

opposite direction of travel, CrossingGuard uses camera 4 as the Tracking Camera. But in this case, camera 3 becomes the Violation Close-up Camera, and camera 2 plays the role of the Signal View Camera. Cameras 2 and 3 do "double-duty"; their field of view and operation are dynamically controlled by CrossingGuard, dependent upon the direction of travel in which the system sees the violation occurring.

2.G.2.c EQUIPMENT ROTATION AT INTERSECTIONS

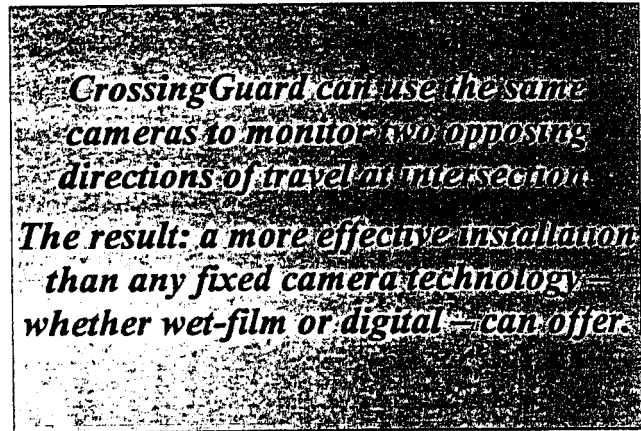
A common practice with other red light camera systems is to "rotate" a camera through several intersections. Each intersection is equipped with a camera housing. When driving through an intersection equipped with a camera housing, motorists are unable to tell if a camera is actually installed at the intersection or not. This practice is claimed to maintain an effective deterrent, even when the equipment is not actually in place at the intersection to deliver round-the-clock enforcement.

The practice of camera rotation has been introduced and makes sense for those enforcement systems that require expensive high resolution cameras. Because of the high cost of such equipment, a city or town simply may not be able to afford true 24 hour-a-day 7 day-a-week enforcement for all of its high risk intersections and approaches.

By contrast, CrossingGuard uses much more affordable NTSC video cameras. There is no cost advantage to moving them from an equipped intersection. If desired, the RoadSide Station may be "rotated" from intersection to intersection. As in the case of camera rotation, motorists would be unable to tell whether a particular traffic cabinet at a CrossingGuard-equipped intersection had a RoadSide Station within it or not.

However, the consequence of moving automated enforcement equipment from one intersection to another, is that, at the "disabled intersection", no violations are being detected and ticketed. Further, no other additional CrossingGuard functionality (e.g., collision avoidance) is available. The intersection is an empty shell that no longer delivers true 24-hour-a-day violation enforcement or the protection of all the other CrossingGuard safety features.

2.H EQUIPMENT MAINTENANCE



2.H.1 REMOTE MAINTENANCE AND TESTING OVER NESTOR COMMUNICATIONS NETWORK

The Nestor Communications Network enables NTS to access real-time equipment performance information on each CrossingGuard RoadSide Station and each camera installed at CrossingGuard-equipped intersections. This real-time communications capability enables NTS' in-house engineering and support specialists to access and test PC and camera functions to ensure proper performance as well as to perform an assessment of any equipment problems and detailed diagnostics in the event of malfunction.

Every 10 minutes, a remote software "AutoTest" is performed on each CrossingGuard RoadSide Station. This AutoTest confirms to the NTS Operations Center that the machine is up and running and that the network communications link to the machine is operational. Additionally, the AutoTest function can report a number of machine component problems, identifying, for example, if there is a problem with a RoadSide Station image capture card. The frequency of this testing ensures that problems with a RoadSide Station can be speedily determined, with minimal impact to enforcement operations. The level of diagnostic information it provides assists Customer Support staff in rapidly assessing and correcting the problem.

In addition to AutoTest, on a regularly scheduled basis, NTS Operations Center staff directly access camera images to confirm that the field of view is correct and that the camera equipment and associated RoadSide Station image capture functionality are

Remote, "real-time" equipment monitoring from the NTS Operations Center ensures rapid problem identification, remote troubleshooting and speedy problem resolution. Numerous corrections can be made remotely, and when local maintenance is required, support personnel lose no time correcting a problem that has already been diagnosed.

working properly. Additionally, NTS Operations Center staff perform regular system checks throughout the day to confirm that violations are being properly received from RoadSide Stations and automatically entered into the CitationManager violation database.

The ability to perform all these tests remotely, through the assistance of the Nestor Communications Network, provides for rapid problem identification and correction, with a minimum of maintenance downtime.

With the remote diagnostic tools at NTS' disposal, equipment failures can be diagnosed down to the level of component modules. Armed with the information that there is an equipment problem, the nature of the problem and the required problem fix, NTS' local equipment support contractor can be dispatched to the site with the proper equipment, ready to implement a repair/replacement. The online monitoring and rapid remote diagnosis of equipment failures ensures the quickest possible response and correction of the problem.

2.H.2 EQUIPMENT CALIBRATION

Routine equipment calibration includes automatic and regularly scheduled synchronization of the CrossingGuard Server PC clock, in accordance with DOT standards, through a serial connection to a WWVB receiver that receives time data from the

national clock provided by the National Institutes of Science and Technology. A synchronizing time signal is sent to each of the RoadSide Stations. The CrossingGuard performance log automatically registers the time when this synchronization takes place. The synchronization frequency is designed to occur multiple times during each day to prevent any significant clock drift on the part of any of the computers in the CrossingGuard system.

Configuration files that are generated by the user in the process of defining the field of view for each of the RoadSide Stations contain information that affects the system's calculation of vehicle speed. The system automatically archives any configuration file that has been used by the system and will automatically log the time at which the configuration file was applied. Camera mount calibration is not required unless the camera mount or camera unit is replaced.

2.H.3 REGULAR ONSITE MAINTENANCE

An annual inspection is recommended for the camera assemblies and computer systems, at which time camera calibration will be checked and computer system filters will be cleaned or replaced. This service is included with the Standard Maintenance Plan.

Since visibility can be impaired when the transparent protective camera domes become dirty, external cleaning of the domes is recommended four times per year. Lamps used to illuminate vehicles may be replaced at the same time to prevent demand-driven lamp replacement, which is predicted to be required 2-3 times per year. NTS performs most routine maintenance through its local dealer.

2.H.4 MAINTENANCE LOGS AND REPORTS

CrossingGuard automatically logs the results of the system AutoTests done routinely throughout the day. Additionally, the periodic tests done by NTS Operations Staff are also logged, becoming part of

the record that establishes proper system operation in support of citation challenges in court.

Logs of all equipment service and any equipment maintenance are maintained in a separate maintenance log file, where entries are made by the technician at the time the equipment is serviced. The equipment maintenance log file is queried on a regular basis to produce monthly reports detailing numbers and types of malfunctions, as well as the average days to repair and days lost due to malfunction. These reports will be available to the courts to document proper equipment operation as needed for court support.

2.H.5 WARRANTIES

All equipment comes with a one-year warranty from the date of completion and acceptance by the client. All the manufacturers' warranties for equipment purchased by the client are assigned to the client. To the best of its ability, NTS will repair or replace any malfunctioning or inoperable equipment as soon as possible after notification by the client. Extended warranties are available under equipment leasing programs.

2.H.6 REPAIR - 24 HOUR RESPONSE

Should a hard failure occur in a computer system, the standard maintenance plan provides for arrival on-site before the end of the next business day to repair or replace the failed component.

2.H.7 UPDATES: A COMMITMENT TO PROVIDING THE BEST IN PROVEN TECHNOLOGY

NTS is committed to providing the best technology available to keep the CrossingGuard system functioning at superior performance levels. All maintenance plans include automatic software updates. Software updates will provide all new general software releases. NTS or a qualified NTS local dealer representative will perform all software updates. Many of the software updates can be performed online, via remote transmission from NTS' facility to the client's RoadSide Stations over the Nestor Communications Network.

NTS continues to track and drive improvements to CrossingGuard-related technology. As an example,

NTS has recently begun shipping a new generation of video camera from Sony. This camera has extremely high sensitivity to low levels of light. NTS acquired the camera and performed extensive testing of its capabilities both in-house and at the Company's test installation in Rhode Island. This testing included the development of new software to dynamically control low-level camera functions. Once the camera and new software had passed extensive testing, NTS made it available for use in new CrossingGuard field installations and upgrades of existing installations. This new technology brings substantially improved levels of effectiveness to nighttime violation image capture.

NTS is committed to an update program that keeps its CrossingGuard installations at the leading edge of new technologies with proven track records of performance.

2.I USER TRAINING

Training of client personnel will be scheduled to occur once CrossingGuard equipment has been installed (for some minimum number of intersections) and once the processing operations setup has been completed. (Note that training can and usually will occur before installation is complete at all intersections designated by the client.) NTS trainers are experienced in software instruction, having conducted numerous seminars and training classes on NTS technology and products.

NTS provides a comprehensive training course geared to those software functions, which the client

NTS is committed to an ongoing program of development, integration and testing of the latest advances in cameras, communications, computer hardware and software, ensuring that CrossingGuard customers enjoy the best in field-proven technology for automated red light traffic enforcement and safety.

elects to install. Depending on the scope of these

functions, the training course can run from 1-3 days, and consists of a combination of classroom lecture as well as hands-on laboratory exercises, appropriate to the level(s) of expertise required for each operator.

Examples of training course content include a general introduction to CrossingGuard principles of operation, specific instructions on user interface and operations tasks, as well as an introduction to higher level functions including data analysis, image capture from video, camera control, startup, troubleshooting, recovery procedures, chain of evidence custody, court preparation, questions and answers.

Beyond training provided to the CrossingGuard system users, NTS will also conduct up to two workshop-training sessions for court personnel. By taking officers through the details of the operation of CrossingGuard and the process of electronically preparing citations from the violation video data, NTS will provide them the training they need to knowledgeably adjudicate contested tickets. NTS will provide all necessary visual aids for equipment and process description, and will review the types of questions or challenges that motorists can raise and the simple, clear responses that can address them.

As appropriate throughout the program, NTS will offer training update seminars for client personnel and court staff. These seminars will deal with any new issues that arise through motorist challenges or technology upgrades. Further, the seminars are an opportunity to share information on how similar court-related issues and responses are handled in neighboring jurisdictions. Additionally, NTS will host periodic user groups to exchange such information, so that clients can learn directly from the experience of other users and jurisdictions.

2.1.1 TRAINING MATERIALS AND DOCUMENTATION

NTS provides training materials as required to support the client in the function and system operations to which they elect to have access and responsibility. The training materials consist of

- operating instructions and procedures
- tutorial material
- application reference guides for operators

- problem resolution materials including troubleshooting and recovery procedures

The CrossingGuard User's Guide details all operations of the CrossingGuard RoadSide Station and CrossingGuard CitationManager functions related to final citation review and approval. A System Troubleshooting Guide is also provided and reviewed during the training course.

2.2 CITATION PROCESSING

NTS offers a complete program of turnkey services for violation review, citation preparation, citation approval and citation mailing, custom-tailored to meet client needs and legal requirements. NTS' full service support program is available to provide the highest quality of service to ensure a successful and smoothly operating red light camera program.

For the CrossingGuard program for the client, NTS will provide all citation preparation and processing services. Violation image data will be relayed from the monitored intersections over the Nestor Communications Network to NTS' Operations Center. There, violation data will be reviewed, DMV information retrieved, and citations prepared. Approved citations will be printed and mailed by NTS' citation service provider (CSP). Figure 16 provides an overview of the steps involved in preparing, approving and mailing a citation.

Electronic access to all citation files and associated violation video will also be available for public review at the City's facility. Optionally, NTS can provide equipment for viewing citation files and videos at additional "walk-in" sites in the city.

Additional processing services provided by NTS include a toll-free number for citation inquiries and violation viewing scheduling. NTS will provide the client monthly program management reports and, as required by the courts, expert witness testimony.

VIOLETION PROCESSING

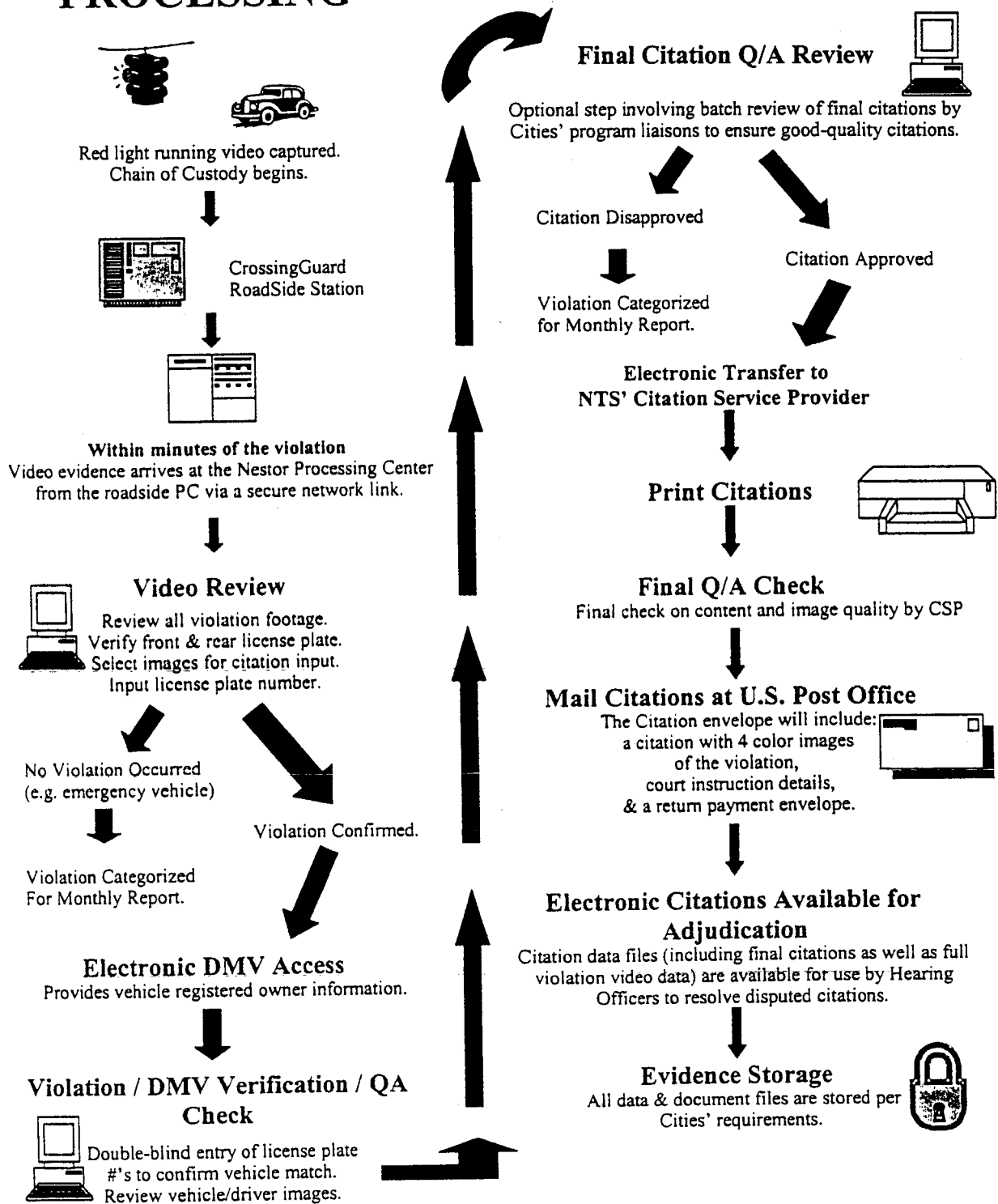


Figure 16 Citation Processing Steps

2.I.1 CROSSINGGUARD BACKOFFICE

SOFTWARE

NTS' CrossingGuard back-office CitationManager software provides the video and chain-of-evidence management tools needed for efficient and effective citation processing services. CitationManager is a distributed software environment that implements the steps of violation review, registration (i.e. license plate) information entry and DMV information retrieval as task building blocks in a modular workflow design. The flow, sequence and assignment of tasks can be adapted to the particular requirements that the client may have for citation processing services and chain-of-evidence handling.

The CitationManager software executes on a stand-alone CrossingGuard PC Workstation or on a network of such workstations providing support for multiple users simultaneously. Access restrictions are easily implemented through a facility that maintains an authorized list of users (who must supply a password to access the environment), their passwords and list of authorized access privileges.

2.I.2 VIOLATION REVIEW

When a violation video sequence and associated data is transmitted from the intersection, it is given a unique identifier and stored in the CrossingGuard CitationManager database. As soon as it is received, it is available for review by authorized program users.

CitationManager provides a GUI-based environment to view "instant replays" of the violation video on screen to determine if a violation occurred. Easy-to-use VCR-like controls allow the reviewer to play, pause, advance frame-by-frame or rewind and replay the video to determine exactly what happened to verify that a violation has occurred and a citation is

NTS can perform direct, online DMV information retrieval for all California license plate inquiries.

warranted.

NTS Operations Staff will be guided in their violation review by a set of "Issuance Criteria" that the client will define for use throughout the program. These criteria will serve as guidelines to ensure consistency and fairness in the violation review process.

Working with the client, NTS will define Issuance Criteria to ensure fairness and consistency in the violation review process.

In CitationManager, violation review creates a violation data record that contains, among other information, the unique identifier of the video sequence. The date of review and the name of the user who conducted the review are automatically included in the violation record. Importantly, all violation records, including those categorized as "no violation occurred", are preserved and recorded in monthly management reports to the client.

Violations can be processed as they are received, or batched for subsequent review at designated timeframes. The frequency of review will be determined, at least in part, by the client's target average time interval between violation and citation issuance and daily citation volumes.

2.I.3 ACCESS TO DMV RECORDS

NTS has direct online access to the California DMV. Additionally, working through its Citation Service Provider (CSP) and their existing agreements with DMV's in all fifty US states plus Canada's ten provinces and three territories, NTS has access to all out-of-state DMV records. In compliance with all state regulations, NTS will access and retrieve all DMV information needed for citation issuance.

CrossingGuard CitationManager provides support for electronic retrieval of California DMV information. NTS will submit DMV requests consisting of a batch of electronic records. These requests will be returned with an electronic file containing registered owner information for the

vehicle tags requested. Once vehicle registration and driver license information is received, this data is automatically incorporated with the citation data (images, license plate, violation-specifics etc.) already in the CitationManager database to create a complete citation record.

NTS can perform DMV information retrieval for all license plate inquiries.

The citation record is then subjected to a second review for quality assurance purposes to ensure that all information has been accurately extracted and merged. The quality assurance process involves a second, independent entry of the license plate information from the image data, review of matching DMV information and review of final prepared citation – with all image content as it will appear in the citation – prior to final citation approval.

2.J.4 FINAL CITATION APPROVAL

The citation approval task is reserved for City law enforcement officers. Using a CrossingGuard Workstation at their facility the client can remotely access CrossingGuard prepared citations to review all images and data, and make final “Accept/Reject” decisions, affixing an “electronic signature” to the file for approved citations. In addition to storing the final decision, CrossingGuard software will store with each citation record, the identity of the reviewing officer as well as the time and date of review.

2.J.5 CITATION FORMAT

A citation form will be generated subject to Court approval and in the format required by California law. The form will contain all required information about the actual violation, the registered owner/driver information, color copies of the image frames depicting the alleged violation, payment information, etc. (Please see Section 3.) These citations will contain at a minimum the following:

- Issuing Agency, phone number and description

- Violator’s name and address
- Vehicle state and license plate number
- Citation number, issue date, and issue time
- Location of violation
- Mailing date of citation/notice
- Violation description
- Delinquent due date
- Instructions for clearing/contesting citations
- Consequences of late payment or no payment
- Mailing address for payment
- Non-postpaid return envelope
- Payee name

The citation forms are designed as a database report. Changes to the content, format or design, can be easily accommodated as client requirements change.

2.J.6 CITATION ISSUANCE (MAILING)

Once a batch of citations has been approved, it is ready for mailing. Citations are laser-printed in color. NTS provides citations, envelopes, return envelopes, including postage, and all functions related to the preparation and mailing of citations per CVC requirements.

2.J.7 DELINQUENT NOTICE ISSUANCE

As an optional service, NTS can provide processing support to send delinquent notices to those violators for whom such notices are appropriate. NTS will work with the client and/or Court to establish the conditions under which such second notices are to be generated. For example, such notices may be sent to those who have not paid or responded within a fixed time after the issuance of the original citation. They can also be sent in the event of bounced checks (adding, at the client’s option, a returned check charge). As an option, second notices can also be generated upon notification of name/address changes.

2.J.8 CITATION PROCESSING TURN AROUND TIME

CrossingGuard’s technology ensures that all the evidence needed to review a violation is available for processing within minutes after the occurrence. The

NTS Operations Center is staffed to ensure that violation review occurs promptly once the evidence

With CrossingGuard's real-time transmission of violation evidence and online access to CA DMV information, citations can be mailed on the same day as the violation.

is received. For California violations, where NTS has online access to the DMV, turnaround time for accessing state DMV records occurs with all the speed of electronic data transfer. Assuming the City implements a responsive timeline for violation review, it is possible to issue citations on the same day as the violation is committed. Generally, citations are mailed no more than 2 days after the violation. NTS is committed to providing accurate and efficient processing services to the client and will continue to streamline its processes of review and DMV information retrieval to keep the length of time between violation occurrence and citation issuance as short as possible.

2.1.9 INFORMATION SECURITY

The NTS Operations Center as well as the citation printing and mailing facilities of our CSP contractor offer physical security to ensure only authorized access to areas where citation information is received and processed. Software security includes network and application password protection, with user privilege restrictions that prevent unauthorized data retrieval from the citation database and to limit access by communication port and specialized function. All persons entering data into the system have their own unique passwords that allow them access only to those functions for which they have received prior authorization. Each transaction is entered with an indication of who entered the transaction. Any security violations will be reported to the client upon discovery.

2.1.10 PROCESSING OPERATIONS/ ADMINISTRATION SET UP

Tasks and milestones related to setting up the citation processing operations are identified in Table 7. With the information obtained at the Program Launch Meeting, NTS will summarize the program administration, citation review and processing tasks for which the client elects to be responsible. The workflow modules of the CrossingGuard CitationManager software will be architected to support the client in tasks they elect to perform. NTS will also document the particular responsibilities of the client in the program- documentation provided as part of the training class.

Other tasks involved in setting up the citation processing services will culminate in milestones for final citation form approval, completion of bank deposit arrangements, the "800" customer service number going operational, successful testing of DMV information access, the generation of sample citations and setting up the local customer support office.

PROCESSING OPERATIONS SETUP

1. Create account processing database for client
2. Customize software workflow for client citation approval
3. Document client authorization and data archiving procedures
4. Prepare custom training materials
5. Design citation form and submit for client approval
6. Review procedures for deposit of citation fees
7. Setup bank account for client
8. Setup 800 number hotline (review and approve script)
9. Arrange for and conduct test of DMV information access (where needed)
10. Set up local customer support office.

Table 7 Tasks for Setting Up Citation Processing Services

As necessary, NTS will contact the state DMV to review information retrieval procedures and to schedule a DMV information retrieval test to occur during the setup and testing of the citation processing services.

2.K PAYMENT PROCESSING (SERVICE OPTIONAL)

At the client's option, NTS can provide payment-processing services to the client including direct pay to the court, a deposit account with a local bank or through NTS' Citation Service Provider. Details of the arrangements for direct pay or deposit account processing will be determined with the court or the local bank. We describe below the payment processing services offered through our Citation Service Provider (CSP).

Citation tracking for payment processing purposes begins once a citation is mailed by the CSP. The CSP's citation-tracking computer database contains all citation information necessary to allow the CSP to handle telephone inquiries into the status of the citation and payments on the account.

Procedures for payment processing contain audits and controls to ensure accountability of all transactions and moneys from their source through final resolution and archiving.

The CSP's citation collection service includes daily pickup of mail from a local P. O. Box. Payments received at the CSP will be processed and deposited into the client bank account. Records of payment and other disposition information will be entered into the computer system as payments are processed to provide up-to-date inquiry ability for the client. Information on local payments by walk-ins will be transmitted electronically to the CSP.

At the CSP's facility, mail is sorted into batches by agency and postmark date prior to processing. The mail opening is done by at least two of the mailroom staff with supervisory monitoring.

As cash is received, it is immediately counted, noted, and forwarded to the supervisor with a request form for a CSP check. The supervisor counts the cash and verifies the amount against the check request form's payment amount. Upon verification, the supervisor prepares a check made payable to the CSP in lieu of the cash payment and sends the check back with the appropriate citation number(s) to the collection section for further processing. This procedure eliminates handling cash through the collection processing cycle.

As mail is processed in the collection section, the payment amount received is written on the source document (either the enclosed ticket or delinquent notice). The citation number is written on the check or if already present, the collection clerk will place initials next to the citation number verifying that it agrees with the number on the source document.

When a payment is received without a copy of either the ticket or the delinquent notice, it is examined to see if the citation number, vehicle license number or driver's name is on the check or included on a separate sheet. The collection clerk can bring up the citation information on an inquiry screen using the citation number, vehicle license number, or driver's last name. If the citation is retrieved from the database, the citation number, vehicle license number, amount paid, disposition code, and payment date are written on a disposition slip. The slip becomes the payment source document.

Payment source documents are separated into two batches: payments documents and source documents. Two separate adding machine tapes are run on each batch, one adding the payment amounts as shown on the source document and the other adding the check amounts. Both tape amounts must equal before the documents are processed further.

The checks are then stamped/endorsed with the client name and bank account number, if the batches balance. The collection clerk prepares the client bank deposits with the count and amount from the adding machine tape of each check batch. Once complete, the batch of documents is forwarded to the CSP's data entry department for posting into the computer system.

The source document batches, consisting of delinquent notices or original citations and disposition slips, are used by data entry to post the payments. The citation postings (payments) are entered online with tight controls to ensure that errors do not occur. The data entry operator verifies that the entered citation amount on the terminal screen equals the adding machine tape total amount attached to the batch. The data-entry operator receives a printout with relevant information about the batch (the data entry operator name and number, the paid date, the entered date, the batch count, and the total amount for the batch). This printout is attached to the batch and returned to the collection section for

balancing. After the data entry process, payment information is immediately available through the online inquiry system.

Should a payment be applied to a citation that is on a "hold" or "frozen" status, the payment will be posted as usual and the "frozen" status will remain, meaning that no further action will be taken with that citation until further updated. The exception to this would be if the payment amount were enough to close the citation, in which case it would be closed.

The collection clerk verifies the figures on the deposit slip with the appropriate data entry printout. If the documents balance, the deposit is ready for the bank. A CSP courier takes all bank deposits to each bank daily. The bank deposits are checked out and deposit slips are checked back in with a log sheet each day. The returned stamped deposit slip is filed with a copy of the matching data entry printout for future reference and another copy is sent to the client.

As part of the daily accounting done for the client, a daily detailed payment register is produced which is balanced to the total of the checks received during the day. This audit system, to be approved by the client Finance Department, is provided to insure the accountability of public funds.

NTS' CSP currently processes payments for many customers. In every case, payments are made out individually to each customer and deposited directly into their own separate bank accounts. The CSP provides reports for balancing and reconciling their accounts. Refund requests for overpayments will be forwarded to the client with all required paperwork.

If no payment is received on the second citation, the CSP's citation tracking system will continue processing the citation through the penalty phase, at which time the citation information will be returned to the client for further collection efforts.

Citations are updated with information regarding payments, dispositions, citations and delinquent notices being sent, penalties applied, etc. All information is kept in the citation record or posting records for auditing and accountability.

2.K.1 COLLECTION PRACTICES

NTS, in conjunction with its Citation Service Provider, provides initial collection and accounting

services to the client as part of its citation processing services. Collection efforts begin with the initial citation which includes payment instructions, amount due, due date, return envelope for payment, "800" number for payment questions or for Visa/MasterCard payments, and instructions for paying or contesting citations. Second citations will be issued for revised citation information received for leased/rented vehicles and address changes.

If contracted for by the client, citations that remain unpaid or uncontested for a client-specified period of time after initial citation issuance will receive delinquency notices including an appropriate delinquency fee to be determined by the client and consistent with legal statute.

Any citations remaining unpaid for thirty (30) days after the delinquency notice is mailed will be either turned over to the client or, at the Client's to a collection agency for further action.

Payments received will be deposited into an account in a financial institution to be agreed upon by the parties. Monthly reports will be prepared for the client providing a complete accounting of citations issued, paid, late fees paid, unpaid at end of period, turned over for further collection, etc. Periodic remittances will be made from the account to the client for the net amounts due from collected citations.

2.K.2 INFORMATION SECURITY

The CSP software offers security through passwords, lock-words, and restricted menus to prevent unauthorized data retrieval from the citation database and to limit access by communication port and specialized function. The CSP security also includes physical security at its processing site. The mailroom, where payments are received, is locked and can be accessed only by authorized personnel. Mail sorting and opening is done behind locked doors with supervisory monitoring. All persons entering data into the system (e.g. citation amount paid, date paid etc.) into the citation processor system have their own unique passwords that allow them access only to certain functions of the system. Each transaction is entered with an indication of who entered the transaction. Any security violations will be reported to the client upon discovery.

2.L CUSTOMER SUPPORT

2.L.1 TELEPHONE HOTLINE SUPPORT

Each citation will contain a phone number to call for information. This "hotline" will be a toll-free number staffed from 8:30 a.m. to 5:00 p.m. Monday through Friday, PST. At all other times, a recording shall provide the caller with hours of operation information. The toll-free number can be dialed from anywhere in the U.S. and Canada.

Bilingual, toll-free hotline for customer service, Monday-Friday, 8:30 AM to 5:00 PM, EST.

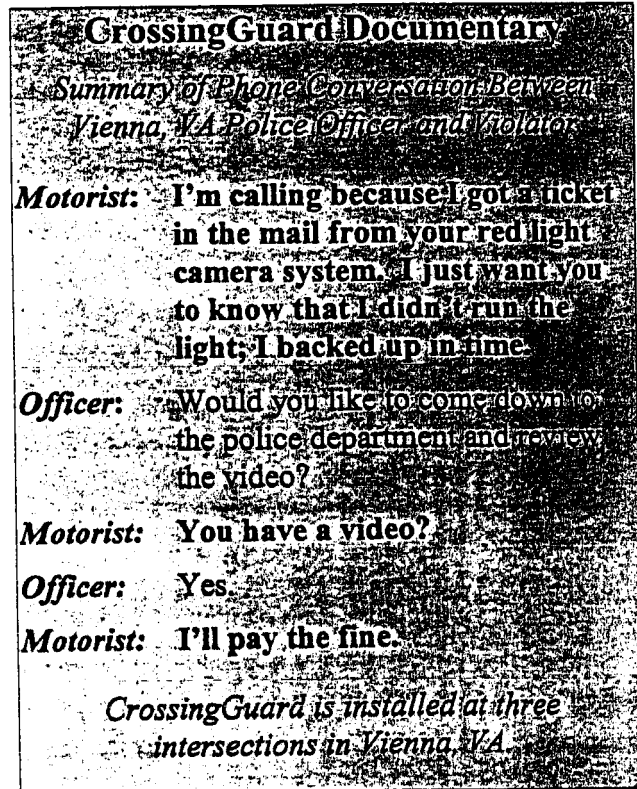
The toll-free number will be staffed by customer service representatives from the CSP, trained and able to answer questions from violators of a non-judicial nature (e.g., how/where to pay the citation, how to contest the citation, whether their payment has been received, scheduling appointments for evidence viewing, etc.) The toll-free number information is available in English and in Spanish.

For citations issued in 1999, NTS collection rates exceeded 90%.

2.L.2 ACCESS TO VIDEO EVIDENCE: SUPPORT FOR "WALK-INS"

At the client's option, NTS can provide additional CitationManager ReviewStations at designated "walk-in" centers for violators to view the violation video and citation evidence. These sites can be within the local police department(s) offices or at locations within the client central administration buildings. A violator can schedule an appointment via the toll-free customer service telephone number during a pre-determined City schedule.

Using a CrossingGuard ReviewStation PC at the walk-in center, alleged violators can view their violation video with the assistance of trained staff. (If the client chooses additional program support for walk-in centers, user training is provided for walk-in center support staff.) The ReviewStation PC executes CrossingGuard CitationManager software with



restricted privileges appropriate for viewing violation images/video.

The combination of capturing clear and convincing evidence of the violation and making that evidence easily and conveniently accessible to the violator for review prior to any potential hearing is an effective strategy for minimizing the impact of the CrossingGuard enforcement program on the courts or other adjudication process. NTS will be happy to provide additional information and pricing information on this optional capability subject to client interest.

