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CUSTOMER MANAGEMENT SUMMARY REPORT

Customer Management Report (Beverly Hills) Redlight Incidents

01-Nov-2011 to 31-Jan-2012

| | <u>PROCESSED</u> <u>INCIDENTS</u> | <u>REJECTED INCIDENTS</u> | <u>IN PROGRESS</u> | <u>AVAILABLE FOR</u> <u>PROSECUTION</u> | <u>REJECTED</u> <u>VIOLATIONS</u> | <u>APPROVED</u> <u>VIOLATIONS</u> | <u>TOTAL NOTICES</u> <u>PRINTED</u> | <u>ISSUANCE</u> <u>RATE</u> |
|-------------|--------------------------------------|---------------------------|--------------------|--|--------------------------------------|--------------------------------------|--|--------------------------------|
| BEH-OLSP-01 | 253 | 67 | 14 | 172 | 49 | 123 | 123 | 72% |
| BEH-OLDO-01 | 226 | 80 | 26 | 120 | 18 | 102 | 102 | 85% |
| BEH-WIWH-03 | 1215 | 247 | 102 | 866 | 122 | 744 | 744 | 86% |
| BEH-OLRO-01 | 391 | 106 | 26 | 259 | 107 | 152 | 152 | 59% |
| BEH-OLDO-03 | 300 | 98 | 20 | 182 | 28 | 154 | 154 | 85% |
| BEH-SUHI-01 | 753 | 184 | 49 | 520 | 96 | 424 | 424 | 82% |
| BEH-SUHI-03 | 442 | 123 | 48 | 271 | 43 | 228 | 228 | 84% |
| BEH-WIWH-01 | 956 | 246 | 87 | 623 | 89 | 534 | 534 | 86% |
| BEH-BEWI-01 | 2426 | 631 | 183 | 1612 | 329 | 1283 | 1283 | 80% |
| TOTAL | 6962 | 1782 | 555 | 4625 | 881 | 3744 | 3744 | 81% |

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CUSTOMER MANAGEMENT SUMMARY REPORT

Customer Management Report (Beverly Hills) Redlight Incidents

01-Jan-2010 to 31-Jan-2010

| | <u>PROCESSED</u> <u>INCIDENTS</u> | <u>REJECTED INCIDENTS</u> | <u>IN PROGRESS</u> | <u>AVAILABLE FOR</u> <u>PROSECUTION</u> | <u>REJECTED</u> <u>VIOLATIONS</u> | <u>APPROVED</u> <u>VIOLATIONS</u> | <u>TOTAL NOTICES</u> <u>PRINTED</u> | <u>ISSUANCE</u> <u>RATE</u> |
|-------------|--------------------------------------|---------------------------|--------------------|--|--------------------------------------|--------------------------------------|--|--------------------------------|
| BEH-OLSP-01 | 65 | 16 | 0 | 49 | 7 | 42 | 42 | 86% |
| BEH-OLDO-01 | 84 | 28 | 0 | 56 | 9 | 47 | 47 | 84% |
| BEH-WIWH-03 | 408 | 84 | 0 | 324 | 23 | 301 | 301 | 93% |
| BEH-OLRO-01 | 132 | 37 | 0 | 95 | 17 | 78 | 78 | 82% |
| BEH-OLDO-03 | 99 | 31 | 0 | 68 | 17 | 51 | 51 | 75% |
| BEH-SUHI-01 | 205 | 53 | 0 | 152 | 15 | 137 | 137 | 90% |
| BEH-SUHI-03 | 138 | 32 | 0 | 106 | 7 | 99 | 99 | 93% |
| BEH-WIWH-01 | 433 | 90 | 0 | 343 | 17 | 326 | 326 | 95% |
| BEH-BEWI-01 | 671 | 198 | 0 | 473 | 62 | 411 | 411 | 87% |
| TOTAL | 2235 | 569 | 0 | 1666 | 174 | 1492 | 1492 | 90% |

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CUSTOMER MANAGEMENT SUMMARY REPORT

Customer Management Report (Beverly Hills) Redlight Incidents

01-May-2011 to 31-May-2011

| | <u>PROCESSED INCIDENTS</u> | <u>REJECTED INCIDENTS</u> | <u>IN PROGRESS</u> | <u>AVAILABLE FOR PROSECUTION</u> | <u>REJECTED VIOLATIONS</u> | <u>APPROVED VIOLATIONS</u> | <u>TOTAL NOTICES PRINTED</u> | <u>ISSUANCE RATE</u> |
|-------------|----------------------------|---------------------------|--------------------|----------------------------------|----------------------------|----------------------------|------------------------------|----------------------|
| BEH-OLSP-01 | 63 | 30 | 0 | 33 | 8 | 25 | 25 | 76% |
| BEH-OLDO-01 | 104 | 31 | 0 | 73 | 23 | 50 | 50 | 68% |
| BEH-WIWH-03 | 465 | 131 | 0 | 334 | 29 | 305 | 305 | 91% |
| BEH-OLRO-01 | 134 | 50 | 0 | 84 | 14 | 70 | 70 | 83% |
| BEH-OLDO-03 | 89 | 39 | 0 | 50 | 8 | 42 | 42 | 84% |
| BEH-SUHI-01 | 220 | 86 | 0 | 134 | 10 | 124 | 124 | 93% |
| BEH-SUHI-03 | 153 | 64 | 0 | 89 | 6 | 83 | 83 | 93% |
| BEH-WIWH-01 | 447 | 117 | 0 | 330 | 9 | 321 | 321 | 97% |
| BEH-BEWI-01 | 765 | 227 | 0 | 538 | 63 | 475 | 475 | 88% |
| TOTAL | 2440 | 775 | 0 | 1665 | 170 | 1495 | 1495 | 90% |

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CUSTOMER MANAGEMENT SUMMARY REPORT

Customer Management Report (Beverly Hills) Redlight Incidents

01-Jun-2011 to 30-Jun-2011

| | <u>PROCESSED</u> <u>INCIDENTS</u> | <u>REJECTED INCIDENTS</u> | <u>IN PROGRESS</u> | <u>AVAILABLE FOR</u> <u>PROSECUTION</u> | <u>REJECTED</u> <u>VIOLATIONS</u> | <u>APPROVED</u> <u>VIOLATIONS</u> | <u>TOTAL NOTICES</u> <u>PRINTED</u> | <u>ISSUANCE</u> <u>RATE</u> |
|-------------|--------------------------------------|---------------------------|--------------------|--|--------------------------------------|--------------------------------------|--|--------------------------------|
| BEH-OLSP-01 | 86 | 47 | 0 | 39 | 2 | 37 | 37 | 95% |
| BEH-OLDO-01 | 80 | 35 | 0 | 45 | 5 | 40 | 40 | 89% |
| BEH-WIWH-03 | 383 | 116 | 0 | 267 | 13 | 254 | 254 | 95% |
| BEH-OLRO-01 | 145 | 63 | 0 | 82 | 4 | 78 | 78 | 95% |
| BEH-OLDO-03 | 100 | 43 | 0 | 57 | 5 | 52 | 52 | 91% |
| BEH-SUHI-01 | 265 | 104 | 0 | 161 | 6 | 155 | 155 | 96% |
| BEH-SUHI-03 | 168 | 86 | 0 | 82 | 1 | 81 | 81 | 99% |
| BEH-WIWH-01 | 439 | 107 | 0 | 332 | 0 | 332 | 332 | 100% |
| BEH-BEWI-01 | 883 | 310 | 0 | 573 | 37 | 536 | 536 | 94% |
| TOTAL | 2549 | 911 | 0 | 1638 | 73 | 1565 | 1565 | 96% |

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CUSTOMER MANAGEMENT SUMMARY REPORT

Customer Management Report (Beverly Hills) Redlight Incidents

01-Aug-2011 to 31-Aug-2011

| | <u>PROCESSED INCIDENTS</u> | <u>REJECTED INCIDENTS</u> | <u>IN PROGRESS</u> | <u>AVAILABLE FOR PROSECUTION</u> | <u>REJECTED VIOLATIONS</u> | <u>APPROVED VIOLATIONS</u> | <u>TOTAL NOTICES PRINTED</u> | <u>ISSUANCE RATE</u> |
|-------------|----------------------------|---------------------------|--------------------|----------------------------------|----------------------------|----------------------------|------------------------------|----------------------|
| BEH-OLSP-01 | 96 | 46 | 0 | 50 | 17 | 33 | 33 | 66% |
| BEH-OLDO-01 | 127 | 63 | 0 | 64 | 14 | 50 | 50 | 78% |
| BEH-WIWH-03 | 477 | 133 | 0 | 344 | 48 | 296 | 296 | 86% |
| BEH-OLRO-01 | 214 | 105 | 0 | 109 | 16 | 93 | 93 | 85% |
| BEH-OLDO-03 | 96 | 44 | 0 | 52 | 5 | 47 | 47 | 90% |
| BEH-SUHI-01 | 333 | 134 | 0 | 199 | 37 | 162 | 162 | 81% |
| BEH-SUHI-03 | 195 | 75 | 0 | 120 | 22 | 98 | 98 | 82% |
| BEH-WIWH-01 | 487 | 190 | 0 | 297 | 21 | 276 | 276 | 93% |
| BEH-BEWI-01 | 952 | 385 | 0 | 567 | 104 | 463 | 463 | 82% |
| TOTAL | 2977 | 1175 | 0 | 1802 | 284 | 1518 | 1518 | 84% |

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CUSTOMER MANAGEMENT SUMMARY REPORT

Customer Management Report (Beverly Hills) Redlight Incidents

01-Sep-2011 to 30-Sep-2011

| | <u>PROCESSED</u> <u>INCIDENTS</u> | <u>REJECTED INCIDENTS</u> | <u>IN PROGRESS</u> | <u>AVAILABLE FOR</u> <u>PROSECUTION</u> | <u>REJECTED</u> <u>VIOLATIONS</u> | <u>APPROVED</u> <u>VIOLATIONS</u> | <u>TOTAL NOTICES</u> <u>PRINTED</u> | <u>ISSUANCE</u> <u>RATE</u> |
|-------------|--------------------------------------|---------------------------|--------------------|--|--------------------------------------|--------------------------------------|--|--------------------------------|
| BEH-OLSP-01 | 94 | 28 | 0 | 66 | 19 | 47 | 47 | 71% |
| BEH-OLDO-01 | 30 | 19 | 0 | 11 | 1 | 10 | 10 | 91% |
| BEH-WIWH-03 | 617 | 135 | 0 | 482 | 28 | 454 | 454 | 94% |
| BEH-OLRO-01 | 213 | 92 | 0 | 121 | 21 | 100 | 100 | 83% |
| BEH-OLDO-03 | 114 | 47 | 0 | 67 | 12 | 55 | 55 | 82% |
| BEH-SUHI-01 | 318 | 129 | 0 | 189 | 34 | 155 | 155 | 82% |
| BEH-SUHI-03 | 170 | 62 | 0 | 108 | 19 | 89 | 89 | 82% |
| BEH-WIWH-01 | 476 | 125 | 0 | 351 | 24 | 327 | 327 | 93% |
| BEH-BEWI-01 | 944 | 368 | 0 | 576 | 105 | 471 | 471 | 82% |
| TOTAL | 2976 | 1005 | 0 | 1971 | 263 | 1708 | 1708 | 87% |

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CUSTOMER MANAGEMENT SUMMARY REPORT

Customer Management Report (Beverly Hills) Redlight Incidents

01-Dec-2011 to 31-Dec-2011

| | <u>PROCESSED INCIDENTS</u> | <u>REJECTED INCIDENTS</u> | <u>IN PROGRESS</u> | <u>AVAILABLE FOR PROSECUTION</u> | <u>REJECTED VIOLATIONS</u> | <u>APPROVED VIOLATIONS</u> | <u>TOTAL NOTICES PRINTED</u> | <u>ISSUANCE RATE</u> |
|-------------|----------------------------|---------------------------|--------------------|----------------------------------|----------------------------|----------------------------|------------------------------|----------------------|
| BEH-OLSP-01 | 104 | 26 | 0 | 78 | 21 | 57 | 57 | 73% |
| BEH-OLDO-01 | 96 | 46 | 0 | 50 | 6 | 44 | 44 | 88% |
| BEH-WIWH-03 | 532 | 119 | 0 | 413 | 79 | 334 | 334 | 81% |
| BEH-OLRO-01 | 154 | 48 | 0 | 106 | 40 | 66 | 66 | 62% |
| BEH-OLDO-03 | 125 | 47 | 0 | 78 | 11 | 67 | 67 | 86% |
| BEH-SUHI-01 | 340 | 82 | 0 | 258 | 50 | 208 | 208 | 81% |
| BEH-SUHI-03 | 169 | 58 | 0 | 111 | 15 | 96 | 96 | 86% |
| BEH-WIWH-01 | 447 | 128 | 0 | 319 | 52 | 267 | 267 | 84% |
| BEH-BEWI-01 | 1053 | 274 | 0 | 779 | 112 | 667 | 667 | 86% |
| TOTAL | 3020 | 828 | 0 | 2192 | 386 | 1806 | 1806 | 82% |

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