



MOSSADAMS

PROPRIETARY AND CONFIDENTIAL

FINAL REPORT

FOR

CITY OF SANTA MONICA

Parking Contract Review

July 27, 2017

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I. OVERVIEW

As part of the City of Santa Monica's internal audit work plan, the City requested a review of the Agreement for Parking Citation Processing and Payment Services with Conduent. The review took place between January 2017 and June 2017. Specifically, the City requested a review of its processes related to revenue collection for and payment to the City, parking permit inventory management, refunds, collections, reporting, and controls.

We conducted this review under the consultancy standards of the American Institute of Certified Public Accountants (AICPA). As such, this work was not an audit of internal controls or compliance that resulted in a formal opinion or other form of assurance. Moss Adams would like to thank the staff of the Parking and Finance Departments for their cooperation and assistance during our review.

A. BACKGROUND

The City entered into the Agreement with Conduent (formerly known as "Xerox State & Local Solutions" and "ACS State & Local Solutions") on July 12, 2010 for the following services: processing, payment, and dispositions necessary for parking citations pursuant to the laws of the State of California and the City. The Agreement's initial term was for five years with two additional two-year options. The Agreement has been modified three times since its inception. The first modification, dated July 10, 2012, provided new credit card functionality and clarified the parking permit services. The second modification dated, February 13, 2013, covered additional mailings for the parking permit program. The third modification, dated June 23, 2015, exercised the first option term and revised the pricing schedule for the option term.

The main service provided by Conduent to the City is the processing of parking citations, including everything from the initial citation to fine payments to dispute resolution and collections. Conduent provides equipment to issue citations that electronically uploads the information to the eTIMS application where the data is stored. The application automatically generates the appropriate notices and requests for payments based on the data and calendar. Conduent also provides an electronic payment option via the web interface and a lockbox service for those who mail in checks. In the event of nonpayment or a citation dispute, Conduent manages the collections process and performs adjudication calendaring and file set up.

In addition, Conduent administers and performs the fulfillment of the Residential Parking Permit (RPP) Program. Once a resident is set up in the system, the entire process can be completed via the web interface or by mail. Residents may print out a limited number of temporary guest permits from the web in addition to the decals or hangtags they already use. Each year, residents receive a renewal notice and can renew online or via mail. Conduent checks the residency documentation provided by the resident to verify compliance with the program rules. Once verified, Conduent mails the resident their decals and hangtags from the stock on hand.

B. METHODOLOGY

To evaluate the Agreement, our methodology encompassed the following activities:

- Performed interviews with personnel from Conduent, Parking Division, and the Finance Department who are involved in the Parking Citation or RPP process.



- Reviewed a variety of documentation.
- Selected invoices for Parking Citation and RPP services to analyze potential issues and trace billed amounts to source data.
- Performed a physical inventory of the RPP stock located at Conduent.
- Tested Conduent's compliance with the reporting requirements in the Agreement.

C. RESULTS

We identified several areas for improvement including:

- Monthly Invoice Review
- Physical Permit Inventory Stock at Conduent
- California Vehicle Code (CVC) 40200.3(b) Reporting
- Monthly Activity Reports from Conduent
- Decentralized Management of Contract

In total, we identified six findings, which are listed below by improvement area:

- Monthly Invoice Review
 1. Conduent manually produces invoices, which creates the potential for error.
 2. The City does not thoroughly understand the basis for invoice amounts.
- Physical Permit Inventory Stock at Conduent
 3. Physical counts of permit decals and hangtags are reconciled to inventory reports; however, it appears more decals and hangtags are being ordered than needed.
- California Vehicle Code (CVC) 40200.3(b) Reporting
 4. Conduent has not been providing the annual reporting to the City that is required by its contract with the City.
- Monthly Activity Reports from Conduent
 5. The City does not appear to be receiving monthly system-generated activity reports from Conduent.
- Decentralized Management of Contract
 6. Management of the Conduent contract is distributed across multiple City departments with no apparent point person.



II. METHODOLOGY

In order to gain an understanding of the duties and obligations contained in the Agreement and the services and processes performed by the City and Conduent related to such duties and obligations, we performed the following steps:

- Interviewed Conduent management responsible for overseeing the City's program.
- Interviewed City employees from the Parking Division and Finance Department who are involved in the RPP Program or the Citation Processing Program.
- Reviewed a variety of documentation, including the following:
 - Agreement for Parking Citation Processing and Payment Services and its three modifications.
 - Invoice lists from July 2014 to January 2017 for Citation Processing and RPPs.
 - A sample of invoices and their supporting documentation for Citation Processing and RPPs from July 2014 to January 2017.
 - Various reports providing information to the City required by the Agreement (included in the Appendix to this report).
- Performed a physical inventory count and reconciliation of the RPP decals and hangtags for March 2017.
- Performed data and graphical analysis of invoices from July 2014 to January 2017 in order to identify trends or outliers and select invoices for review.
- Reviewed and analyzed select invoices for Citation Processing and RPPs and traced to source information.
- Performed data analysis of the SMRPPERL report for December 2016 in order determine if the RPP invoices were billed by account in accordance with the Agreement.



III. RESULTS

A. MONTHLY INVOICE REVIEW

1. **Finding: Conduent manually produces invoices, which creates the potential for error.**

Conduent manually produces invoices from reports in eTIMS and invoices from data provided by third-party providers. Accordingly, there is the potential for input errors and mischarges.

The City traces line-item amounts on invoices to their supporting reports and receipts included with the invoices. In the case of RPP invoices, the City also reconciles the merchant account deposits reported on the invoice to the City's account. Due to the number of transactions and the complexity of credit card payment reporting, it is not possible to reconcile the merchant account deposits to the City's Citation Processing account. The City did not recall finding any errors in the invoice amounts during the past six months.

For the Citation Processing invoices, we selected the largest invoice in April 2016 and the first invoice of the latest price modification in July 2015 to review. The invoices are billed by line items with account codes. We traced each account code amount to the relevant supporting documentation included in the same invoice package the City receives. As such, the City has most of the supporting detail. Our review of the invoice found several unique, smaller dollar items that we had to request additional support to verify. For the main citation billing fees, we traced the amounts to the WHREVRPT reports provided. The collections billings were traced to the SMNEWBL3 report. The merchant account fees were traced to several third-party provider invoices. We compared the July 2015 to the April 2016 third-party invoices to confirm that the account numbers were the same.

We selected RPP invoices from December 2015 and December 2016 since there was a large difference between the two. As with the Citation Processing invoices, we traced each account code amount to the supporting documentation provided in the invoice package. We traced the RPP and beach permit charges to the SMRPPERL report summary provided. We also verified the SMRPPERL report summary to the detailed version of the SMRPPERL. The postage costs were traced to the postage meter report.

We reviewed four invoices from the past two years and found one instance of an input error. However, the error did not impact the amount of the invoice.

Recommendation: The City should continue checking line item amounts on a monthly basis, and begin building a historical file for trend analysis.

Developing historical data will help to identify outliers and changes to invoice amounts that may warrant additional inquiry.



2. Finding: The City does not thoroughly understand the basis for invoice amounts.

The City expressed two areas of concern regarding the amounts invoiced during our interviews. For the RPP invoice, there was concern that accounts were potentially being billed more than once per month. For RPP, the scheduled fee per account per month is \$6.90 when a transaction is initiated regardless of the number of transactions in the month. Based on the report used to support the invoice amount, it is not apparent that accounts are billed once for multiple transactions in a month.

The other area of concern was the Citation Processing invoice, which includes a \$26 fee charged per citation for going to collections. In total, it is the largest single line item amount paid, and the City does not have a good understanding of the Citation collection process and supporting data.

We analyzed the RPP invoice support detail and determined that there was no double billing of accounts for multiple transaction during the month tested. Our analysis began by testing the December 2016 RPP invoice support included in the invoice package. We reviewed the SMRPPERL-M report that summarizes the number of permits by zone and type as well as the number of accounts processed. The total number of accounts processed appears on the invoice and is the base used to compute the fees. Next, we analyzed the more detailed SMRPPERL report that the SMRPPERL-M summaries. The detailed report contained over 5,000 transactions so it appeared the billing was not by transaction.

Included in the total number of accounts processed is the accounts that purchased beach permits (indicated as a separate line item in the SMRPPERL-M report). To confirm accounts were charged only once for the purchase of a beach permit and RPP, we analyzed the detailed SMRPPERL report. Using the permit codes, we summed the permits purchased and isolated the accounts that did not purchase beach permits. Of the 2,068 billed accounts, 1,873 did not purchase beach permits. The difference is 195 accounts, greater than the 127 accounts that were billed for beach permits. Therefore, there was no billing for multiple transactions on the invoice.

The Citation Processing invoice line item for collections is supported by the collections information in the SMNEWBL3 LD report. We analyzed the detail in the SMNEWBL3 LD report included with the Citation Processing invoice by assessing the accuracy and validity of the collection fee amount. We also discussed with Conduent the collection process and its relationship to the data in the SMNEWBL3 LD report so we could understand what causes the \$26 fee to be captured in the system and appear in the report. We determined that the \$26 fee is not captured by the system until the \$26 collection fee is actually collected from the cited vehicle owner. In some cases, the fee is prorated for partial payment. The collection fee is in addition to the citation and penalties owed by the cited vehicle owner. When the cited vehicle owner pays the citation amount, along with any penalties, the entire gross amount goes into the City's bank account. The Citation Processing invoice then charges the City for the \$26 (or the prorated amount) paid by the cited vehicle owner.

Recommendation: The City should request documentation from Conduent regarding how invoices are prepared, including the basis for each line item.

After receiving documentation from Conduent, the City should confirm that it understands the invoices and associated reports. In addition, the City should document its process for reviewing invoices and reports, as well as definitions for each line item.



B. PHYSICAL PERMIT INVENTORY STOCK AT CONDUENT

3. Finding: Physical counts of permit decals and hangtags are reconciled to inventory reports; however, it appears more decals and hangtags are being ordered than needed.

Conduent keeps permit decals and hangtags in a locked room that, based on the contents of the room, appears to be dedicated to this purpose. In addition, the permits used during the day to fulfill orders are kept in a locked work area accessible only by two employees and the program manager. Conduent performs periodic physical counts and tracks them via two internal spreadsheets. On March 16, 2017, we performed a physical count of the permits in the locked room and fulfillment room, and were able to reconcile the physical count to the inventory reports.

We observed for Zone 5 2016 that 5,250 decals were ordered and 2,872 (54.7%) destroyed as well as 14,500 visitor hangtags ordered and 3,400 (23.4%) destroyed. For Zone 4 2016, 4,201 decals were ordered with about 2,045 (48.7%) destroyed and 12,501 Visitor hangtags ordered and about 2,600 (20.8%) destroyed, based on the March inventory.

Recommendation: The City should perform periodic physical counts, ideally after shipments are received by Conduent, to confirm that the quantity received matches the quantity invoiced, and begin to utilize destroyed inventory quantities to better estimate future order quantities.

Prior to each order, Conduent should provide a historical report to the City quantifying order and destruction quantities by zone and type for the previous order of permit stock.

C. CALIFORNIA VEHICLE CODE (CVC) 40200.3(B) REPORTING

4. Finding: Conduent has not been providing the annual reporting to the City that is required by its contract with the City.

Conduent is required to prepare an annual report at the end of the fiscal year as prescribed by CVC 40200.3(b). Conduent has not been providing such a report to the City, and it was not aware of this requirement.

Exhibit A Page 5 of 12 Paragraph 26 states: *Per California Vehicle Code Section 40200.3(b), CONTRACTOR shall prepare a report at the end of each fiscal year setting forth the number of cases processed and all financial and/or citation payments received and distributed, along with any other information that may be required by state law. This report is a public record and shall be delivered to CITY at the end of each fiscal year. At CITY'S request, CONTRACTOR shall hire an auditor to prepare the report. CITY shall bear the cost of the audit after approving of the auditor's cost estimate.*

CVC 40200.3(b) states: *The processing agency shall prepare a report at the end of each fiscal year setting forth the number of cases processed, and all sums received and distributed, together with any other information that may be required by the issuing agency or the Controller. This report is a public record and shall be delivered to each issuing agency. Copies shall be made available, upon request, to the county auditor, the Controller, and the grand jury.*



Recommendation: The City should designate a responsible party to enforce Conduent reporting requirements.

Since the report pertains to the Citation Processing invoices that the Finance Department reviews, someone from Finance should serve as the responsible party. Conduent should be required to provide reports to the designee by the end of the month following the end of each fiscal year. This report should be similar in content to the Conduent monthly Revenue Distribution Report, but it should cover the full fiscal year.

D. MONTHLY ACTIVITY REPORT FROM CONDUENT

5. **Finding:** The City does not appear to be receiving monthly system-generated activity reports from Conduent.

Each month, Conduent generates a monthly statistical report with comparative data in compliance with the Reporting Requirements in Exhibit A, page 11 of 12 for Citation Processing. Conduent also produces a monthly District and Permit Activity report pursuant to Attachment II page 2 of 7 for RPP. The reports are manually created from data from various system-generated reports. However, based on our interviews with Parking and Finance, the City does not seem to be receiving these reports.

Recommendation: The City should request that Conduent prepare a list of the monthly reports it generates, review a sample of each report, and inform Conduent which reports it would like to receive and who to submit them to.

The City should also determine if there are any additional reports or report modifications it would like to receive and work with Conduent to implement those changes.

E. DECENTRALIZED MANAGEMENT OF CONTRACT

6. **Finding:** Management of the Conduent contract is distributed across multiple City departments with no apparent point person.

Contract management is divided among three departments, with each department only focusing on its relevant portion of the contract. In addition, there has been turnover of City employees involved with the contract in recent history, so institutional knowledge is limited. Also, there appears to be few documented procedures or references available for those unfamiliar with the contract to use as guidance.

Recommendation: The City should divide the current contract's responsibilities, obligations, rights, and areas to manage or monitor among the three departments, and create common shared storage locations for the individual departments that contain contractual information, invoices, and reports.

To create a more comprehensive file folder, employees may need to search email and other network locations for historical information. The City should also prepare documentation related to important or complex procedures, system-generated report information, and issues that arise during the contract period. In addition, the City should obtain training from Conduent and documentation for all contract-required reports and other useful reports furnished by Conduent.



APPENDIX: CONDUENT-GENERATED REPORTS PURSUANT TO THE AGREEMENT

DISTRICT--004 WILSHIRE/10FWY/COLORADO

PERMIT TYPE	PERMIT NUMBER	ADJ AMOUNT	NET AMOUNT	ADJ REASON	ACCT NO	EFFECTIVE DATE	EXPIRE DATE	ISSUE REASON	ADJ DATE	USER ID	N A M E	
RD	1805394	25.00-	25.00-	NEG ADJ	044455	04/01/17	03/31/18	NEW	02/14/17	L78RP002	NICOLAS	VAN GERSDORFF
RD	1805394	25.00	50.00	POS ADJ	044455	04/01/17	03/31/18	NEW	02/14/17	L78RP002	NICOLAS	VAN GERSDORFF
TOTAL FOR PERMIT-RD			ISSUED--	2	TOTAL AMOUNT--		0.00					
R5	1805351	20.00-	20.00-	NEG ADJ	057023	04/01/17	03/31/18	RENEW	02/14/17	L78RP004	CARA	SPRUNK
R5	1805393	20.00	40.00	POS ADJ	044455	04/01/17	03/31/18	NEW	02/14/17	L78RP002	DAISY	KWOH
R5	1805393	20.00-	20.00-	NEG ADJ	044455	04/01/17	03/31/18	NEW	02/14/17	L78RP002	DAISY	KWOH
TOTAL FOR PERMIT-R5			ISSUED--	3	TOTAL AMOUNT--		20.00-					
V1	1810351	30.00-	30.00-	NEG ADJ	030520	04/01/17	03/31/18	RENEW	02/14/17	L78RP004	SALLY	HARVEY
V1	1810352	30.00-	30.00-	NEG ADJ	030520	04/01/17	03/31/18	RENEW	02/14/17	L78RP004	SALLY	HARVEY
TOTAL FOR PERMIT-V1			ISSUED--	2	TOTAL AMOUNT--		60.00-					
V4	1810272	30.00-	30.00-	NEG ADJ	070107	04/01/17	03/31/18	RENEW	02/14/17	L78RP002	MARGARITA	KOUZEL
V4	1810273	30.00-	30.00-	NEG ADJ	070107	04/01/17	03/31/18	RENEW	02/14/17	L78RP002	MARGARITA	KOUZEL
TOTAL FOR PERMIT-V4			ISSUED--	2	TOTAL AMOUNT--		60.00-					
TOTAL FOR DISTRICT-004			ISSUED--	9	TOTAL AMOUNT--		140.00-					

ADJUSTMENT SUMMARY FOR DISTRICT:

REASON	DESCRIPTION	AMOUNT
E	NEG ADJ	185.00-
A	POS ADJ	45.00
TOTAL.....		140.00-

DISTRICT--002 SANTA MONICA COMM COLLEGE

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PERMIT PERMIT  QTY    NET    CANCEL  ACCT  EFFECTIVE  EXPIRE  ISSUE  CANCEL  USER  N A M E
TYPE  NUMBER  ISSUED  AMOUNT  REASON  NO      DATE      DATE   REASON  DATE   ID      ID
-----
TW    TW7406306  001     0.00  VOID    000506  03/02/17  03/03/17  NEW    03/02/17  L78CL036  PATRICK  REGAN

TOTAL FOR PERMIT-TW          ISSUED--  1    TOTAL AMOUNT--  0.00

V1    1725833   001    30.00  VOID    000506  07/01/16  06/30/17  RENEW  03/02/17  L78CL036  PATRICK  REGAN
V1    1725834   001    30.00  VOID    000506  07/01/16  06/30/17  RENEW  03/02/17  L78CL036  PATRICK  REGAN
V1    1730485   001    30.00  VOID    073106  07/01/16  06/30/17  RENEW  03/02/17  L78RP004  KEVIN    MEEHAN
V1    1730486   001    30.00  VOID    073106  07/01/16  06/30/17  RENEW  03/02/17  L78RP004  KEVIN    MEEHAN
V1    1731078   001    30.00  MOVED   076367  09/07/16  06/30/17  NEW    03/02/17  L78CL036  RAMON    SMIKLE

TOTAL FOR PERMIT-V1          ISSUED--  5    TOTAL AMOUNT--  150.00

TOTAL FOR DISTRICT-002      ISSUED--  6    TOTAL AMOUNT--  150.00

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CANCELLED SUMMARY FOR DISTRICT:

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REASON  DESCRIPTION  AMOUNT
=====
V        VOID        120.00
M        MOVED       30.00

TOTAL..... 150.00

```

PROGRAM: TV6A01-A

Conduent Business Services, LLC.

RUNDATE: 03/06/2017

CLIENT : SANTA MONICA

***** DAILY PERMITS ISSUED REPORT *****

RUNTIME: 05:35:42

PAGE NO: 1

DISTRICT--001 AIRPORT AREA

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=====
PERMIT PERMIT QTY PERMIT ISSUE ACCT EFFECTIVE EXPIRE STATE USER N A M E & A D D R E S
TYPE NUMBER ISSUED AMOUNT REASON NO DATE DATE PLATE ID ID ID
-----
TW TW7407619 001 0.00 NEW 027708 03/05/17 03/06/17 ERPP 0002827 DELAWARE AVE
SANTA MONICA CA 90404
TW TW7407620 001 0.00 NEW 027708 03/05/17 03/06/17 ERPP 0002827 DELAWARE AVE
SANTA MONICA CA 90404
TW TW7407621 001 0.00 NEW 027708 03/06/17 03/07/17 ERPP 0002827 DELAWARE AVE
SANTA MONICA CA 90404
TW TW7407622 001 0.00 NEW 027708 03/06/17 03/07/17 ERPP 0002827 DELAWARE AVE
SANTA MONICA CA 90404
TOTAL FOR PERMIT-TW ISSUED-- 4 TOTAL AMOUNT-- 0.00
TOTAL FOR DISTRICT-001 ISSUED-- 4 TOTAL AMOUNT-- 0.00

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PROGRAM: SMRPPERL-M

Xerox State & Local Solutions Inc.

RUNDATE: 03/01/2017

CLIENT : SANTA MONICA

MONTHLY SANTA MONICA RESIDENTIAL PERMIT REPORT
02/01/2017 - 02/28/2017

RUNTIME: 07:08:28

PAGE NO: 1

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BILLABLE ITEMS

ITEMS PROCESSED BY XEROX STAFF (L78RP**, L63**)

	NUMBER OF PERMITS ISSUED			NUMBER OF ACCOUNTS PROCESSED
	R	V	S	
ZONE 1 - AIRPORT AREA	16	23	0	28
ZONE 2 - SANTA MONICA COMM COLLEGE	46	120	0	105
ZONE 3 - SOUTHWEST SANTA MONICA	22	62	0	52
ZONE 4 - WILSHIRE/10FWY/COLORADO	1027	2043	0	1287
ZONE 5 - NORTH OF WILSHIRE	104	333	0	246
ZONE 99 - BEACH PERMITS	0	0	1	1
TOTAL FOR MONTH	1215	2581	1	1719

NON-BILLABLE ITEMS

	NUMBER OF PERMITS ISSUED			NUMBER OF ACCOUNTS PROCESSED
	R	V	S	
ZONE 1 - AIRPORT AREA	8	6	0	9
ZONE 2 - SANTA MONICA COMM COLLEGE	8	29	0	22
ZONE 3 - SOUTHWEST SANTA MONICA	6	14	0	13
ZONE 4 - WILSHIRE/10FWY/COLORADO	75	187	0	137
ZONE 5 - NORTH OF WILSHIRE	19	55	0	44
ZONE 98 - SENIOR PERMITS	0	0	4	4
ZONE 99 - BEACH PERMITS	0	0	555	344
TOTAL FOR MONTH	116	291	559	573

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-----BLOCK-----
STATUS  START  END  PRE  S T R E E T  N A M E  SUFFIX  POST  BLOCK  DISTRICTODD/
      FIX  -----  -----  -----  -----  -----  -----  -----
      FIX  -----  -----  -----  -----  -----  -----  -----  -----
A      0002301 0002469  ASHLAND  AVE  00651  001
A      0002511 0002521  CENTINELA  AVE  00783  001 O
A      0002601 0002677  CENTINELA  AVE  00795  001 O
A      0002003 0002017  CENTINELA  AVE  00015  001
A      0002111 0002111  CENTINELA  AVE  00016  001
A      0002801 0003350  DELAWARE  AVE  00017  001
A      0001801 0002109  DORCHESTER  AVE  00018  001
A      0003044 0003302  EXPOSITION  BLV  00022  001 E
A      0003324 0003324  EXPOSITION  BLV  00023  001 E
A      0002910 0003002  EXPOSITION  BLV  00021  001 E
A      0003004 0003300  EXPOSITION  BLV  00019  001 E
A      0002810 0002908  EXPOSITION  BLV  00020  001 E
A      0002704 0002938  KANSAS  AVE  00024  001
A      0000111 0000111  MAIN  ST  00627  001
A      0003435 0003435  OCEAN PARK  BLV  00794  001
A      0002829 0002829  OCEAN PARK  BLV  00025  001
A      0003401 0003401  OCEAN PARK  BLV  00027  001
A      0002341 0002515  OCEAN PARK  BLV  00026  001 O
A      0002524 0002525  PEARL  ST  00487  001
A      0002529 0002529  PEARL  ST  00031  001
A      0002401 0002430  PEARL  ST  00029  001
A      0003401 0003433  PEARL  ST  00784  001
A      0002506 0002507  PEARL  ST  00483  001
A      0002514 0002515  PEARL  ST  00484  001
A      0002501 0002502  PEARL  ST  00030  001
A      0002338 0002363  PEARL  ST  00604  001
A      0002530 0002530  PEARL  ST  00488  001
A      0002601 0003327  PEARL  ST  00032  001
A      0002517 0002517  PEARL  ST  00485  001
A      0002520 0002520  PEARL  ST  00486  001
A      0002711 0002715  PICO  BLV  00682  001 O
A      0003011 0003011  PICO  BLV  00686  001
A      0003021 0003024  PICO  BLV  00687  001
A      0002905 0002905  PICO  BLV  00683  001
A      0002501 0002501  PICO  BLV  00033  001
A      0002911 0002911  PICO  BLV  00684  001
A      0002917 0002922  PICO  BLV  00685  001
A      0001925 0001930  STEWART  ST  00034  001
A      0002102 0002211  STEWART  ST  00035  001
A      0002901 0003222  URBAN  AVE  00036  001
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*** MARCH 2017 EXPIRATION DATE ***

DIST	ACCNT NUMBER	PERMIT NUMBR TYP	NAME	STREET	CITY	ST	ZIP	FEE
004	55399	1701622 R8	ROBERT EMRICH	1717 4TH ST - STE 150	SANTA MONICA	CA	90401	0.00
004	55399	1701614 R8	ROBERT EMRICH	1717 4TH ST - STE 150	SANTA MONICA	CA	90401	0.00
004	55399	1713928 V4	ROBERT EMRICH	1717 4TH ST - STE 150	SANTA MONICA	CA	90401	0.00
004	55399	1713927 V4	ROBERT EMRICH	1717 4TH ST - STE 150	SANTA MONICA	CA	90401	0.00
004	76208	4410439 V4	PERMIT TEST	1717 4TH ST STE 150	SANTA MONICA	CA	90401	0.00
004	76208	ANNUAL V4	PERMIT TEST	1717 4TH ST STE 150	SANTA MONICA	CA	90401	0.00
004	1330	1700038 R4	DANIEL GALAMBA	1421 23RD ST	SANTA MONICA	CA	90404	0.00
004	1330	1704229 R8	DANIEL GALAMBA	1421 23RD ST	SANTA MONICA	CA	90404	0.00
004	1330	1704228 R8	DANIEL GALAMBA	1421 23RD ST	SANTA MONICA	CA	90404	0.00
004	1330	1706417 V4	DANIEL GALAMBA	1421 23RD ST	SANTA MONICA	CA	90404	0.00
004	1330	1706416 V4	DANIEL GALAMBA	1421 23RD ST	SANTA MONICA	CA	90404	0.00
004	1344	1704488 R8	CAROLE KANTER	1440 23RD ST APT 216	SANTA MONICA	CA	90404	0.00
004	1344	1707279 V4	CAROLE KANTER	1440 23RD ST APT 216	SANTA MONICA	CA	90404	0.00
004	1344	1707278 V4	CAROLE KANTER	1440 23RD ST APT 216	SANTA MONICA	CA	90404	0.00
004	1352	1714911 V4	MONICA WU	1440 23RD ST APT 318	SANTA MONICA	CA	90404	0.00
004	1352	1714912 V4	MONICA WU	1440 23RD ST APT 318	SANTA MONICA	CA	90404	0.00
004	1356	1701948 R4	SYLVIA GENTILE	1450 23RD ST	SANTA MONICA	CA	90404	0.00
004	1356	1701949 R4	SYLVIA GENTILE	1450 23RD ST	SANTA MONICA	CA	90404	0.00
004	1356	1715183 V4	SYLVIA GENTILE	1450 23RD ST	SANTA MONICA	CA	90404	0.00
004	1356	1715184 V4	SYLVIA GENTILE	1450 23RD ST	SANTA MONICA	CA	90404	0.00
004	1458	1707727 V4	LENA DEAN	1426 24TH ST	SANTA MONICA	CA	90404	0.00
004	1458	1707728 V4	LENA DEAN	1426 24TH ST	SANTA MONICA	CA	90404	0.00
004	1465	1700930 R4	MANUEL ISLAS	1444 24TH ST	SANTA MONICA	CA	90404	0.00
004	1465	1700931 R4	MANUEL ISLAS	1444 24TH ST	SANTA MONICA	CA	90404	0.00
004	1465	1702089 R8	MANUEL ISLAS	1444 24TH ST	SANTA MONICA	CA	90404	0.00
004	1465	1710278 V4	MANUEL ISLAS	1444 24TH ST	SANTA MONICA	CA	90404	0.00
004	1465	1715709 V4	MANUEL ISLAS	1444 24TH ST	SANTA MONICA	CA	90404	0.00
004	1470	1704632 R8	DIANNE DUKE	1455 24TH ST APT 17	SANTA MONICA	CA	90404	0.00
004	1470	1708022 V4	DIANNE DUKE	1455 24TH ST APT 17	SANTA MONICA	CA	90404	0.00
004	1470	1708023 V4	DIANNE DUKE	1455 24TH ST APT 17	SANTA MONICA	CA	90404	0.00
004	1526	1704323 R8	RACHEL YGLESIAS	1428 25TH ST APT 2	SANTA MONICA	CA	90404	0.00
004	1526	1706307 V4	RACHEL YGLESIAS	1428 25TH ST APT 2	SANTA MONICA	CA	90404	0.00
004	1526	1706308 V4	RACHEL YGLESIAS	1428 25TH ST APT 2	SANTA MONICA	CA	90404	0.00
004	1527	1701498 R8	KAMELYN BOVINETTE	1428 25TH ST APT 3	SANTA MONICA	CA	90404	0.00
004	1527	ANNUAL V4	KAMELYN BOVINETTE	1428 25TH ST APT 3	SANTA MONICA	CA	90404	0.00
004	1527	ANNUAL V4	KAMELYN BOVINETTE	1428 25TH ST APT 3	SANTA MONICA	CA	90404	0.00
004	1532	1705124 R8	GRADY SMITH	1433 25TH ST APT 6	SANTA MONICA	CA	90404	0.00
004	1532	ANNUAL V4	GRADY SMITH	1433 25TH ST APT 6	SANTA MONICA	CA	90404	0.00
004	1532	ANNUAL V4	GRADY SMITH	1433 25TH ST APT 6	SANTA MONICA	CA	90404	0.00
004	1533	1700216 R4	ABRAHAM YOMTOB	1434 25TH ST APT 1	SANTA MONICA	CA	90404	0.00
004	1533	1707089 V4	ABRAHAM YOMTOB	1434 25TH ST APT 1	SANTA MONICA	CA	90404	0.00
004	1533	1707090 V4	ABRAHAM YOMTOB	1434 25TH ST APT 1	SANTA MONICA	CA	90404	0.00
004	1543	1704348 R8	SADRU KARIM	1443 25TH ST APT 1	SANTA MONICA	CA	90404	0.00
004	1543	1706619 V4	SADRU KARIM	1443 25TH ST APT 1	SANTA MONICA	CA	90404	0.00
004	1543	1706620 V4	SADRU KARIM	1443 25TH ST APT 1	SANTA MONICA	CA	90404	0.00
004	1546	1700061 R4	OLIVER SEIL	1448 25TH ST APT B	SANTA MONICA	CA	90404	0.00

PROGRAM: DMVSPLIT

Xerox State & Local Solutions Inc.

RUNDATE: 02/22/2017

CLIENT : LOS ANGELES, CA

D.M.V. COURT TAPE SPLIT REPORT - SERVICE CENTER: 19

RUNTIME: 18:04:13

PAGE NO: 1

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-----CITY-----	COURT TAPE	-REJECTS-	COLLECTED	COLLECTED \$	REMOVALS	ADDITIONS	--SWAPS--	-UNKNOWN-
OAKLAND	01301 80	0	1,155	\$236,911	1,526	4,079	0	0
BERKELEY	01303 80	0	422	\$65,322	351	960	0	0
LOS ANGELES, CITY OF	19312 19	0	10,581	\$2,000,374	17,099	28,344	0	0
WEST HOLLYWOOD	19347 19	0	757	\$95,962	896	1,567	0	0
SANTA MONICA COURT	19375 80	0	1,076	\$144,111	1,205	2,200	0	0
L.A. COUNTY SHERIFF	19393 19	0	1,336	\$232,514	2,105	4,383	0	0
L.A. METRO	19395 19	0	71	\$11,892	63	173	0	0
ISD PARKING SERVICES	19726 80	0	9	\$1,296	4	7	0	0
BEACHES AND HARBORS	19746 80	0	82	\$14,190	124	236	0	0
BEVERLY HILLS	19747 80	0	247	\$39,018	170	0	0	0

** FINAL TOTALS **

CITY OF OAKLAND	01301	0	1,155	\$236,911	1,526	4,079	0	0
CITY OF BERKELEY	01303	0	422	\$65,322	351	960	0	0
CITY OF LOS ANGELES	19312	0	10,581	\$2,000,374	17,099	28,344	0	0
WEST HOLLYWOOD	19347	0	757	\$95,962	896	1,567	0	0
SANTA MONICA	19375	0	1,076	\$144,111	1,205	2,200	0	0
L. A. COUNTY SHERIFF	19393	0	1,336	\$232,514	2,105	4,383	0	0
L. A. METRO	19395	0	71	\$11,892	63	173	0	0
TOTAL TO TIMS CLIENTS		0	14,497	\$2,593,861	21,964	37,153	0	0

----- M O N T H L Y V I E W -----

MARCH			FEBRUARY		
CURRENT MONTH			PREVIOUS MONTH		
1	1,032	12 23	1	1,067	12 23 835
2	699	13 24	2	683	13 24 765
3	703	14 25	3	792	14 25 458
4	551	15 26	4	651	15 26 679
5	547	16 27	5	461	16 27 912
6		17 28	6	681	17 28 898
7		18 29	7	904	18 29
8		19 30	8	1,054	19 30 644
9		20 31	9	845	20 31 784
10			10	792	21 1,161
11			11	498	22 823
TOTAL: 3,532			TOTAL: 21,729		

-----		Y E A R L Y		V I E W		-----	
CURRENT YEAR: 2017		LAST YEAR: 2016					
	TRANS	DOLLARS		TRANS	DOLLARS		

JAN	21,676		JAN	21,690			
FEB	21,729		FEB	22,150			
MAR	3,532		MAR	24,466			
APR			APR	25,204			
MAY			MAY	25,191			
JUN			JUN	24,685			
JUL			JUL	25,215			
AUG			AUG	26,067			
SEP			SEP	23,572			
OCT			OCT	22,870			
NOV			NOV	22,019			
DEC			DEC	21,550			
TOTAL	46,937		TOTAL	284,679			

CLIENT : SANTA MONICA

PAGE NO: 3

O V E R V I E W

YEAR: 2017

	ISSUANCE	NOTICE		PAYMENT	
	TRANS	MAIL	DOLLARS	TRANS	DOLLARS
SUNDAY 03/05/2017	547	1,026	62,256	351	22,40
WTD	3,532	7,673	931,319	2,879	186,95
MTD	3,532	7,673	931,319	2,879	186,95
YTD	46,937	50,899	5,209,693	42,997	2,920,31

SEARCH

SEARCH RESULTS

There are several possible matches for your search criteria:

Notice Type: Instate SP Coll

Earliest Mail Date: 02/01/2017

Notice Type

All

Earliest Mail Date

02/01/2017

Sequence Number

Citation Number

State Plate

CA

SEARCH

	Notice Type	Mail Date	Sequence Number	Citation Count	Notice Count	Page Count	Total Due	Notice Review Status
<input checked="" type="radio"/>	003 INSTATE SP COLL	02/01/2017	0	1	1	1	\$458.00	
<input type="radio"/>	003 INSTATE SP COLL	02/02/2017	0	568	524	568	\$78,754.00	
<input type="radio"/>	003 INSTATE SP COLL	02/07/2017	0	241	225	241	\$29,941.00	
<input type="radio"/>	003 INSTATE SP COLL	02/08/2017	0	2	1	2	\$158.00	
<input type="radio"/>	003 INSTATE SP COLL	02/09/2017	0	364	334	364	\$48,449.00	
<input type="radio"/>	003 INSTATE SP COLL	02/13/2017	0	4	4	4	\$556.00	
<input type="radio"/>	003 INSTATE SP COLL	02/15/2017	0	2	2	2	\$250.00	
<input type="radio"/>	003 INSTATE SP COLL	02/16/2017	0	862	782	862	\$114,231.00	
<input type="radio"/>	003 INSTATE SP COLL	02/21/2017	0	185	174	185	\$22,793.00	
<input type="radio"/>	003 INSTATE SP COLL	02/22/2017	0	3	2	3	\$393.00	
<input type="radio"/>	003 INSTATE SP COLL	02/23/2017	0	510	472	510	\$68,254.00	
<input type="radio"/>	003 INSTATE SP COLL	02/27/2017	0	2	2	2	\$239.00	
<input type="radio"/>	003 INSTATE SP COLL	02/28/2017	0	2	1	2	\$292.00	

MONTHLY SUMMARY STATISTICS

Santa Monica Parking Violations Bureau February 2017

19 WORKDAYS

	FY 2016-2017		MONTHLY AVERAGE	
	FEB 2016	YTD 16/17	FY 16/17	FY 15/16
CUSTOMER SERVICE				
CALLS ACCEPTED	6,115	56,408	7,051	7,038
CALLS COMPLETED	5,970	55,241	6,905	6,902
AVG DAILY CALLS COMPLETED	314	338		
CALL COMPLETION %	97.63%	97.93%	97.93%	98.06%
AVERAGE ANSWER DELAY (MIN)	1.65	1.51	1.51	0.99
CORRESPONDENCE REC'D	3,165	35,021	4,378	4,494
CORRESPONDENCE PROC'D	3,165	35,021	4,378	4,494
AVG DAILY CORR PROCESSED	167			
CORRESPONDENCE BACKLOG	0	0	0	0
AVERAGE PROCESSED %	100%	100%	100%	100%

AVERAGE TALK TIME (minutes)	2.96
AVERAGE IVR CAPTURE RATE	51%

SEARCH RESULTS

There are several possible matches for your search criteria:
Notice Type: Instate Note 1
Earliest Mail Date: 03/01/2017

Notice Type
Citation Number
Earliest Mail Date
Sequence Number
State Plate

	Notice Type	Mail Date	Sequence Number	Citation Count	Notice Count	Page Count	Total Due	Notice Review Status
<input checked="" type="radio"/>	001 INSTATE NOTE 1	03/01/2017	0	1,052	988	990	\$57,802.00	
<input type="radio"/>	001 INSTATE NOTE 1	03/02/2017	0	736	674	683	\$41,073.00	
<input type="radio"/>	001 INSTATE NOTE 1	03/06/2017	0	588	542	545	\$31,158.00	
<input type="radio"/>	001 INSTATE NOTE 1	03/07/2017	0	581	542	543	\$32,278.00	
<input type="radio"/>	001 INSTATE NOTE 1	03/08/2017	0	1,024	977	981	\$58,480.00	

REVENUE DISTRIBUTION REPORT
 ***** FOR 2/01/2017 THRU 2/28/2017 *****
 ***** SUMMARY TOTALS *****

TICKET NUMBER	AMOUNT PAID	COLLECTION FEES	COURT FEE	JUSTICE FEE	SPECIAL FEE	HANDICAPPED FEE	COUNTY/STATE SHARE	CITY SHARE	P C B P L K
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BOUNCED CHECK :

PAYMENT	25.00	0.00	0.00	0.00	0.00	0.00	0.00	25.00	
** TOTAL **	25.00	0.00	0.00	0.00	0.00	0.00	0.00	25.00	
TOTAL PAYMENTS:		1	TOTAL ADJUSTMENTS:	0	TOTAL TRANSACTIONS:		1		

CASHIERING :

PAYMENT	11,809.00	130.00	1,600.00	400.00	0.00	50.00	300.00	9,329.00	
ERROR CORR	-200.00	0.00	-20.00	-5.00	0.00	0.00	0.00	-175.00	
** TOTAL **	11,609.00	130.00	1,580.00	395.00	0.00	50.00	300.00	9,154.00	
TOTAL PAYMENTS:		203	TOTAL ADJUSTMENTS:	2	TOTAL TRANSACTIONS:		205		

LOCKBOX :

PAYMENT	254,045.32	2,144.69	34,991.18	8,745.00	0.00	600.00	5,755.88	201,808.57	
CREDIT	802.00	0.00	30.00	7.50	0.00	0.00	25.00	739.50	
** TOTAL **	254,847.32	2,144.69	35,021.18	8,752.50	0.00	600.00	5,780.88	202,548.07	
TOTAL PAYMENTS:		4,208	TOTAL ADJUSTMENTS:	10	TOTAL TRANSACTIONS:		4,218		

DMV :

PAYMENT	144,111.00	26,754.00	8,330.00	2,082.50	0.00	150.00	2,612.50	104,182.00	
** TOTAL **	144,111.00	26,754.00	8,330.00	2,082.50	0.00	150.00	2,612.50	104,182.00	
TOTAL PAYMENTS:		1,076	TOTAL ADJUSTMENTS:	0	TOTAL TRANSACTIONS:		1,076		

CITY CASHIERING:

PAYMENT	17,679.00	1,310.21	1,619.86	405.00	0.00	0.00	757.50	13,586.43	
** TOTAL **	17,679.00	1,310.21	1,619.86	405.00	0.00	0.00	757.50	13,586.43	
TOTAL PAYMENTS:		245	TOTAL ADJUSTMENTS:	0	TOTAL TRANSACTIONS:		245		

PAY BY WEB :

PAYMENT	796,167.00	21,291.62	101,607.00	25,402.50	0.00	950.00	22,612.20	624,303.68	
DEBIT	-252.00	-26.00	-30.00	-7.50	0.00	0.00	0.00	-188.50	
** TOTAL **	795,915.00	21,265.62	101,577.00	25,395.00	0.00	950.00	22,612.20	624,115.18	
TOTAL PAYMENTS:		12,039	TOTAL ADJUSTMENTS:	3	TOTAL TRANSACTIONS:		12,042		

CLIENT : SANTA MONICA

REVENUE DISTRIBUTION REPORT
 ***** FOR 2/01/2017 THRU 2/28/2017 *****
 ***** SUMMARY TOTALS *****

TICKET NUMBER	AMOUNT PAID	COLLECTION FEES	COURT FEE	JUSTICE FEE	SPECIAL FEE	HANDICAPPED FEE	COUNTY/STATE SHARE	CITY SHARE	P C B P L K
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PAY BY PHONE :

PAYMENT	113,363.00	4,064.74	13,675.44	3,416.50	0.00	354.00	2,430.06	89,422.26	
** TOTAL **	113,363.00	4,064.74	13,675.44	3,416.50	0.00	354.00	2,430.06	89,422.26	
TOTAL PAYMENTS:		1,607	TOTAL ADJUSTMENTS:	0	TOTAL TRANSACTIONS:		1,607		

FTB INTERCEPT :

PAYMENT	6,094.50	1,145.41	330.00	82.50	0.00	0.00	117.60	4,418.99	
** TOTAL **	6,094.50	1,145.41	330.00	82.50	0.00	0.00	117.60	4,418.99	
TOTAL PAYMENTS:		58	TOTAL ADJUSTMENTS:	0	TOTAL TRANSACTIONS:		58		

PROD CONTROL :

BOUNCED CK	-391.00	0.00	-50.00	-12.50	0.00	0.00	0.00	-328.50	
REFUND	-13,380.84	0.00	-210.00	-52.50	0.00	0.00	-67.50	-13,050.84	
DEBIT	-1,880.00	0.00	-280.00	-70.00	0.00	0.00	0.00	-1,530.00	
CREDIT	1,965.00	51.03	278.14	70.00	0.00	0.00	47.38	1,518.45	
** TOTAL **	-13,686.84	51.03	-261.86	-65.00	0.00	0.00	-20.12	-13,390.89	
TOTAL PAYMENTS:		0	TOTAL ADJUSTMENTS:	266	TOTAL TRANSACTIONS:		266		

CLIENT : SANTA MONICA

REVENUE DISTRIBUTION REPORT
 ***** FOR 2/01/2017 THRU 2/28/2017 *****
 ***** SUMMARY TOTALS *****

TICKET NUMBER	AMOUNT PAID	COLLECTION FEES	COURT FEE	JUSTICE FEE	SPECIAL FEE	HANDICAPPED FEE	COUNTY/STATE SHARE	CITY SHARE	P C B P L K
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GRAND TOTAL 1,329,956.98 56,865.70 161,871.62 40,464.00 0.00 2,104.00 34,590.62 1,034,061.04

TOTAL PAYMENTS: 19,437 TOTAL ADJUSTMENTS: 281 TOTAL TRANSACTIONS: 19,718

CITATIONS PAID: 19,436

COURT FEE

 COUNTY-COURTHOUSE CONSTRUCTION FUND 40,488.04
 (GC 76100 - \$2.50)
 STATE-COURT FACILITIES CONSTRUCTION FUND 121,383.58
 (GC 70372(B)
 SB1407 (\$3.00) 48,556.50
 SB425 (\$1.50) 24,276.50
 TRIAL COURT TRUST FUND (GC 76000.3 - SB857 \$3.00) 48,550.58
 (UNTIL 06/30/2013 UNLESS EXTEND. PER GC 76000.3(E))

JUSTICE

 COUNTY CRIMINAL JUSTICE FACILITIES CONST FUND 40,464.00
 (GC 76101 - \$2.50)

CITATION COLLECTION SYSTEM

PAID CITATION DISTRIBUTION REPORT

CITY OF SANTA MONICA

COURTHOUSE CONSTRUCTION AND CRIMINAL JUSTICE FACILITIES FUNDS
FOR THE MONTH OF FEBRUARY 2017

TOTAL CITATIONS PAID		16,331
TOTAL AMOUNT PAID	\$	1,217,393.43
TOTAL CONSTRUCTION FUND	\$	202,335.62

CITATION COLLECTION SYSTEM

PAID CITATION DISTRIBUTION REPORT

CITY OF SANTA MONICA

PENALTIES FOR EQUIPMENT AND REGISTRATION VIOLATIONS
FOR THE MONTH OF FEBRUARY 2017

TOTAL CITATIONS PAID		2,880
TOTAL AMOUNT PAID	\$	102,460.52
TOTAL PENALTIES FOR VIOLATIONS	\$	34,590.62

CITATION COLLECTION SYSTEM

PAID CITATION DISTRIBUTION REPORT

CITY OF SANTA MONICA

HANDICAPPED FEES
FOR THE MONTH OF FEBRUARY 2017

TOTAL CITATIONS PAID		45
TOTAL AMOUNT PAID	\$	17,205.00
TOTAL PENALTIES FOR VIOLATIONS	\$	2,104.00

CITATION COLLECTION SYSTEM

PAID CITATION DISTRIBUTION REPORT

CITY OF SANTA MONICA

FOR THE MONTH OF FEBRUARY 2017

NO FEES DISTRIBUTES

TOTAL CITATIONS PAID		403
TOTAL AMOUNT PAID	\$	3,530.16
TOTAL FEES DISTRIBUTED	\$	0.00

GRAND TOTAL ALL:

TOTAL CITATIONS PAID		19,718
TOTAL AMOUNT PAID	\$	1,329,956.98
TOTAL FEES DISTRIBUTED	\$	295,895.94

Item #	Category	Type	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	FYTD
1	# of Business Days	#	23	23	21	20	20	20	20	19					166
2	Citations Issued	#	25,243	25,970	23,626	22,860	21,999	21,396	21,944	21,640					184,678
3	Windshield Payment Rate* (as of 3/9/17)	%	54.60%	55.90%	54.10%	54.60%	53.70%	53.50%	53.40%	36.60%					53%
4	Paid on Notice* (as of 3/9/17)	%	56.20%	53.50%	55.10%	50.90%	50.20%	46.00%	33.70%	6.50%					51%
5	Payment Rate* (as of 3/9/17)	%	84.40%	83.90%	83.30%	81.50%	80.20%	77.90%	70.30%	38.10%					79%
6	Dismissal Rate* (as of 3/9/17)	%	2.70%	2.40%	2.20%	2.70%	3.00%	2.40%	1.60%	1.10%	0.00%	0.00%	0.00%	0.00%	3%
7	Closure Rate* (as of 3/9/17)	%	87.10%	86.30%	85.50%	84.20%	83.20%	80.30%	71.90%	39.20%					82%
8	Cites Updated	#	25,215	26,067	23,572	22,870	22,019	21,550	21,676	21,729					396,383
9	DMV Name & Address - IN STATE	%	95.08%	94.84%	94.67%	94.51%	94.24%	94.53%	94.65%	94.41%					94%
10	DMV Name & Address - OUT OF STATE**	%	91.79%	89.40%	91.20%	89.92%	91.08%	90.03%	90.57%	92.94%					91%
11	Notices - CITY NOTICES	#	17,472	21,074	21,513	20,771	15,240	19,034	16,686	14,155					145,945
12	Notices - CORRESPONDENCE	#	2,510	2,711	2,418	2,631	2,552	1,663	2,561	1,701					18,747
13	Notices - SPECIAL COLLECTIONS NOTICES	#	8,233	5,172	6,076	2,677	7,623	10,861	6,273	7,059					53,974
14	Gross Collected	\$	\$1,510,001.06	\$1,621,737.89	\$1,521,263.28	\$1,453,180.94	\$1,415,791.14	\$1,336,796.16	\$1,403,398.86	\$1,329,956.98					11,592,126
15	Gross Collected	#	22,343	24,103	22,109	21,224	20,518	20,251	20,285	19,437					170,270
16	Refunded	\$	(16,544)	(20,616)	(4,301)	(8,296)	(3,041)	(63,176)	(2,419)	(13,381)					(131,774)
17	Refunded	#	226	270	74	99	42	775	36	189					1,711
18	Bounced Check Fees	\$	\$100.00	\$175.00	\$25.00	\$75.00	\$25.00	\$100.00	\$35.00	\$25.00					560
19	Bounced Check Fees	#	4	6	1	3	1	2	2	1					20
20	Lockbox	\$	\$296,061.74	\$336,066.40	\$299,795.22	\$286,845.38	\$164,288.14	\$271,534.01	\$263,713.00	\$254,847.32					2,173,151
21	Lockbox	#	4,810	5,471	4,857	4,617	4,329	4,454	4,244	4,208					36,990
22	City Cashiering	\$	\$19,654.00	\$26,927.00	\$22,196.00	\$18,740.00	\$18,986.00	\$24,941.00	\$19,122.00	\$17,679.00					168,245
23	City Cashiering	#	244	316	260	250	229	296	263	245					2,103
24	Cashiering	\$	\$13,776.00	\$15,589.00	\$14,239.00	\$11,306.00	\$12,460.00	\$13,004.00	\$11,626.00	\$11,609.00					103,609
25	Cashiering	#	224	255	226	191	197	188	201	203					1,685
26	Pay By Phone	\$	\$143,140.00	\$150,514.00	\$143,098.00	\$137,895.00	\$135,151.00	\$119,918.00	\$117,352.00	\$113,363.00					1,060,431
27	Pay By Phone	#	2,167	2,217	2,103	1,990	1,892	1,692	1,678	1,607					15,346
28	Pay by Web	\$	\$891,989.00	\$965,508.00	\$883,090.00	\$869,777.60	\$861,296.00	\$835,254.00	\$861,110.00	\$795,915.00					6,963,940
29	Pay by Web	#	13,690	14,716	13,439	13,145	12,923	12,611	12,898	12,039					105,461
30	DMV	\$	\$157,231.00	\$144,639.00	\$149,202.00	\$137,961.00	\$126,125.00	\$130,451.00	\$131,261.00	\$144,111.00					1,120,981
31	DMV	#	1,152	1,094	1,102	1,011	942	964	986	1,076					8,327
32	FTB	\$	\$5,118.32	\$3,504.42	\$14,131.06	\$1,721.96	\$730.00	\$5,148.96	\$1,842.86	\$6,094.50					38,292
33	FTB	#	52	28	122	17	5	44	15	58					341
34	Production Control	\$	(\$17,069.00)	(\$21,184.93)	(\$4,513.00)	(\$11,141.00)	(\$3,270.00)	(\$63,554.81)	(\$2,663.00)	(\$13,686.84)					(137,083)
35	Production Control (Transactions)	#	0	0	141	209	142	828	115	266					1,701
36	Gross Per Ticket	\$	\$67.58	\$67.28	\$68.81	\$68.47	\$69.00	\$66.01	\$69.18	\$68.42	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
37	Net Per Ticket	\$	\$55.62	\$51.56	\$54.07	\$58.55	\$60.57	\$61.37	\$61.26	\$63.94	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
38	Special Collections Revenue - Gross (Citations Paid)	#	2,161	2,160	2,238	1,977	2,037	2,014	2,105	2,232					16,924
39	Special Collections Revenue - Gross (Dollars Collected)	\$	\$275,971.32	\$267,379.42	\$193,050.06	\$260,719.49	\$265,434.00	\$265,417.96	\$268,770.86	\$288,746.50					2,085,490
40	Special Collections Revenue - Gross (Collections Fee)	\$	\$51,282.79	\$52,091.37	\$54,203.73	\$50,384.17	\$51,903.36	\$51,198.97	\$53,478.34	\$56,865.70					421,408
41	Calls Accepted	#	7,733	8,758	7,831	7,128	6,514	6,058	6,271	6,115					56,408
42	Calls Completed	#	7,567	8,619	7,665	6,957	6,373	5,932	6,158	5,970					55,241
43	Call Completion	%	97.85%	98.41%	97.88%	97.60%	97.84%	97.92%	98.20%	97.63%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
44	Average Answer Delay (minutes)	M	1.53	1.49	1.48	1.64	1.43	1.30	1.54	1.65					1.51
45	Average Talk Time (minutes)	M	2.78	2.79	2.76	2.79	2.83	2.88	2.83	2.96					2.83
46	Correspondence Received***	#	4,325	4,900	4,028	4,494	6,466	3,299	4,344	3,165					30,696

CLIENT: R1S STATE: 00S

-----	HIT	-----	-----
REQSTD	RATE	HT + MK	HT + MK
	%	MISMATCH	MIS %
RQ TTL:	0	0	0.00
RR TTL:	0	0	0.00

CLIENT: R1S STATE: 00S

-----	HIT	-----	-----
REQSTD	RATE	HT + MK	HT + MK
	%	MISMATCH	MIS %
RQ TTL:	973	1010	93.69
RR TTL:	4	19	38.78

IN STATE COLLECTION STATS FOR CLIENT: SANTA MONICA

ISSUE MONTH	TOTAL ISSUED	WNSHLD PAID	% OF ISSUED	CITES NOTICED	PAID ON NOTICE	% OF NOTICE	PARTIALLY SUSPENDED/ DISMISSED	FULLY SUSPENDED/ DISMISSED	CURRENTLY ON DMV HOLD	PAYMENT RATE	CLOSURE RATE	TOTAL OPEN UN-NOTICED	% OF ISSUED
JUL-13	24,624	13,561	55.00%	12,443	8,342	67.00%	137	1,040	96	88.90%	93.70%	452	1.80%
AUG-13	23,249	12,591	54.10%	12,259	8,285	67.50%	135	792	88	89.70%	93.70%	434	1.80%
SEP-13	22,880	12,535	54.70%	11,858	7,945	67.00%	131	812	89	89.50%	93.60%	417	1.80%
OCT-13	24,405	13,246	54.20%	12,538	8,554	68.20%	156	884	104	89.30%	93.50%	428	1.70%
NOV-13	22,466	12,196	54.20%	11,615	8,002	68.80%	147	849	94	89.90%	94.30%	294	1.30%
DEC-13	22,396	11,866	52.90%	11,994	8,313	69.30%	211	811	95	90.10%	94.60%	235	1.00%
JAN-14	21,136	11,670	55.20%	11,136	7,325	65.70%	140	708	97	89.80%	93.80%	220	1.00%
FEB-14	20,514	11,143	54.30%	11,006	7,314	66.40%	112	711	106	89.90%	93.90%	219	1.00%
MAR-14	20,950	11,629	55.50%	10,810	7,218	66.70%	125	746	120	89.90%	94.10%	228	1.00%
APR-14	21,628	11,963	55.30%	11,241	7,452	66.20%	78	826	159	89.70%	93.90%	254	1.10%
MAY-14	23,695	12,648	53.30%	12,768	8,543	66.90%	85	920	154	89.40%	93.60%	264	1.10%
JUN-14	20,744	11,236	54.10%	11,166	7,330	65.60%	95	757	129	89.50%	93.60%	288	1.30%
TOTAL	268,687	146,284	54.40%	140,834	94,623	67.10%	1,552	9,856	1,331	89.60%	93.90%	3,733	1.30%
JUL-14	24,211	13,266	54.70%	12,843	8,533	66.40%	112	809	175	90.00%	93.80%	297	1.20%
AUG-14	21,301	11,607	54.40%	11,342	7,475	65.90%	111	790	172	89.50%	93.80%	231	1.00%
SEP-14	23,470	12,657	53.90%	12,762	8,373	65.60%	95	802	246	89.60%	93.40%	266	1.10%
OCT-14	23,169	12,349	53.20%	12,393	8,265	66.60%	106	929	198	88.90%	93.40%	246	1.00%
NOV-14	22,391	12,227	54.60%	11,869	7,901	66.50%	140	764	205	89.80%	93.90%	241	1.00%
DEC-14	23,567	12,707	53.90%	12,690	8,452	66.60%	164	846	230	89.70%	94.00%	240	1.00%
JAN-15	24,631	13,493	54.70%	13,039	8,606	66.00%	152	870	220	89.70%	93.80%	303	1.20%
FEB-15	22,325	12,717	56.90%	11,458	7,305	63.70%	95	777	207	89.60%	93.50%	359	1.60%
MAR-15	23,027	12,903	56.00%	12,208	7,827	64.10%	91	712	258	90.00%	93.50%	297	1.20%
APR-15	22,684	12,781	56.30%	12,053	7,572	62.80%	105	721	276	89.70%	93.30%	278	1.20%
MAY-15	21,982	12,276	55.80%	11,518	7,424	64.40%	115	624	251	89.60%	92.90%	310	1.40%
JUN-15	22,306	12,801	57.30%	11,422	7,249	63.40%	105	611	281	89.80%	93.00%	438	1.90%
TOTAL	275,064	151,784	55.10%	145,597	94,982	65.20%	1,391	9,255	2,719	89.70%	93.50%	3,506	1.20%
JUL-15	20,792	11,437	55.00%	10,796	7,033	65.10%	80	825	320	88.80%	93.10%	317	1.50%
AUG-15	23,854	13,564	56.80%	11,716	7,405	63.20%	121	683	323	87.90%	91.20%	674	2.80%
SEP-15	23,515	12,973	55.10%	12,262	8,010	65.30%	120	624	497	89.20%	92.30%	344	1.40%
OCT-15	23,186	12,729	54.80%	11,899	7,809	65.60%	111	692	566	88.50%	92.00%	373	1.60%
NOV-15	20,812	11,239	54.00%	11,132	7,106	63.80%	145	622	570	88.10%	91.80%	291	1.30%
DEC-15	22,159	12,300	55.50%	11,660	7,526	64.50%	130	601	549	89.40%	92.70%	329	1.40%
JAN-16	20,041	10,961	54.60%	10,438	6,691	64.10%	100	652	641	88.00%	91.80%	328	1.60%
FEB-16	20,135	11,261	55.90%	10,537	6,473	61.40%	95	566	754	88.00%	91.30%	301	1.40%
MAR-16	22,561	12,348	54.70%	11,959	7,320	61.20%	105	634	990	87.10%	90.40%	333	1.40%
APR-16	22,930	12,734	55.50%	12,087	7,268	60.10%	107	580	1,106	87.20%	90.20%	359	1.50%
MAY-16	22,949	12,672	55.20%	12,195	7,235	59.30%	95	646	1,232	86.70%	89.90%	299	1.30%
JUN-16	22,670	12,682	55.90%	12,040	6,929	57.50%	106	491	1,507	86.50%	89.10%	296	1.30%
TOTAL	265,604	146,900	55.30%	138,721	86,805	62.50%	1,315	7,616	9,055	87.90%	91.30%	4,244	1.50%

PROGRAM: LAMISSPC FY
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Conduent Business Services, LLC.

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IN STATE COLLECTION STATS FOR CLIENT: SANTA MONICA

ISSUE MONTH	TOTAL ISSUED	WNDSHLD PAID	% OF ISSUED	CITES NOTICED	PAID ON NOTICE	% OF NOTICED	PARTIALLY SUSPENDED/ DISMISSED	FULLY SUSPENDED/ DISMISSED	CURRENTLY ON DMV HOLD	PAYMENT RATE	CLOSURE RATE	TOTAL OPEN UN-NOTICED	% OF ISSUED
JUL-16	22,909	12,474	54.40%	12,464	7,057	56.60%	93	541	1,766	85.20%	88.00%	303	1.30%
AUG-16	23,570	13,217	56.00%	12,592	6,800	54.00%	83	501	1,934	84.90%	87.40%	286	1.20%
SEP-16	21,521	11,655	54.10%	11,638	6,457	55.40%	85	418	1,968	84.10%	86.40%	301	1.30%
OCT-16	20,736	11,402	54.90%	11,154	5,684	50.90%	125	462	2,074	82.30%	85.20%	277	1.30%
NOV-16	20,039	10,819	53.90%	10,774	5,425	50.30%	136	484	1,820	81.00%	84.10%	256	1.20%
DEC-16	19,694	10,598	53.80%	10,643	4,953	46.50%	131	349	0	78.90%	81.40%	348	1.70%
JAN-17	20,096	10,798	53.70%	10,295	3,579	34.70%	115	212	0	71.50%	73.10%	1,112	5.50%
FEB-17	19,874	7,411	37.20%	4,905	327	6.60%	58	168	0	38.90%	40.00%	8,244	41.40%
MAR-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
APR-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
MAY-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
JUN-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
TOTAL	168,439	88,374	52.40%	84,465	40,282	47.60%	826	3,135	9,562	76.30%	78.70%	11,127	6.60%
GRAND TOTAL	977,794	533,342	54.50%	509,617	316,692	62.10%	5,084	29,862	22,667	86.90%	90.50%	22,610	2.30%

OUT OF STATE COLLECTION STATS FOR CLIENT: SANTA MONICA

ISSUE MONTH	TOTAL ISSUED	WNDSHLD PAID	% OF ISSUED	CITES NOTICED	PAID ON NOTICE	% OF NOTICED	PARTIALLY SUSPENDED/ DISMISSED	FULLY SUSPENDED/ DISMISSED	CURRENTLY ON DMV HOLD	PAYMENT RATE	CLOSURE RATE	TOTAL OPEN UN-NOTICED	% OF ISSUED
JUL-13	2,395	1,250	52.10%	839	521	62.00%	0	77	0	73.90%	77.10%	277	11.50%
AUG-13	2,381	1,319	55.30%	849	548	64.50%	0	51	0	78.40%	80.50%	212	8.90%
SEP-13	2,150	1,157	53.80%	779	459	58.90%	3	65	0	75.10%	78.30%	201	9.30%
OCT-13	2,304	1,239	53.70%	857	510	59.50%	3	46	0	75.90%	78.00%	201	8.70%
NOV-13	2,194	1,178	53.60%	821	463	56.30%	3	56	0	74.70%	77.40%	196	8.90%
DEC-13	1,846	978	52.90%	718	409	56.90%	3	43	0	75.10%	77.60%	146	7.90%
JAN-14	1,969	1,071	54.30%	751	438	58.30%	2	58	0	76.60%	79.60%	145	7.30%
FEB-14	1,930	1,086	56.20%	719	421	58.50%	4	46	0	78.00%	80.60%	123	6.30%
MAR-14	1,823	1,014	55.60%	703	386	54.90%	0	45	0	76.70%	79.20%	97	5.30%
APR-14	1,874	1,013	54.00%	743	418	56.20%	2	56	0	76.30%	79.40%	106	5.60%
MAY-14	2,109	1,109	52.50%	846	491	58.00%	2	75	0	75.80%	79.50%	127	6.00%
JUN-14	1,940	1,042	53.70%	760	398	52.30%	2	67	0	74.20%	77.70%	125	6.40%
TOTAL	24,915	13,456	54.00%	9,385	5,462	58.10%	24	685	0	75.90%	78.70%	1,956	7.80%
JUL-14	2,481	1,364	54.90%	942	542	57.50%	1	61	0	76.80%	79.30%	163	6.50%
AUG-14	2,378	1,332	56.00%	898	491	54.60%	2	58	0	76.60%	79.10%	145	6.00%
SEP-14	2,229	1,184	53.10%	892	472	52.90%	2	63	0	74.20%	77.20%	147	6.50%
OCT-14	2,287	1,170	51.10%	932	498	53.40%	2	79	0	72.90%	76.40%	153	6.60%
NOV-14	2,000	1,087	54.30%	808	447	55.30%	2	56	0	76.70%	79.60%	108	5.40%
DEC-14	1,946	1,055	54.20%	781	450	57.60%	0	43	0	77.30%	79.50%	115	5.90%
JAN-15	2,376	1,278	53.70%	924	507	54.80%	4	77	0	75.10%	78.50%	178	7.40%
FEB-15	2,118	1,177	55.50%	823	451	54.70%	2	53	0	76.80%	79.40%	149	7.00%
MAR-15	2,297	1,253	54.50%	921	501	54.30%	3	58	0	76.30%	79.00%	143	6.20%
APR-15	2,069	1,169	56.50%	774	432	55.80%	7	47	0	77.30%	79.90%	139	6.70%
MAY-15	2,139	1,139	53.20%	879	510	58.00%	2	42	0	77.00%	79.10%	140	6.50%
JUN-15	2,250	1,227	54.50%	873	507	58.00%	3	51	0	77.00%	79.40%	142	6.30%
TOTAL	26,570	14,435	54.30%	10,447	5,808	55.50%	30	688	0	76.10%	78.80%	1,722	6.40%
JUL-15	2,059	1,069	51.90%	849	482	56.70%	2	48	0	75.30%	77.70%	128	6.20%
AUG-15	2,433	1,326	54.50%	903	467	51.70%	3	52	0	73.60%	75.90%	174	7.10%
SEP-15	2,291	1,216	53.00%	939	516	54.90%	6	45	0	75.60%	77.80%	137	5.90%
OCT-15	2,289	1,212	52.90%	965	515	53.30%	4	46	0	75.40%	77.60%	108	4.70%
NOV-15	1,988	1,048	52.70%	847	486	57.30%	1	37	0	77.10%	79.00%	98	4.90%
DEC-15	1,772	949	53.50%	731	422	57.70%	4	37	0	77.30%	79.60%	101	5.60%
JAN-16	1,909	976	51.10%	821	481	58.50%	4	37	0	76.30%	78.40%	123	6.40%
FEB-16	1,836	993	54.00%	750	439	58.50%	3	47	0	77.90%	80.70%	94	5.10%
MAR-16	2,079	1,088	52.30%	878	483	55.00%	1	49	0	75.50%	77.90%	111	5.30%
APR-16	2,159	1,152	53.30%	892	493	55.20%	2	34	0	76.10%	77.80%	130	6.00%
MAY-16	2,154	1,160	53.80%	873	483	55.30%	2	49	0	76.20%	78.60%	131	6.00%
JUN-16	2,162	1,148	53.00%	898	498	55.40%	1	32	0	76.10%	77.60%	140	6.40%
TOTAL	25,131	13,337	53.00%	10,346	5,765	55.70%	33	513	0	76.00%	78.10%	1,475	5.80%

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OUT OF STATE COLLECTION STATS FOR CLIENT: SANTA MONICA

ISSUE MONTH	TOTAL ISSUED	WNSHLD PAID	% OF ISSUED	CITES NOTICED	PAID ON NOTICE	% OF NOTICED	PARTIALLY SUSPENDED/ DISMISSED	FULLY SUSPENDED/ DISMISSED	CURRENTLY ON DMV HOLD	PAYMENT RATE	CLOSURE RATE	TOTAL OPEN UN-NOTICED	% OF ISSUED
JUL-16	2,334	1,311	56.10%	950	482	50.70%	4	42	0	76.80%	78.70%	118	5.00%
AUG-16	2,400	1,321	55.00%	974	470	48.20%	2	40	0	74.60%	76.30%	156	6.50%
SEP-16	2,105	1,128	53.50%	870	441	50.60%	4	34	0	74.50%	76.30%	125	5.90%
OCT-16	2,124	1,092	51.40%	910	460	50.50%	5	30	0	73.00%	74.70%	139	6.50%
NOV-16	1,960	999	50.90%	854	413	48.30%	4	32	0	72.00%	73.80%	116	5.90%
DEC-16	1,702	860	50.50%	702	275	39.10%	2	22	0	66.60%	68.00%	148	8.60%
JAN-17	1,848	933	50.40%	720	137	19.00%	3	22	0	57.90%	59.20%	241	13.00%
FEB-17	1,766	527	29.80%	90	0	.00%	0	13	0	29.80%	30.50%	1,139	64.40%
MAR-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
APR-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
MAY-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
JUN-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
TOTAL	16,239	8,171	50.30%	6,070	2,678	44.10%	24	235	0	66.80%	68.40%	2,182	13.40%
GRAND TOTAL	92,855	49,399	53.20%	36,248	19,713	54.30%	111	2,121	0	74.40%	76.80%	7,335	7.80%

G R A N D T O T A L S

ISSUE MONTH	TOTAL ISSUED	WNSHLD PAID	% OF ISSUED	CITES NOTICED	PAID ON NOTICE	% OF NOTICED	PARTIALLY SUSPENDED/ DISMISSED	FULLY SUSPENDED/ DISMISSED	CURRENTLY ON DMV HOLD	PAYMENT RATE	CLOSURE RATE	TOTAL OPEN UN-NOTICED	% OF ISSUED
JUL-13	27,019	14,811	54.80%	13,282	8,863	66.70%	137	1,117	96	87.60%	92.20%	729	2.60%
AUG-13	25,630	13,910	54.20%	13,108	8,833	67.30%	135	843	88	88.70%	92.50%	646	2.50%
SEP-13	25,030	13,692	54.70%	12,637	8,404	66.50%	134	877	89	88.20%	92.30%	618	2.40%
OCT-13	26,709	14,485	54.20%	13,395	9,064	67.60%	159	930	104	88.10%	92.20%	629	2.30%
NOV-13	24,660	13,374	54.20%	12,436	8,465	68.00%	150	905	94	88.50%	92.80%	490	1.90%
DEC-13	24,242	12,844	52.90%	12,712	8,722	68.60%	214	854	95	88.90%	93.30%	381	1.50%
JAN-14	23,105	12,741	55.10%	11,887	7,763	65.30%	142	766	97	88.70%	92.60%	365	1.50%
FEB-14	22,444	12,229	54.40%	11,725	7,735	65.90%	116	757	106	88.90%	92.80%	342	1.50%
MAR-14	22,773	12,643	55.50%	11,513	7,604	66.00%	125	791	120	88.90%	92.90%	325	1.40%
APR-14	23,502	12,976	55.20%	11,984	7,870	65.60%	80	882	159	88.60%	92.70%	360	1.50%
MAY-14	25,804	13,757	53.30%	13,614	9,034	66.30%	87	995	154	88.30%	92.50%	391	1.50%
JUN-14	22,684	12,278	54.10%	11,926	7,728	64.70%	97	824	129	88.10%	92.20%	413	1.80%
TOTAL	293,602	159,740	54.40%	150,219	100,085	66.60%	1,576	10,541	1,331	88.40%	92.60%	5,689	1.90%
JUL-14	26,692	14,630	54.80%	13,785	9,075	65.80%	113	870	175	88.80%	92.40%	460	1.70%
AUG-14	23,679	12,939	54.60%	12,240	7,966	65.00%	113	848	172	88.20%	92.30%	376	1.50%
SEP-14	25,699	13,841	53.80%	13,654	8,845	64.70%	97	865	246	88.20%	92.00%	413	1.60%
OCT-14	25,456	13,519	53.10%	13,325	8,763	65.70%	108	1,008	198	87.50%	91.90%	399	1.50%
NOV-14	24,391	13,314	54.50%	12,677	8,348	65.80%	142	820	205	88.80%	92.70%	349	1.40%
DEC-14	25,513	13,762	53.90%	13,471	8,902	66.00%	164	889	230	88.80%	92.90%	355	1.30%
JAN-15	27,007	14,771	54.60%	13,963	9,113	65.20%	156	947	220	88.40%	92.50%	481	1.70%
FEB-15	24,443	13,894	56.80%	12,281	7,756	63.10%	97	830	207	88.50%	92.30%	508	2.00%
MAR-15	25,324	14,156	55.80%	13,129	8,328	63.40%	94	770	258	88.70%	92.10%	440	1.70%
APR-15	24,753	13,950	56.30%	12,827	8,004	62.30%	112	768	276	88.60%	92.20%	417	1.60%
MAY-15	24,121	13,415	55.60%	12,397	7,934	63.90%	117	666	251	88.50%	91.70%	450	1.80%
JUN-15	24,556	14,028	57.10%	12,295	7,756	63.00%	108	662	281	88.70%	91.80%	580	2.30%
TOTAL	301,634	166,219	55.10%	156,044	100,790	64.50%	1,421	9,943	2,719	88.50%	92.20%	5,228	1.70%
JUL-15	22,851	12,506	54.70%	11,645	7,515	64.50%	82	873	320	87.60%	91.70%	445	1.90%
AUG-15	26,287	14,890	56.60%	12,619	7,872	62.30%	124	735	323	86.50%	89.80%	848	3.20%
SEP-15	25,806	14,189	54.90%	13,201	8,526	64.50%	126	669	497	88.00%	91.10%	481	1.80%
OCT-15	25,475	13,941	54.70%	12,864	8,324	64.70%	115	738	566	87.30%	90.70%	481	1.80%
NOV-15	22,800	12,287	53.80%	11,979	7,592	63.30%	146	659	570	87.10%	90.70%	389	1.70%
DEC-15	23,931	13,249	55.30%	12,391	7,948	64.10%	134	638	549	88.50%	91.80%	430	1.70%
JAN-16	21,950	11,937	54.30%	11,259	7,172	63.70%	104	689	641	87.00%	90.60%	451	2.00%
FEB-16	21,971	12,254	55.70%	11,287	6,912	61.20%	98	613	754	87.20%	90.40%	395	1.70%
MAR-16	24,640	13,436	54.50%	12,837	7,803	60.70%	106	683	990	86.10%	89.30%	444	1.80%
APR-16	25,089	13,886	55.30%	12,979	7,761	59.70%	109	614	1,106	86.20%	89.10%	489	1.90%
MAY-16	25,103	13,832	55.10%	13,068	7,718	59.00%	97	695	1,232	85.80%	89.00%	430	1.70%
JUN-16	24,832	13,830	55.60%	12,938	7,427	57.40%	107	523	1,507	85.60%	88.10%	436	1.70%
TOTAL	290,735	160,237	55.10%	149,067	92,570	62.00%	1,348	8,129	9,055	86.90%	90.20%	5,719	1.90%

PROGRAM: LAMISSPC FY
 EXTRACT DATE: 03/04/2017
 CLIENT : SANTA MONICA

Conduent Business Services, LLC.

RUNDATE: 03/04/2017
 RUNTIME: 06:58:56
 PAGE NO: 6

G R A N D T O T A L S

ISSUE MONTH	TOTAL ISSUED	WNDSHLD PAID	% OF ISSUED	CITES NOTICED	PAID ON NOTICE	% OF NOTICED	PARTIALLY SUSPENDED/ DISMISSED	FULLY SUSPENDED/ DISMISSED	CURRENTLY ON DMV HOLD	PAYMENT RATE	CLOSURE RATE	TOTAL OPEN UN-NOTICED	% OF ISSUED
JUL-16	25,243	13,785	54.60%	13,414	7,539	56.20%	97	583	1,766	84.40%	87.10%	421	1.60%
AUG-16	25,970	14,538	55.90%	13,566	7,270	53.50%	85	541	1,934	83.90%	86.30%	442	1.70%
SEP-16	23,626	12,783	54.10%	12,508	6,898	55.10%	89	452	1,968	83.30%	85.50%	426	1.80%
OCT-16	22,860	12,494	54.60%	12,064	6,144	50.90%	130	492	2,074	81.50%	84.20%	416	1.80%
NOV-16	21,999	11,818	53.70%	11,628	5,838	50.20%	140	516	1,820	80.20%	83.20%	372	1.60%
DEC-16	21,396	11,458	53.50%	11,345	5,228	46.00%	133	371	0	77.90%	80.30%	496	2.30%
JAN-17	21,944	11,731	53.40%	11,015	3,716	33.70%	118	234	0	70.30%	71.90%	1,353	6.10%
FEB-17	21,640	7,938	36.60%	4,995	327	6.50%	58	181	0	38.10%	39.20%	9,383	43.30%
MAR-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
APR-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
MAY-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
JUN-17	0	0	.00%	0	0	.00%	0	0	0	.00%	.00%	0	.00%
TOTAL	184,678	96,545	52.20%	90,535	42,960	47.40%	850	3,370	9,562	75.50%	77.80%	13,309	7.20%
GRAND TOTAL	1,070,649	582,741	54.40%	545,865	336,405	61.60%	5,195	31,983	22,667	85.80%	89.30%	29,945	2.70%

SM Detail

Ticket	Dispo Date	Disposition	Dispo Desc	Total Paid	Payment Type	Amount
914563860	07/06/2016	20	RFND REQST	\$0	REFUND	\$-64
915634392	11/08/2016	20	RFND REQST	\$0	REFUND	\$-64
914971201	07/14/2016	21	OVPA REFND	\$64	REFUND	\$-64
915148124	07/28/2016	21	OVPA REFND	\$64	REFUND	\$-64
904790913	10/27/2016	21	OVPA REFND	\$79	REFUND	\$-79
910421956	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-157
910833556	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-157
910940273	10/27/2016	21	OVPA REFND	\$79	REFUND	\$-79
911413705	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-56
911767242	10/27/2016	21	OVPA REFND	\$135	REFUND	\$-53
911988755	10/27/2016	21	OVPA REFND	\$135	REFUND	\$-106
912120215	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-52
912174351	10/06/2016	21	OVPA REFND	\$25	REFUND	\$-64
912177114	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-50
912658504	10/27/2016	21	OVPA REFND	\$53	REFUND	\$-106
912920470	10/13/2016	21	OVPA REFND	\$64	REFUND	\$-64
912939241	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-157
913241313	10/27/2016	21	OVPA REFND	\$79	REFUND	\$-79
913262276	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-157
913300360	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-157
913963024	10/27/2016	21	OVPA REFND	\$135	REFUND	\$-53
914076424	10/27/2016	21	OVPA REFND	\$135	REFUND	\$-135
914558164	10/06/2016	21	OVPA REFND	\$135	REFUND	\$-82
914582712	10/06/2016	21	OVPA REFND	\$157	REFUND	\$-157
914723821	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-157
914723832	10/27/2016	21	OVPA REFND	\$79	REFUND	\$-79
914770043	10/13/2016	21	OVPA REFND	\$154	REFUND	\$-154
914785056	10/27/2016	21	OVPA REFND	\$135	REFUND	\$-135
914804715	10/27/2016	21	OVPA REFND	\$157	REFUND	\$-157

	Refunded	Amount
July	226	\$-16,544
August	270	\$-20,616
September	74	\$-4,301
October	99	\$-8,926
November	42	\$-3,041
December	775	\$-63,176
January	36	\$-2,419
February	189	\$-13,381
Sum:	1,711	

PROGRAM: SMNEWBL3 LS

Conduent Business Services, LLC.

RUNDATE: 03/02/2017

CLIENT : SANTA MONICA

REVENUE DISTRIBUTION REPORT
***** FOR 2/01/2017 THRU 2/28/2017 *****

RUNTIME: 18:02:22

PAGE NO: 1

=====
** BILLIABLE ITEMS **

ASSIGN CODE	DESCRIPTION	COUNT	PAYMENT AMOUNT	SPC FEES	AMT WITH FEE
-----	-----	-----	-----	-----	-----
C15	IN STATE ASSIGN	115	\$14,304.00	\$2,908.16	\$11,632.64
C50	RENTAL	11	\$1,885.00	\$286.00	\$1,144.00
C80	IN STATE	2,106	\$272,557.50	\$53,671.54	\$214,686.16
-----	-----	-----	-----	-----	-----
	BILLABLE	2,232	\$288,746.50	\$56,865.70	\$227,462.80

CLIENT : SANTA MONICA

REVENUE DISTRIBUTION REPORT
***** FOR 2/01/2017 THRU 2/28/2017 **********
** NON BILLIABLE ITEMS **

ASSIGN CODE	DESCRIPTION	COUNT	PAYMENT AMOUNT	SPC FEES	AMT WITH FEE
C15	IN STATE ASSIGN	6	\$102.00	\$0.00	\$0.00
C50	RENTAL	2	\$238.00	\$0.00	\$0.00
C80	IN STATE	101	\$6,798.16	\$0.00	\$0.00
	NON BILLABLE	109	\$7,138.16	\$0.00	\$0.00

```

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** ALL ITEMS **
=====
ASSIGN          PAYMENT          SPC          AMT WITH
CODE  DESCRIPTION  COUNT  AMOUNT  FEES  FEE
-----
C15   IN STATE ASSIGN    121    $14,406.00    $2,908.16    $11,632.64
C50   RENTAL              13     $2,123.00     $286.00     $1,144.00
C80   IN STATE          2,207    $279,355.66    $53,671.54    $214,686.16
-----
      ALL ITEMS          2,341    $295,884.66    $56,865.70    $227,462.80
    
```

Hearings Rec Last Month

Sus Process	Sus Ticket N	Sus Tick Issu	Violation Ext	Sus Code	Sus Desc
02/01/2017	916762700	09/29/16	5204	254	RCDHRNGNFN
02/01/2017	916929366	10/14/16	308110	254	RCDHRNGNFN
02/01/2017	916999871	10/24/16	312270	254	RCDHRNGNFN
02/01/2017	917228896	11/16/16	316250	254	RCDHRNGNFN
02/01/2017	917238895	11/23/16	312270	247	HRG REQ RE
02/01/2017	917312233	12/03/16	316250	251	FRM-PYMTWV
02/01/2017	917344153	12/05/16	308110	254	RCDHRNGNFN
02/02/2017	916891091	10/27/16	312270	251	FRM-PYMTWV
02/02/2017	916967892	10/24/16	308110	251	FRM-PYMTWV
02/02/2017	917150835	11/13/16	304050B	247	HRG REQ RE
02/02/2017	917204864	11/16/16	312845	254	RCDHRNGNFN
02/02/2017	917253072	11/28/16	304050B	247	HRG REQ RE
02/03/2017	916769770	09/28/16	308110	247	HRG REQ RE
02/06/2017	917003430	10/31/16	304050B	247	HRG REQ RE
02/06/2017	917081270	11/03/16	312845	247	HRG REQ RE
02/06/2017	917103165	11/10/16	304050B	247	HRG REQ RE
02/06/2017	917142553	11/11/16	308110	247	HRG REQ RE
02/06/2017	917157356	11/14/16	312845	247	HRG REQ RE
02/06/2017	917205730	11/21/16	22500I	247	HRG REQ RE
02/06/2017	917221001	11/21/16	316250	254	RCDHRNGNFN
02/06/2017	917237823	12/05/16	308110	254	RCDHRNGNFN
02/06/2017	917238663	11/18/16	316250	254	RCDHRNGNFN
02/06/2017	917262846	11/28/16	22500E	254	RCDHRNGNFN
02/06/2017	917269323	12/07/16	304050B	247	HRG REQ RE
02/06/2017	917331111	12/07/16	308110	251	FRM-PYMTWV
02/06/2017	917338520	12/02/16	312845	247	HRG REQ RE
02/06/2017	917404740	12/15/16	308110	247	HRG REQ RE
02/07/2017	916072150	11/26/16	308110	247	HRG REQ RE
02/07/2017	916502694	08/30/16	312845	254	RCDHRNGNFN

HEARING SCHEDULE LIST SANTA MONICA
FOR: 02/08/17

HEARING OFFICER: SANTA MONICA IN-PERSON HEARING

TIME	CITY	CITATION	LICENSE	VIOLATORS NAME	LIABLE	NOT LIABLE	NO SHOW
08:00	SM	916849485	CA6WHS908	ORSI AGNES <i>cancel</i>			
08:15	SM	916883225	CA7FKL680	SALKO STEPHEN E	X		
08:30	SM	916947076	CA7FKL680	SALKO STEPHEN E	X		
08:45	SM	916913001	CA5XSA280	KAHENIAN FARID ✓	X		
09:00	SM	916890914	CA4JBN210	BABZADEH JACQUELINE			X
09:15	SM	916890903	CA4JBN210	BABZADEH JACQUELINE			X
09:30	SM	916931260	CA6SNF420	ALLEN ROBERT F <i>cancel</i>			
09:45	SM	916793205	CA7EVM274	ORTIZ JOSE WERNY ✓		X	
10:00	SM	917156354	CA7FZW765	AKHAVI FARHAD			X
10:15	SM	916893725	CA7RHV514	LUISI MARIA A ✓	X		
10:30	SM	916899185	CA7RHV514	LUISI MARIA A ✓	X		
10:45	SM	916804545	CA7RHV514	LUISI MARIA A ✓	X		
11:00	SM	915736021	CA5TGW259	JENSEN JARED			X
11:15	SM	917128656	CADP288NE	BARRINGER JAMES ✓	X		
11:30	SM	917111753	CA7PJP911	CARUSO MONIQUE <i>proceed</i>			
11:45	SM	916885756	CA7RBL618	CHOWDHURY MD EBRAHIM			X
12:00	SM	916931131	CA7GWM672	WOLTER ZORA			X
12:15	SM	916787071	CA7KLS412	KYTMANOVA REGINA			X

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JLSS

2/8/17

HEARING EXAMINERS SIGNATURE

DATE

* IN-PERSON HEARINGS IN SANTA MONICA *

HEARING DATE	HEAR TIME	CITATION NUMBER	DECISION	DISPO DATE	CLERK
02/08/2017	08 15	916883225	LIABLE	02/09/2017	L63PC54
02/08/2017	08 30	916947076	LIABLE	02/09/2017	L63PC54
02/08/2017	08 45	916913001	LIABLE	02/09/2017	L63PC54
02/08/2017	09 00	916890914	NO SHOW	02/09/2017	L63PC54
02/08/2017	09 15	916890903	NO SHOW	02/09/2017	L63PC54
02/08/2017	09 45	916793205	NOT LIABLE	02/09/2017	L63PC54
02/08/2017	10 00	917156354	NO SHOW	02/09/2017	L63PC54
02/08/2017	10 15	916893725	LIABLE	02/09/2017	L63PC54
02/08/2017	10 30	916899185	LIABLE	02/09/2017	L63PC54
02/08/2017	10 45	916804545	LIABLE	02/09/2017	L63PC54
02/08/2017	11 00	915736021	NO SHOW	02/09/2017	L63PC54
02/08/2017	11 15	917128656	LIABLE	02/09/2017	L63PC54
02/08/2017	11 45	916885756	NO SHOW	02/09/2017	L63PC54
02/08/2017	12 00	916931131	NO SHOW	02/09/2017	L63PC54
02/08/2017	12 15	916787071	NO SHOW	02/09/2017	L63PC54
02/15/2017	08 00	917185780	NO SHOW	02/16/2017	L63PC54
02/15/2017	08 15	917088605	NO SHOW	02/16/2017	L63PC54
02/15/2017	08 30	916799063	NO SHOW	02/16/2017	L63PC54
02/15/2017	09 30	917163096	LIABLE	02/16/2017	L63PC54
02/15/2017	09 45	917227916	NOT LIABLE	02/16/2017	L63PC54
02/15/2017	10 00	916964252	LIABLE	02/16/2017	L63PC54
02/15/2017	10 15	917023995	NOT LIABLE	02/16/2017	L63PC54
02/15/2017	10 30	916276233	NO SHOW	02/16/2017	L63PC54
02/22/2017	08 00	917102336	NO SHOW	02/23/2017	L63PC54
02/22/2017	08 15	916919161	LIABLE	02/23/2017	L63PC54
02/22/2017	08 30	916922775	LIABLE	02/23/2017	L63PC54
02/22/2017	08 45	917243294	NO SHOW	02/23/2017	L63PC54
02/22/2017	09 00	917243681	NO SHOW	02/23/2017	L63PC54
02/22/2017	10 15	916890166	LIABLE	02/23/2017	L63PC54
02/22/2017	10 30	916669622	NOT LIABLE	02/23/2017	L63PC54
02/22/2017	10 45	917115765	NO SHOW	02/23/2017	L63PC54
02/22/2017	11 00	917310951	LIABLE	02/23/2017	L63PC54
02/22/2017	11 00	917310951	NO SHOW	02/23/2017	L63PC54
02/22/2017	11 30	917124843	NOT LIABLE	02/23/2017	L63PC54
02/22/2017	11 45	917083543	LIABLE	02/23/2017	L63PC54
02/22/2017	12 00	917238895	LIABLE	02/23/2017	L63PC54

TOTAL

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CITATION DETAIL

* WRITTEN DECLARATION HEARINGS IN SANTA MONICA *

HEARING DATE	HEAR TIME	CITATION NUMBER	DECISION	DISPO DATE	CLERK
02/08/2017	07 45	917176385	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	917171835	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	916862796	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	917002645	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	916938982	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	917011126	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	916914736	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	916862800	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	916624726	LIABLE	02/13/2017	L63PC54
02/08/2017	07 45	P7131436	LIABLE	02/09/2017	L63PC54
02/08/2017	07 45	917082644	LIABLE	02/09/2017	L63PC54
02/15/2017	07 45	916959525	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	917126011	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	917165686	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	917201342	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	917151196	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	917236106	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	917031776	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	917004690	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	916920686	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	916819164	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	916959901	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	916959912	LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	916855063	NOT LIABLE	02/16/2017	L63PC54
02/15/2017	07 45	916731664	LIABLE	02/16/2017	L63PC54
02/22/2017	07 45	917069226	LIABLE	02/23/2017	L63PC54
02/22/2017	07 45	917172911	LIABLE	02/23/2017	L63PC54
02/22/2017	07 45	917201084	LIABLE	02/23/2017	L63PC54
02/22/2017	07 45	917157651	LIABLE	02/23/2017	L63PC54
02/22/2017	07 45	917150835	LIABLE	02/23/2017	L63PC54
02/22/2017	07 45	917253072	LIABLE	02/23/2017	L63PC54
02/22/2017	07 45	917025395	LIABLE	02/23/2017	L63PC54

TOTAL 32

GRAND TOTALS 68

CLIENT : SANTA MONICA

DATE ENTERED: 1-4-17 DATE RETURNED TO PVB: _____
DATE SENT TO CITY: 1-5-17 PVB CLERK ID: _____

ITEM#	CITATION#	ISSUE DT	PLATE#	BADGE#	VIOLATION	LIABLE CODE	NOT LIABLE CODE	REQUEST FOR INFO	REDUCE FINE TO	COMMENTS
1	917508756	12/30/16	AKGSW133	3963	METEROVER	<u>482</u>				
2	917453036	12/18/16	AZF0796B	3714	PREF PKG	<u>170</u>				
3	917361594	12/22/16	CA	3916	PAYDISPLAY	<u>180</u>				
4	917467595	12/27/16	CA	3706	ST SWEEPNG	<u>473</u>				
5	917449920	12/20/16	CA	3694	METEROVER	<u>415</u>				
6	917500902	12/29/16	CA	3706	METEROVER			<u>191</u>		
7	917425585	12/14/16	CAAROTEKK	3403	NO TABS	<u>124</u>				
8	917384845	12/14/16	CARADEAZY	3591	ST SWEEPNG	<u>167</u>				
9	917507183	01/02/17	CA1UAM261	3685	PREF PKG	<u>180</u>				
10	917348666	01/03/17	CA3NDZ043	3920	PREF PKG			<u>103</u>		
11	916072382	12/16/16	CA4JUD449	3396	PREF PKG		<u>101</u>			
12	917480303	12/31/16	CA4LNX886	3872	METEROVER	<u>452</u>				
13	917508712	12/30/16	CA4USY899	3963	METEROVER	<u>419</u>				
14	917465544	12/29/16	CA42BA702	3685	SUNSET	<u>170</u>				
15	917384440	12/14/16	CA43180H1	3591	ST SWEEPNG		<u>188</u>			

PLEASE USE LETTER 203
FOR ALL NOT LIABLE
DECISIONS
3529

RECEIVED
FEB 09 2017
PROD CONTROL

PROGRAM: TVEISRPT Xerox State & Local Solutions Inc RUNDATE: 03/01/2017

RUNTIME: 05:40:22

CLIENT : SANTA MONICA ISSUANCE REPORT PAGE NO: 1

----- M O N T H L Y V I E W -----

MARCH FEBRUARY
CURRENT MONTH PREVIOUS MONTH

1	12	23	1	1,067	12	525	23	835
2	13	24	2	683	13	1,096	24	765
3	14	25	3	792	14	1,275	25	458
4	15	26	4	651	15	935	26	679
5	16	27	5	461	16	703	27	912
6	17	28	6	681	17	380	28	898
7	18	29	7	904	18	428	29	
8	19	30	8	1,054	19	644	30	
9	20	31	9	845	20	784	31	
10	21		10	792	21	1,161		
11	22		11	498	22	823		

TOTAL: 0

TOTAL: 21,729

Initial Review (226) Outstanding Over 30 Days, Under 15

Sus Process	Sus Ticket N	Sus Tick Issu	Violation Ext	Violation Des	Sus Code	Sus Desc	Suspension

50 Days

	Suspension	Total Amt Du

