	4D	1996	CA	3P4Z654	VY1LS549T1280705	PARK PROHIB DOWNTOWN	TOWAWAY	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$750.00	1609287	8/3/16
1790713	20160608M0015	6/6/16	FORD	TAUROS	SED	2003	CA	96RF014	JFAPF53J2G369441	TOWAWAY	SCOFFLAW	L2		6/21/16	8/3/16	AUCTION	08/03/2016	\$275.00	1609398	8/3/16
1790997	20160608M0036	6/6/16	NISS	MAXIMA	SED	1997	CA	3UKN611	JN1CA21D3VM509641	Scofflaw-Citations	SCOFFLAW	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$300.00	1609388	8/3/16
1791231	20160608M0088	6/6/16	VOLK	JETTA	SED	1999	CA	4H72562	3VMGC29M6M070364	Scofflaw-Registration	SCOFFLAW	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$250.00	1609456	8/3/16
1791499	20160606A0088	6/7/16	TOYO	CAMRY	SED	2002	CA	8JN1V50	JTDBE32K42002481	Scofflaw-Registration	SCOFFLAW	L2		6/10/16	7/20/16	AUCTION	08/03/2016	\$1,600.00	1609272	8/3/16
1791528	20160607A0001	6/7/16	AUDI	A6	SED	2001	CA	6KX2377	WUAE06499JN162543	Used in Commission of Crime	ARREST/INVESTIGATION/MOVI G VIOLATION	L2		6/15/16	7/20/16	AUCTION	08/03/2016	\$700.00	1609546	8/3/16
1791689	20160607M0008	6/7/16	CHEV	S-10 PICK-UP	PU	1995	CA	5445979	1GCSJ4H6S8J051112	Arrest	ARREST/INVESTIGATION/MOVI G VIOLATION	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$950.00	1609298	8/3/16
1794243	20160607A0064	6/7/16	NISS	SENTRA	SED	2005	CA	6XW1865	3N1CB51D85L462180	TOWAWAY	ARREST/INVESTIGATION/MOVI G VIOLATION	L2		6/15/16	7/20/16	AUCTION	08/03/2016	\$425.00	1609291	8/3/16
1793095	20160608M0026	6/8/16	TOYO	CAMRY	4D	1998	CA	4XW1822	JT2BF22K1W0096823	Scofflaw-Registration	SCOFFLAW	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$275.00	1609379	8/3/16
1793972	20160609M0015	6/9/16	TOYO	CAMRY	2D	2004	CA	7JH240	JF1CA38P04U07568	Scofflaw-Citations	SCOFFLAW	L2		6/15/16	7/20/16	AUCTION	08/03/2016	\$2,500.00	1609598	8/3/16
1794202	20160609M0034	6/9/16	FORD	F150	PU	2000	CA	4346GN1	2FTRT18V0YCA18567	Scofflaw-Citations	SCOFFLAW	L2		6/22/16	8/3/16	AUCTION	08/03/2016	\$1,400.00	1609292	8/3/16
1794268	20160609M0039	6/9/16	MBZ	C-CLASS	4D	1997	CA	3TMN003	WDBHA23ENV511219	Scofflaw-Citations/Reg	SCOFFLAW	L2		6/29/16	8/3/16	AUCTION	08/03/2016	\$1,000.00	1609556	8/3/16
1795043	20160610M0009	6/10/16	GMC	YUKON	4D	2000	CA	4LXK953	1GDKJ13T501119605	Scofflaw-Citations/Reg	SCOFFLAW	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$950.00	1609336	8/3/16
1795424	20160610M0047	6/10/16	APRI	OTHER	MC	2001	--	NO PLATE	2D4RLC10915000751	PARKING OVER 72HR	ABANDONED	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$900.00	1609336	8/3/16
1796792	20160611M0076	6/12/16	HOND	CIVIC	2D	1997	CA	9ETT064	JHCEJ122U055343	Unlicensed Driver	UNLICENSED/SUSPENDED LICENSE	L2		6/30/16	8/3/16	AUCTION	08/03/2016	\$225.00	1609474	8/3/16
1796863	20160612M0012	6/12/16	TOYO	CONQUILA	4D	2006	CA	6L0L104	JN08R32E56Z653879	TIRE PARK RESTRICTION	SPECIAL EVENT	L2		6/20/16	8/3/16	AUCTION	08/03/2016	\$2,400.00	1609571	8/3/16

ARIES Reporting: Vehicles Overdue for Sale Report

Vehicles Overdue for Sale															AutoReturn	
Report #	Hold Start Date	Hold Type	Hold Remark	Make	Model	Color	Year	License	Vin	Status	Lot	Section	Tag	Loan Type	Loan Close Date	
1100010027	9/12/2010	EXP RES	EXP TAG	BMW		GRAY	1988	505E48-40	WBAAE50538865102	LEIN PAPERS	UT	SALE	VEL102	L1	09/23/10	
110129014	12/29/2010	TR ADMIN	TRAFFIC	DOOG	DYNASTY	WHIT	1988	521A03	1878B1953100137378	LEIN PAPERS	UT	SFFO	VEL539	L1	01/20/11	
1100110076	12/10/2010	ADJ VIN	ADJ VIN	FORD		BLUE	1988	60V087	3FAHP1310W2319140	LEIN PAPERS	UT	SFFO	BLU78	L1	03/10/11	
1100110033	2/13/2011	STOP	HOLD	OTHR		BLACK	1988	8048174	30A5663	LEIN PAPERS	UT	MCY	MCQ70	L1	03/10/11	
1101110036	11/12/2010	HIT-RUN	HIT-RUN	VOLV	240	RED	1987	NO PLATE	YV2AB08041257214	LEIN PAPERS	UT	SFFO	BLK732	L1	03/17/11	
1101150025	2/15/2011	NO ID	VAN BY PARADIC	OTHR		BLUE	1987	846004	3640064	LEIN PAPERS	UT	SALE	GRN854	L1	03/17/11	
1102110034	11/02/2010	EXP RES	EXP TAG	MERC	VILLAGER	GREEN	1983	30G4761	4W02V11W0P0J41885	LEIN PAPERS	UT	F60	BLU 190	L1	03/17/11	
1102120010	2/23/2011	EXP RES	EXP TAG	HONID	ELITE	RED	1987	17W5947	3H0F0R11BH1Q03157	LEIN PAPERS	UT	SALE	MCQ70	L1	03/24/11	
1102120070	2/23/2011	EXP RES	EXP RES	HONID		RED	1985	1167347	3H0C63194FH01701	LEIN PAPERS	UT	SALE	MCQ70	L1	03/24/11	
1102180104	2/28/2011	STOP	HOLD FOR STOP	HONID	ACCORD	BLUE	1988	3102765	3H0C63100306601	LEIN PAPERS	UT	F60	BLU635	L1	03/24/11	
1103010029	11/17/2010	CVU	common veh TRAFFIC	TOVO	CARRY	WHIT	1988	NO PLATE	JT25742832385433	LEIN PAPERS	UT	SALE	860142	L1	03/31/11	
11041170063	11/01/2010	CVU	COMMERCIAL VEHICLE UNIT	FORD	E-350 VAN	WHIT	1990	4002405	2FDFA742031283071	LEIN PAPERS	UT	N50	BLK83	L1	03/31/11	
1102020137	2/4/2011	CVU	HIT AND RUN	FORD	RANGER	GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD		GREEN	1985	5F11692	1FTCR14W85P809252	LEIN PAPERS	UT	P30	BLK108	L1	03/31/11	
1103050150	2/4/2011	HIT-RUN	HIT AND RUN	FORD												

1.5.8 REAL-TIME MONITORING AND NOTIFICATION

Proactive Monitoring Tools: Ensuring Required Service Levels

AutoReturn seeks to arm its employees with the tools that allow them to be successful in meeting required service levels and performance targets, proactively, before service levels are compromised. AutoReturn has developed a variety of tools that collectively enable the Company to meet its performance goals and the expectations of its municipal customers. These tools include:

- Integrated Dashboard for monitoring (*see screen image below*):
 - Walk-in service times
 - Call Center response times
 - Tow response times
- Real-time statistics on service metrics
- Automated alerts when service levels approach critical thresholds
- Detailed reporting of historical service metrics
 - Used to optimize head count
 - Utilized to schedule resources based on real business needs

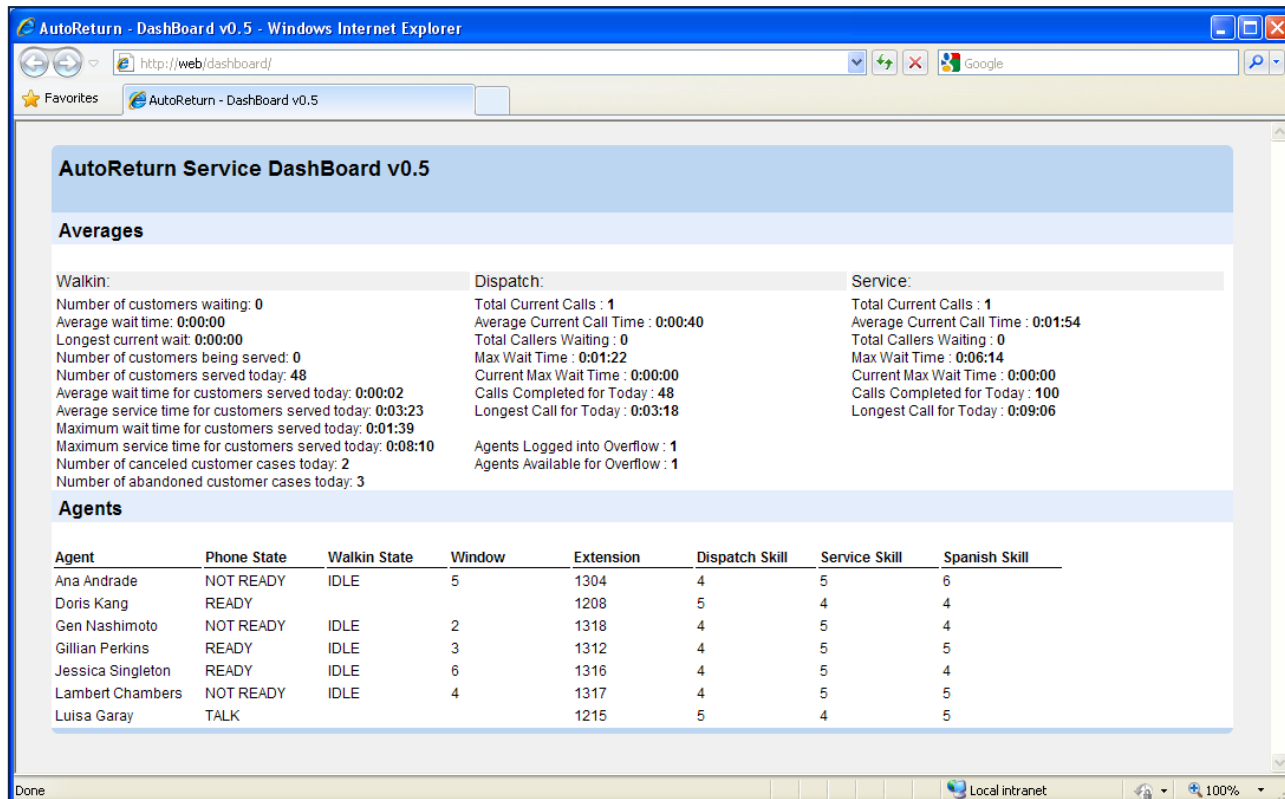
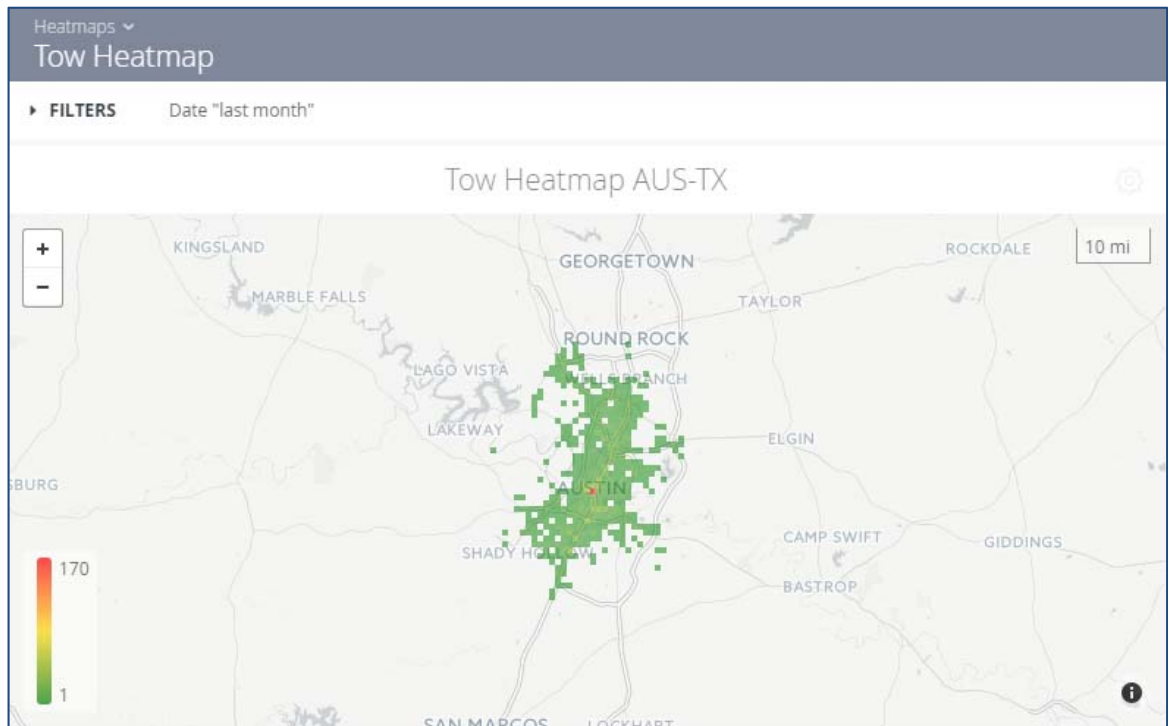
AutoReturn Service Dashboard

Exhibit "B"

Proposal to the City of Round Rock

AutoReturn maintains multiple “dashboards” to monitor critical data so that managers can monitor activity levels, resources, and make real-time decisions that ensure that required service levels are met. The following are two examples of the types of “dashboards” used by AutoReturn managers to monitor performance.

AutoReturn Dashboard: Geographic Distribution of Tows



AutoReturn Dashboard: Geographic Distribution of Active Drivers

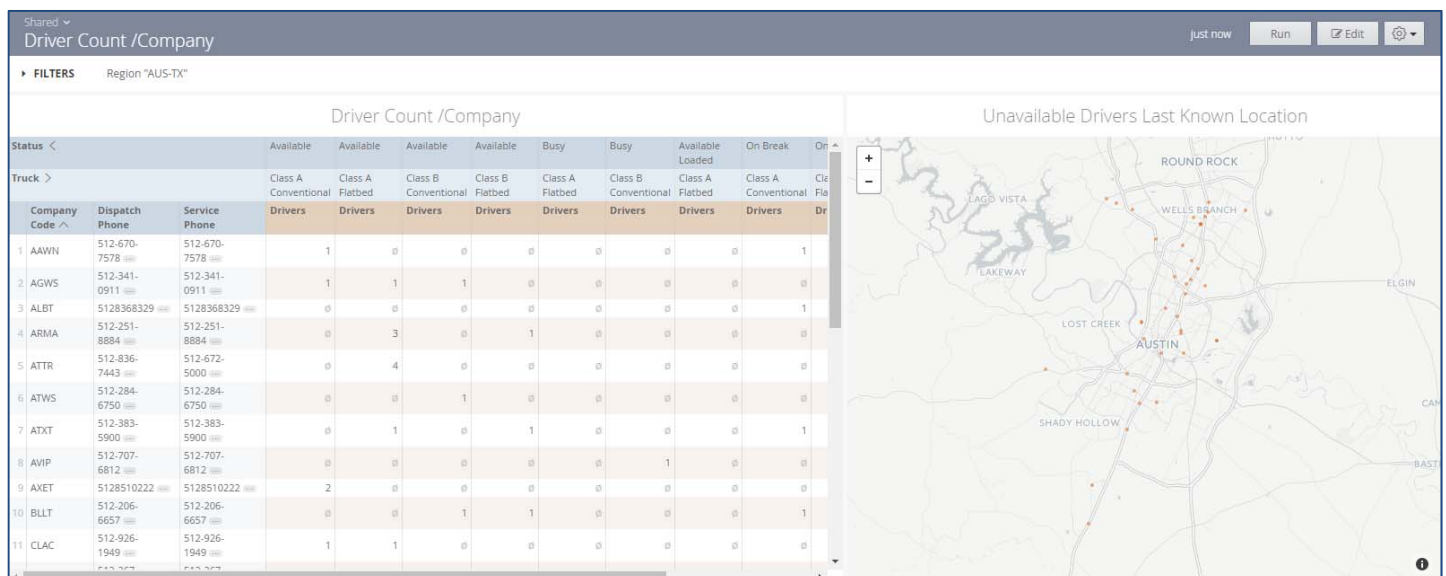


Exhibit "B"

Proposal to the City of Round Rock

Automated Alerts and Notifications: Resolving Problems in Real-Time

All of the crucial reporting information across the ARIES applications components is maintained in a centralized Data Warehouse that is refreshed twice daily to keep the information up-to-date at all times. Automated processes are configured to search AutoReturn's Data Warehouse for specific data scenarios that trigger notifications in the form of electronic reports or email notifications as desired by the City. As an example taken from other municipalities, this capability can completely automate notification to the Chief of Police (or designee) providing information about vehicles that have been in storage in excess of 30 days. AutoReturn can work with City officials to identify various types of useful notifications of interest to the City and then configure the necessary business rules and notification methods.

ARIES/Impound – Notification and Alerts Screen

ARIES / Impound

mmurphy

Menu

Impound

Notifications: 39

Auction

eTMS

Approve PPI Report

View Cashier Shifts

Search

Notifications

Date: 2014-08-22

Show Attended

Refresh

Vehicle ID	TR #	State / License	VIN	Reason Code	Year Make & Model	Notification Type	Region...	Notification Date	Attended Date	Attended By
1396289	20140822A0053	IN 537FCF	1G1ND52JX3M595815	ARREST	2003 CHEVROLET MALIBU	CHECK IN	IN-IN	08/22/2014 17:19		
1396272	20140822A0052	IN UW2201	1C3EL55R36N257784	PRIVATE - IMPO...	2006 CHRYSLER SEBRING	CHECK IN	IN-IN	08/22/2014 17:16		
1396276	20140822A0051	IN D946KM	1FTYR14V31TA90104	OTHER	2001 FORD RANGER	CHECK IN	IN-IN	08/22/2014 17:04		
1396283	20140822M0071	IN 122MDY	2G2W5522951194219	PRIVATE - NON ...	2005 PONTIAC GRAND PRIX	NON IMPOUND	IN-IN	08/22/2014 16:58		
1396251	20140822M0057	IN SYV313	2A4GM68406R814316	PRIVATE - NON ...	2006 CHRYSLER OTHER	NON IMPOUND	IN-IN	08/22/2014 16:17		
1393887	832773	MO DJ3H4H	1B3EL46X95N547191	ABANDONED	2005 DODGE STRATUS	RELEASED	KC-MO	08/22/2014 16:28		
1395972	832983	MO DK2SN7	1GNDV03L25D199360	STOLEN	2005 CHEVROLET UPLANDER	RELEASED	KC-MO	08/22/2014 16:28		
1396143	833004	MO AF9N35	1HGGC225X2A0148...	ILLEGALLY PAR...	2002 HONDA ACCORD	RELEASED	KC-MO	08/22/2014 16:23		
1396273	833018	-- NO PLATE	1FAHP2EW0CG118268	ARREST	2012 FORD TAURUS	CHECK IN	KC-MO	08/22/2014 15:51		
1396270	833019	MO TEMPTAG	1YVGF220915214749	ARREST	2001 MAZDA 626	CHECK IN	KC-MO	08/22/2014 15:47		
1396130	833003	-- NO PLATE	1FAFP34P81W193355	ILLEGALLY PAR...	2001 FORD FOCUS	RELEASED	KC-MO	08/22/2014 15:44		
1395627	832952	MO DG9N8L	1FMEU73E96UA48314	ILLEGALLY PAR...	2006 FORD EXPLORER	RELEASED	KC-MO	08/22/2014 15:22		
1395440	832933	MO PJ4J4T	1G3NKS2FX3C313574	ARREST	2003 OLDSMOBILE ALERO	RELEASED	KC-MO	08/22/2014 15:16		
1396220	833013	MO FEBATH	12VFT82H965228266	ILLEGALLY PAR...	2006 FORD MUSTANG	RELEASED	KC-MO	08/22/2014 15:08		
1395571	832944	KS CHURIN	2G1WFF5SXY91854...	ILLEGALLY PAR...	2000 CHEVROLET IMPALA	RELEASED	KC-MO	08/22/2014 15:06		
1396235	833017	KS 890FFF	5N1ED28V71C532681	STOLEN	2001 NISSAN XTERRA	CHECK IN	KC-MO	08/22/2014 14:41		
1304322	832816	TX BD4H038	JTHBN30FX30102294	STOLEN	2003 LEXUS LS 430	VEHICLE VIN UPDATED	KC-MO	08/22/2014 13:58		
1394322	832816	TX BD4H038	JTHBN30FX30102294	STOLEN	2003 LEXUS LS 430	HOLD RELEASED	KC-MO	08/22/2014 13:57		
1393989	832786	MO PM7D2G	2C3LA73W66H219458	ARREST	2006 CHRYSLER 300	HOLD RELEASED	KC-MO	08/22/2014 12:43		
1396166	833006	MO FK85SX	2G1WX15K019202746	ARREST	2001 CHEVROLET MONTE C...	CHECK IN	KC-MO	08/22/2014 12:42		
1394627	900096	-- NO PLATE	JYA23H066DA006167	ILLEGALLY PAR...	1982 YAMAHA OTHER	HOLD RELEASED	KC-MO	08/22/2014 12:29		
1394637	900098	KS 46AATR	JH2RC1308DM002320	ILLEGALLY PAR...	1984 HONDA OTHER	HOLD RELEASED	KC-MO	08/22/2014 12:28		
1395754	832965	KS 277FHX	1J4FA69S16P758874	STOLEN	2006 JEEP WRANGLER	HOLD RELEASED	KC-MO	08/22/2014 11:48		
1336576	826687	MO 7BD04	1FTDX1765VK897756	STOLEN	1997 FORD F150	HOLD ADDED	KC-MO	08/22/2014 08:53		
1336576	826687	MO 7BD04	1FTDX1765VK897756	STOLEN	1997 FORD F150	HOLD RELEASED	KC-MO	08/22/2014 08:52		
1396177	SD02014234018	CA 5VPA796	JM1NB353510215881	22651D	2001 MAZDA MIATA	VEHICLE LICENSE UPD...	SD-CA	08/22/2014 11:38		
1390620	SD02014223049	-- NO PLATE	156670	22651J	2000 OTHER-NOT IN LIST O...	VEHICLE VIN UPDATED	SD-CA	08/22/2014 07:32		
1391119	SD02014224041	CA 6W43870	1GDHC34M1BZ5074...	22651K	1981 GMC SIERRA	VEHICLE VIN UPDATED	SD-CA	08/22/2014 07:09		
1391531	SD02014225009	CA 1BF4683	1T9Y51514J1103054	22651O1A	1988 OTHER-NOT IN LIST O...	VEHICLE VIN UPDATED	SD-CA	08/22/2014 07:08		
1395745	SD02014233049	CA 6MPD737	3VWRA69M54M041...	22651O1A	2004 VOLKSWAGEN JETTA	VEHICLE VIN UPDATED	SD-CA	08/21/2014 14:45		
1395662	SD02014233026	-- NO PLATE	WAUDD68DXA023...	22651O1B	2000 AUDI S4	VEHICLE STATE UPDAT...	SD-CA	08/21/2014 12:22		
1395662	SD02014233026	-- NO PLATE	WAUDD68DXA023...	22651O1B	2000 AUDI S4	VEHICLE LICENSE UPD...	SD-CA	08/21/2014 12:22		
1395505	SD02014233002	-- NO PLATE	3VWSB81H1VM132...	22651O1B	1997 VOLKSWAGEN JETTA	VEHICLE LICENSE UPD...	SD-CA	08/21/2014 01:50		
1395107	SD02014232014	-- NO PLATE	JH4CL95834C044102	22651C	2004 ACURA TSX	VEHICLE LICENSE UPD...	SD-CA	08/20/2014 22:03		
1395150	SD02014232032	CA 6VIG622	JM1NA353XS0600177	22651O1A	1995 MAZDA MIATA	VEHICLE VIN UPDATED	SD-CA	08/20/2014 11:39		
1327515	SD02014096045	CA 6LHN072	KMHFC48F56A037418	22655-SA	2006 HYUNDAI AZERA	VEHICLE VIN UPDATED	SD-CA	08/20/2014 10:51		
1393355	SD02014228044	NM KBK559	1J4FJ78S9PL536440	22651B	1993 JEEP CHEROKEE	VEHICLE VIN UPDATED	SD-CA	08/20/2014 09:24		
1393599	20140817M0037	CA 8Y38788	3TMJU4GN4AM0968...	22651M	2010 TOYOTA TACOMA	VEHICLE LICENSE UPD...	SD-CA	08/20/2014 09:21		
1390131	SD02014222036	-- NO PLATE	Z243114	22669D	ZIEMAN TRAILER	VEHICLE VIN UPDATED	SD-CA	08/11/2014 10:08		

1.6 ARIES SYSTEMS INTEGRATION CAPABILITIES

AutoReturn Integration Approach

The ARIES architecture was designed with the ease of integration with other systems in mind and these types of integrations can be a vital part of the solution for municipal customers. AutoReturn recognizes that security issues dictate the overall technical approach and design of integrations with law enforcement agency systems. Our standard approach is to remain flexible so that an integration scheme can be designed that satisfies all security concerns and has a limited impact on security policies and agency resources.

Municipal Systems Integration – Project Management Approach

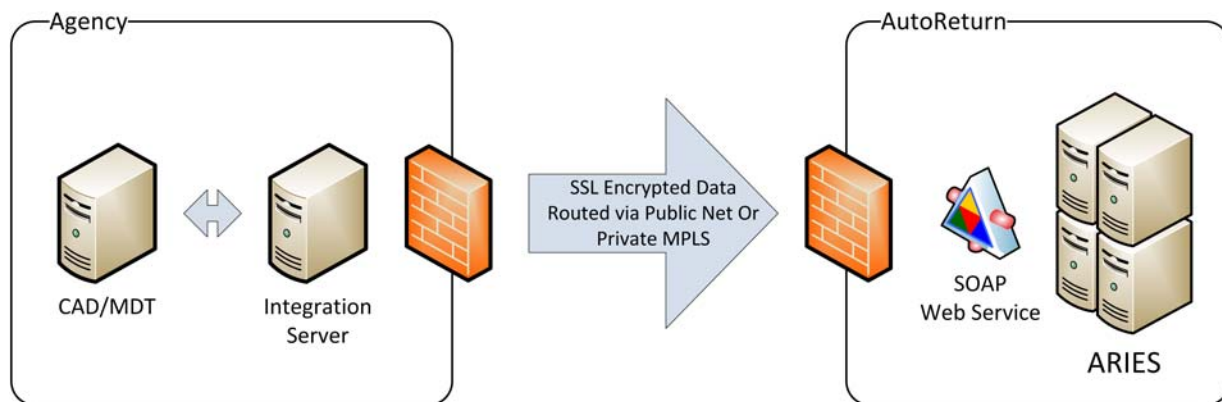
AutoReturn approaches integration projects using a methodical project plan designed to eliminate risk and tread lightly on agency resources. Our typical project plan has the following steps:

- Planning
- Detail design
- Coding and complete testing (includes unit, integration, and acceptance testing)
- Installation and configuration
- System testing
- “Go live” sign off and post “go live” follow-up meetings
- Support and monitoring

Municipal Systems Integration – Technical Approach

The approach utilized for our earliest integration project was to place an integration server on site at the agency. This stand-alone device serves as a proxy transmitting data between the on-site law enforcement systems and the ARIES application servers. The integration server is loaded with two programs and nothing else that could compromise the security of the integration solution. One program interacts with the ARIES data center via SOAP (or other preferred file format and protocol). The other program is developed specially for the agency in accordance with the agency guidelines and methodologies and interacts with the targeted agency system. The agency’s IT resources maintain complete control over the integration server and the custom program at all times. After the integration effort is completed, AutoReturn systems administrators have no access to the integration server. As an alternative more streamlined approach, AutoReturn can support the direct integration via web services (XML over HTTPS) between ARIES and the agency system.

Integration Project – High-Level Technical Approach



ARIES will inter-operate with virtually any protocol or methodology. AutoReturn's goal is to work out a technical approach and select a transmission methodology that will best suit the situation based on security and operational requirements. Below is a partial list of some of the file formats that can be accommodated:

- XML (web services)
- Flat ASCII files

These file formats can be supported over the following transmission protocols:

- HTTP / HTTPS
- FTP / SFTP
- SMTP
- SOAP / REST
- TCP / IP
- SSH

AutoReturn Municipal System Integration Case Studies

In both San Francisco and San Diego, municipal staff members were burdened by laborious work that distracted them from their core responsibilities. These tasks involved entering the same data in multiple systems and thus were obvious targets for automation. The integration capabilities of ARIES made it possible to finally remove these needless, time-wasting tasks and reallocate the staff members' time to more value-added activities.

Case Study 1: CAD/MDT Integration – San Diego

Prior to AutoReturn being awarded the San Diego towing contract, the SDPD had deployed MDTs (laptop computers) in the field officer patrol vehicles that were fully integrated with the CAD system used by Police Communications. As part of rolling out the AutoReturn tow management program, the SDPD wanted to leverage the department's investment in the MDT infrastructure to provide field officers with the capability of initiating tow requests using the MDTs, without the assistance of Police Communications. The officers still have the option when necessary of making tow requests via radio, but the vast majority of tow requests are initiated by the field officers using the MDTs. Even in cases when the tow request is initiated in the CAD by Police Communications, the request details are synchronized with the MDT by being appended to the police incident history in both the CAD and the MDT.

For tow requests generated using either the MDTs or the CAD, the tow request is routed through the SDPD tow server via a web service to AutoReturn's ARIES/Dispatch. Once the tow request is received by ARIES/Dispatch, it is automatically dispatched to the closest available tow truck operator (TTO) for the set of companies licensed to tow in the given tow zone. The request is automatically pushed to the free app that is running on the TTO's Android or iPhone smartphone. The app alerts the driver that they have received a new tow request and the driver is able to quickly respond to accept the tow request. As the TTO proceeds to the tow location, the TTO's location is made available to the requesting CAD/MDT system so that both the field officer and Police Communications can track the progress as the TTO responds to the scene.

The power of the automation solution is that it enables the individual requesting the tow (field officer) to be in direct communications with the individual providing the tow service (TTO). This eliminates the unnecessary communication layers of Police Communications and tow company dispatchers. The results have been dramatic in reducing tow response times and improving the quality of the communications.

Case Study 2: Automation of Vehicle Legal History Research – San Diego

Prior to AutoReturn being awarded the San Diego towing contract, the SDPD Records group had been spending an inordinate amount of time entering data into CLETS. The team would receive a faxed report from the tow company and enter the vehicle information into CLETS. This process had to happen for every vehicle and was prone to data entry mistakes.

AutoReturn collaborated with the SDPD IT team to develop a web service integration to automatically send the stored vehicle information directly to CLETS. With the approach taken, a system deployed behind the firewall on the SDPD's secure network continuously requests information about newly impounded vehicles via a web service that retrieves information from ARIES/Impound. The information for each newly impounded vehicle is then automatically forwarded to CLETS from the SDPD system. Any exceptions are routed to the SDPD Records team for review and corrective action.

This automation effort has dramatically reduced the time spent manually entering data into CLETS and looking up vehicles to see if they have been reported as having been involved in a crime. This has increased the productivity of the SDPD Records team, allowing them to focus more of their time on other critical tasks.

Case Study 3: Elimination of Redundant Inventory Systems – San Francisco

The SFMTA uses eTIMS both as a citations management system as well as an independent towed-vehicle inventory management system. Prior to the integration discussed below, when the Tow Desk needed to complete a tow request, all of the following had to happen:

- Tow Desk:
 - Call the AutoReturn dispatch team to communicate the tow details
 - Enter the tow into the Boot/Tow module of eTIMS to keep an independent inventory record of all tows performed for the City
 - Enter the tow into the California Law Enforcement Tow System (CLETS) to check the vehicle's legal history
- AutoReturn Dispatch Team:
 - Receive the phone call from the Tow Desk
 - Enter the tow into ARIES/Dispatch

AutoReturn undertook two projects to fix this obviously inefficient process. First, we worked with the City to grant Tow Desk staff access to ARIES/Dispatch so they could enter the tow information themselves. Simply removing the phone call and putting the system closer to the source of the information removed a major source of both wasted time and mistakes with data entry.

Next, we collaborated with the Xerox technical team to develop a web service integration that inserts, updates, and removes vehicle records in the eTIMS Boot/Tow module automatically in real-time as changes are made in ARIES/Impound. When the AutoReturn lot staff checks the vehicle into storage in ARIES/Impound, the web service sends that vehicle's information to eTIMS where it is marked as a towed vehicle. Whenever the lot personnel update information about the vehicle license, VIN, release or sale, the eTIMS record is automatically updated to reflect the change in data or status. With the web service integration, the Tow Desk team's activity in eTIMS was completely eliminated.

Exhibit "B"

Proposal to the City of Round Rock

Simply by offloading repetitive and redundant data entry work through automation, AutoReturn was able to lessen the workload on the Tow Desk, thereby improving staff morale and increasing productivity, most notably by freeing the team up to devote the time savings to more value added tasks.

1.7 ARIES TECHNICAL SUPPORT

AutoReturn maintains an “Emergency IT Support” phone number that provides immediate access (24 hours a day, 365 days a year) to AutoReturn’s System Administration resources. At any time of day, the AutoReturn call center staff can request a response to a technical support issue affecting the operations for any of AutoReturn’s municipality clients.

In addition to the emergency IT support phone resources, AutoReturn has a “Help Desk” system that allows for a wide range of technical support requests to be easily submitted through a user-friendly web-based screen or via email. All requests are automatically logged in the “Help Desk” system and routed to the most appropriate systems administration queue. AutoReturn’s System Administrators monitor the “Help Desk” system continuously to respond to new requests. The “Help Desk” provides a very effective mechanism for users and other City officials to request action on a wide variety of medium and lower priority issues.

The technical support mechanisms and associated service level commitments are already in place and operational for AutoReturn’s existing operations. The same set of resources and capabilities will be expanded and leveraged to support the City, providing the assurance of a proven support organization with more than 10 years of operational experience.

AutoReturn provides dedicated, 24 x 365 support for ARIES that is organized into three (3) tiers:

- Level 1: Receipt of new technical support requests, information gathering, basic troubleshooting, and escalation to Level 2 as appropriate. The level 1 support team is AutoReturn's Partner Support team, with agents available at three redundant sites (San Francisco, Las Vegas, and Indianapolis).
- Level 2: Detailed troubleshooting and remediation of any issue that is negatively impacting the performance and functionality of one or more systems. Includes prioritization of all technical support requests, assignment of resources to own technical support requests, and escalation to Level 3 and/or 3rd-party vendors as appropriate. Level 2 support is provided by AutoReturn's IT Team resources that are responsible for both the level 2 support of ARIES and the quality assurance (QA) testing for the product.
- Level 3: When an issue is deemed to be a software defect or a shortfall in a given system’s supported functionality, the technical support request is escalated to AutoReturn’s software engineering team. AutoReturn's engineering team consists of four (4) highly capable and experienced software developers that are sourced from the best talent available in the industry.

Requests for support can be submitted 24 x 365 using three methods:

- Phone: ARIES users are provided with dedicated numbers that can be used to reach a member of the AutoReturn Partner Support Team.
- Email: ARIES users can submit medium- and low-priority requests for support by sending an email to helpdesk@autoreturn.com.

Exhibit "B"

Proposal to the City of Round Rock

- Web: ARIES users can submit medium- and low-priority requests via a simple web page: <https://aries.autoreturn.com/admin/helpdesk> (accessed by clicking on the "Help Desk" link on the ARIES portal/home page: <https://aries.autoreturn.com>).

All technical support requests are logged as "tickets" in AutoReturn's Help Desk system that is used to manage accountability for issues and to document all activity for a ticket, from the inception of the ticket until the resolution of the problem. All tickets are prioritized using a five (5) point priority scale that governs the required response time:

Priority	Response Hours	Time to Initial Contact	Target Resolution Time
Very Low / Question	Business hours	1 business day	3 business days
Low	Business hours (best effort during off hours)	6 hours during business hours	2 business days
Normal / Medium	Business hours (best effort during off hours)	4 hours during business hours	1 business day
High	24 x 365	1 hour, 24 x 365	4 hours, 24 x 365
Very High / Urgent	24 x 365	Immediate, 24 x 365	As soon as possible, 24 x 365

Exhibit "C"

