



Dr. Larry Wallace Jr., Mayor
Deja Hill, Mayor Pro Tem, Place 5
Emily Hill, Place 1
Maria Amezcua, Place 2
Dr. Christopher Harvey, Place 3
Danny Scarbrough, Place 4
Vacant, Place 6

**CITY COUNCIL
REGULAR MEETING
AGENDA**

Wednesday, June 3, 2020

7:00 p.m.

Manor City Hall – Council Chambers
105 E. Eggleston Street

CALL TO ORDER AND ANNOUNCE A QUORUM IS PRESENT

PLEDGE OF ALLEGIANCE

PROCLAMATIONS

- A. Declaring the month of June 2020, as “*LGBTQ+ Month*”
- B. Declaring the month of June 2020, as “*Men’s Health Month*”
- C. Declaring the month of June 2020, as “*National PTSD Awareness Month*”
- D. Declaring the month of June 2020, as “*National Safety Month*”
- E. Declaring the month of June 2020, as “*National Homeownership Month*”

PUBLIC COMMENTS

Comments will be taken from the audience on non-agenda related topics for a length of time, not to exceed three (3) minutes per person. Comments on specific agenda items must be made when the item comes before the Council. To address the City Council, please complete the white card and present it to the City Secretary prior to the meeting. **No Action May be Taken by the City Council During Public Comments**

CONSENT AGENDA

All of the following items on the Consent Agenda are considered to be self-explanatory by the Council and will be enacted with one motion. There will be no separate discussion of these items unless requested by the Mayor or a Council Member; in which event, the item will be removed from the consent agenda and considered separately.

1. Consideration, discussion, and possible action to approve the City Council Minutes of the May 20, 2020, Regular Meeting. Lluvia T. Almaraz, City Secretary
2. Second and Final Reading: Consideration, discussion, and possible action on an ordinance rezoning Lots 4 and 5, Block 43, Town of Manor, locally known as 101 West Boyce Street from Single Family (SF-1) to Neighborhood Business (NB). **Applicant:** Michael Benitez **Owner:** AZ General Contractors, LLC Scott Dunlop, Asst. Dev. Services Director

REGULAR AGENDA

3. Consideration, discussion, and possible action on a Temporary Wholesale Wastewater Service Agreement with the Wilbarger Creek Municipal Utility District No. 2. Frank T. Phelan, P.E. City Engineer
4. Consideration, discussion, and possible action on an award of a contract addendum for Design, Bidding and Construction Engineering services for the FM 973 Water Line - Water Capital Improvements Project W-31 and FM 973 Gravity Wastewater Main - Wastewater Capital Improvements Project CIP S-19. Frank T. Phelan, P.E. City Engineer
5. Consideration, discussion, and possible action on an award of a contract for Court Collection Services for the City of Manor. Thomas Bolt, City Manager

EXECUTIVE SESSION

The City Council will now convene into Executive Session pursuant to the provisions of Chapter 551 Texas Government Code, in accordance with the authority contained in:

Section 551.074 Personnel Matters – Interview Candidates for appointment to City Council, Place 6 vacancy.

OPEN SESSION

The City Council will now reconvene into Open Session pursuant to the provisions of Chapter 551 Texas Government Code and take action on item(s) discussed during Closed Executive Session.

6. Take action as deemed appropriate in the City Council's discretion regarding the City Council, Place 6 vacancy. Thomas Bolt, City Manager

ADJOURNMENT

In addition to any executive session already listed above, the City Council reserves the right to adjourn into executive session at any time during the course of this meeting to discuss any of the matters listed above, as authorized by Texas Government Code Section §551.071 (Consultation with Attorney), §551.072 (Deliberations regarding Real Property), §551.073 (Deliberations regarding Gifts and Donations), §551.074 (Personnel Matters), §551.076 (Deliberations regarding Security Devices) and §551.087 (Deliberations regarding Economic Development Negotiations).

POSTING CERTIFICATION

I, the undersigned authority do hereby certify that this Notice of Meeting was posted on the bulletin board, at the City Hall of the City of Manor, Texas, a place convenient and readily accessible to the general public at all times and said Notice was posted on the following date and time: Friday, May 29, 2020, by 5:00 p.m. and remained so posted continuously for at least 72 hours preceding the scheduled time of said meeting.

/s/ Lluvia T. Almaraz, TRMC
City Secretary for the City of Manor, Texas

NOTICE OF ASSISTANCE AT PUBLIC MEETINGS:

The City of Manor is committed to compliance with the Americans with Disabilities Act. Manor City Hall and the Council Chambers are wheelchair accessible and accessible parking spaces are available. Requests for accommodations or interpretive services must be made 48 hours prior to this meeting. Please contact the City Secretary at 512.272.5555 or e-mail lalmaraz@cityofmanor.org



PROCLAMATION

WHEREAS, the City of Manor is a welcoming community and an exceptional place to live, learn, work, play, and raise a family; and

WHEREAS, Manor recognizes the importance of equality and freedom; and

WHEREAS, the nation was founded upon and is guided by a set of principles that includes that every person has been created equal, that each has rights to their life, liberty and pursuit of happiness and that each shall be accorded the full recognition and protection of law; and

WHEREAS, the City of Manors' Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ⁺) community are a vital part of all fields and professions and contribute to a stronger community; and

WHEREAS, the City of Manor is dedicated to fostering acceptance of all its citizens and preventing discrimination and bullying based on sexual orientation and gender identity; and

WHEREAS, Manor is strengthened by and thrives upon the rich diversity of ethnic, cultural, racial, gender and sexual identities of its residents; all of which contribute to the vibrant character of our City; and

WHEREAS, the Centers for Disease Control (CDC) recognizes that LGBT teens are at higher risk to be the victims of violence and have increased suicide rates; and

WHEREAS, it is imperative that young people in the community, regardless of sexual orientation or gender identity, feel valued, safe, empowered, and supported by their peers, educators, and community leaders.

NOW, THEREFORE, I, Dr. Larry Wallace Jr., Mayor of the City of Manor, Texas, and on behalf of the Manor City Council, do hereby proclaim the month of June 2020, as:

“LGBTQ⁺ PRIDE MONTH”

in the City of Manor and urge citizens to recognize the contributions made by members of the LGBTQ⁺ community and to actively promote the principles of equality and liberty; and **BE IT FURTHER RESOLVED** that the downtown Manor water tower shall be lit in rainbow colors for the month of June 2020.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the seal of the City of Manor on this 3rd day of June 2020.

Dr. Larry Wallace Jr., Mayor
City of Manor



PROCLAMATION

WHEREAS, despite advances in medical technology and research, men continue to live an average of five years less than women; and

WHEREAS, educating the public and health care providers about the importance of a healthy lifestyle and early detection of male health problems will result in reducing rates of mortality from disease; and

WHEREAS, the Men's Health Month website has been established at www.MensHealthMonth.org and features resources and information about awareness events and activities, including Wear Blue for Men's Health; and

WHEREAS, Men's Health Month is an opportunity to raise awareness about the importance of a healthy lifestyle and early detection of serious male health issues, as some diseases and conditions may not have symptoms; and

WHEREAS, men who are educated about the value of preventative health will be more likely to participate in health screenings, decrease high-risk behaviors, and lead healthier lifestyles; and

WHEREAS, recognizing and preventing men's health issues is important not only to men, but to the health of our families and communities.

NOW, THEREFORE, I, Dr. Larry Wallace Jr., Mayor of the City of Manor, Texas, and on behalf of the Manor City Council, do hereby proclaim the month of June 2020, as:

“Men's Health Month”

in the City of Manor and encourage all citizens to pursue preventative health practices and early detection efforts.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the seal of the City of Manor on this 3rd day of June 2020.

Dr. Larry Wallace Jr., Mayor
City of Manor



PROCLAMATION

WHEREAS, Posttraumatic Stress Disorder (PTSD) is associated with chemical changes in the body's hormonal system and autonomic nervous system, and is characterized by symptoms including flashbacks, nightmares, insomnia, avoidance, hypervigilance, anxiety, and depression; and

WHEREAS, between 7 and 8 percent of the population will experience PTSD during their lifetime; and

WHEREAS, PTSD can occur after a person experiences trauma including, but not limited to the stress of combat, rape, sexual assault, child abuse, bombing, accidents and natural disasters, and affects approximately 8 million adults in the United States annually; and

WHEREAS, despite its treatability, many cases of PTSD remain undiagnosed and untreated due to a lack of awareness of this condition and the persistent stigma associated with mental health conditions; and

WHEREAS, raising awareness of this condition is necessary to remove the stigma and to encourage those suffering to seek proper and timely treatment that may save their lives.

NOW, THEREFORE, I, Dr. Larry Wallace Jr., Mayor of the City of Manor, Texas, and on behalf of the Manor City Council, do hereby proclaim the month of June 2020, as:

“National PTSD Awareness Month”

in the City of Manor and encourage all people to reach out to their fellow citizens to provide support and remove the stigma associated with this disorder.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the seal of the City of Manor on this 3rd day of June 2020.

Dr. Larry Wallace Jr., Mayor
City of Manor



**National Safety
Month 2020**

PROCLAMATION

WHEREAS, National Safety Month is an annual observance to educate organizations and communities and encourage safe behaviors around leading causes of preventable injuries and deaths; and

WHEREAS, safety is more critical than ever, and the National Safety Council remains committed to saving lives and preventing injuries, from the workplace to anyplace; and

WHEREAS, all citizens deserve to live in communities that promote safe and healthy living environments, and safe communities require the cooperation of all levels of government, business, and industry employees, as well as the general public; and

WHEREAS, through the support and observance of National Safety Month each year, employers are helping to reverse an increase in accidental injuries and deaths in the workplace; and

WHEREAS, the City of Manor works to prevent accidental injuries and deaths by educating employees about safe and health practices in the workplace, on our roads and highways, and in our homes and communities; and

WHEREAS, the beginning of the summer season, traditionally a time of increased accidental injuries and fatalities, is an appropriate time to focus attention on injury risks and preventions.

NOW, THEREFORE, I, Dr. Larry Wallace Jr., Mayor of the City of Manor, Texas, and on behalf of the Manor City Council, do hereby proclaim the month of June 2020, as:

“National Safety Month”

in the City of Manor and urges all citizens to establish and maintain safe practices in their homes, workplaces, and communities.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the seal of the City of Manor on this 3rd day of June 2020.

Dr. Larry Wallace Jr., Mayor
City of Manor



PROCLAMATION

Whereas, In 1995, National Homeownership Week began as a strategy of President William Clinton's administration to increase homeownership across the nation; and

Whereas, in 2002, President George W. Bush expanded the observance to the entire month of June; and

Whereas, National Homeownership Month shines a spotlight on supporting the American Dream of homeownership; and

Whereas, it's a time to recognize the organizations that help individuals and families to achieve their goals; and

Whereas, from the U.S. Department of Housing and Urban Development and Federal Housing Administration to the realtor's, financial and housing counselors, and assistance programs, they all play a part in helping first-time home-buyers make their dream come true; and

Whereas, homeownership is often the foundation of security and prosperity for families and communities and an enduring symbol of American Freedom.

Now, Therefore, I, Dr. Larry Wallace Jr., Mayor of the City of Manor, and on behalf of the Manor City Council, do hereby proclaim the month of June 2020 as:

“National Homeownership Month”

in the City of Manor, Texas.

In Witness Whereof, I have hereunto set my hand and caused to be affixed the seal of the City of Manor on this 3rd day of June 2020.

Dr. Larry Wallace Jr., Mayor
City of Manor



AGENDA ITEM SUMMARY FORM

PROPOSED MEETING DATE: June 3, 2020

PREPARED BY: Lluvia T. Almaraz, City Secretary

DEPARTMENT: Administration

AGENDA ITEM DESCRIPTION:

Consideration, discussion, and possible action to approve the City Council Minutes of the May 20, 2020, Regular Meeting.

BACKGROUND/SUMMARY:

PRESENTATION: ☐ YES ☒ NO

ATTACHMENTS: ☒ YES (IF YES, LIST IN ORDER TO BE PRESENTED) ☐ NO

May 20, 2020, Regular Meeting Minutes

STAFF RECOMMENDATION:

It is City staff's recommendation that the City Council approve the City Council Minutes of the May 20, 2020, Regular Meeting.

PLANNING & ZONING COMMISSION: ☐ RECOMMENDED APPROVAL ☐ DISAPPROVAL ☐ NONE



**CITY COUNCIL
REGULAR SESSION MINUTES
MAY 20, 2020
Via Telephone/Video Conference**

The meeting was live streamed on Facebook Live beginning at 7:15 p.m.
<https://www.facebook.com/cityofmanor/>

In accordance with an order of the Office of the Governor issued March 16, 2020, the City Council conducted this meeting by video/telephone conference in order to advance the public health goal of limiting face-to-face meetings to slow the spread of the COVID-19. There was no public access to the location described above.

The following instructions were provided to the general public.

Instructions for Public Speaking:

- Members of the public that wish to speak during public comments, public hearing or an agenda item will need to register in advance by visiting www.cityofmanor.org where a registration link will be posted on the calendar entry for each public meeting. You will register by filling in the speaker card available for that specific meeting and submitting it to publiccomments@cityofmanor.org. Once registered, instructions will be emailed to you on how to join the videoconference by calling in. Your Speaker Card must be received two (2) hours prior to scheduled meeting.

Upon receiving instructions to join zoom meeting the following rules will apply:

- All Speakers must address their comments to the Mayor rather than to individual Council Members or city staff. Speakers should speak clearly into their device and state their name and address prior to beginning their remarks. Speakers will be allowed 3 minutes for testimony. Speakers making personal, impertinent, profane or slanderous remarks may be removed from the meeting.

Mayor Wallace Jr. advised that all votes would be conducted by a Roll Call Vote, meaning each City Council Member would be called on separately to cast their vote.

PRESENT VIA ZOOM:

Dr. Larry Wallace Jr., Mayor

COUNCIL MEMBERS:

Emily Hill, Place 1
Maria Amezcua, Place 2
Dr. Christopher Harvey, Place 3
Danny Scarbrough, Place 4
Deja Hill, Mayor Pro Tem, Place 5
Valerie Dye, Place 6 (Absent)

CITY STAFF:

Thomas Bolt, City Manager
Lluvia T. Almaraz, City Secretary
Scott Dunlop, Assistant Development Services Director
Lydia Collins, Director of Finance
Ryan Phipps, Chief of Police
James Allen, Lieutenant
Frank T. Phelan, P.E., City Engineer

REGULAR SESSION – 7:00 P.M.

With a quorum of the Council Members present via video/telephone conference, the regular session of the Manor City Council was called to order by Mayor Wallace Jr. at 7:15 p.m. on Wednesday, May 20, 2020.

PLEDGE OF ALLEGIANCE

At the direction of Mayor Wallace Jr., City Manager Bolt led the Pledge of Allegiance.

PROCLAMATIONS

Mayor Wallace Jr. read the following proclamations.

- A. Declaring the week of May 10-16, 2020, as “*Police Week*”
- B. Declaring the month of May 2020, as “*National Preservation Month*”
- C. Declaring the month of May 2020, as “*Asian/Pacific American Heritage Month*”
- D. Declaring the month of May 2020, as “*National Foster Care Month*”

PUBLIC COMMENTS

There were no public comments received prior to the meeting.

CONSENT AGENDA

1. **Consideration, discussion, and possible action to approve the City Council Minutes of the May 4, 2020, Regular Meeting.**
2. **Consideration, discussion, and possible action on the acceptance of the April 2020 Departmental Reports:**
 - Police – Ryan Phipps, Chief of Police
 - Development Services – Scott Dunlop, Asst. Dev. Services Director
 - Community Development – Debbie Charbonneau, Community Development Manager
 - Municipal Court – Sarah Friberg, Court Clerk
 - Public Works – Michael Tuley, Director of Public Works
 - Finance – Lydia Collins, Director of Finance
 - City Manager’s Report

City Manager Bolt discussed the City Manager’s Report regarding COVID-19.

MOTION: Upon a motion made by Council Member Dr. Harvey and seconded by Council Member Emily Hill, to approve and adopt all items on the Consent Agenda.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to approve carried 6-0

PUBLIC HEARINGS

3. **Conduct a public hearing upon a Concept Plan for the Las Entradas Subdivision, one (1) lot on 9.973 acres more or less, located near US Hwy 290 E and Gregg Manor Road, Manor, TX.**

Scott Dunlop, Assistant Development Services Director was available to address any questions posed by the City Council.

City Manager Bolt discussed the Concept Plan for Las Entradas Subdivision.

MOTION: Upon a motion made by Council Member Dr. Harvey and seconded by Council Member Emily Hill, to close the Public Hearing.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to close carried 6-0

4. Conduct a public hearing upon a Rezoning Application for Lots 4 and 5, Block 43, Town of Manor, locally known as 101 West Boyce Street from Single Family (SF-1) to Neighborhood Business (NB).

Scott Dunlop, Assistant Development Services Director was available to address any questions posed by the City Council.

City Manager Bolt discussed the rezoning application for 101 West Boyce Street.

The discussion was held regarding the permitting regulations for Neighborhood Business.

The discussion was held regarding the usage of alleyways for Neighborhood Businesses.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Member Emily Hill, to close the Public Hearing.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to close carried 6-0

REGULAR AGENDA

5. Consideration, discussion, and possible action on a Rezoning Application for Lots 4 and 5, Block 43, Town of Manor, locally known as 101 West Boyce Street from Single Family (SF-1) to Neighborhood Business (NB). Applicant: Michael Benitez Owner: AZ General Contractors, LLC

The City staff recommended that the City Council approve the first reading of an ordinance rezoning Lots 4 and 5, Block 43, Town of Manor, locally known as 101 West Boyce Street from Single Family (SF-1) to Neighborhood Business (NB).

Scott Dunlop, Assistant Development Services Director was available to address any questions posed by the City Council.

City Manager Bolt discussed the Neighborhood Business Uses.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Member Amezcua, to approve the first reading of an ordinance rezoning Lots 4 and 5, Block 43, Town of Manor, locally known as 101 West Boyce Street from Single Family (SF-1) to Neighborhood Business (NB).

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to approve carried 6-0

- 6. Consideration, discussion, and possible action on a Concept Plan for the Las Entradas Subdivision, one (1) lot on 9.973 acres more or less, located near US Hwy 290 E and Gregg Manor Road, Manor, TX. Applicant: Carlson, Brigrance, & Doering, Inc. Owner: Manor Apartments, LLC**

The City staff recommended that the City Council deny per engineer comments a Concept Plan for the Las Entradas Subdivision, one (1) lot on 9.973 acres more or less, located near US Hwy 290 E and Gregg Manor Road, Manor, TX.

Scott Dunlop, Assistant Development Services Director was available to address any questions posed by the City Council.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Member Emily Hill, to deny per engineer comments a Concept Plan for the Las Entradas Subdivision, one (1) lot on 9.973 acres more or less, located near US Hwy 290 E and Gregg Manor Road, Manor, TX.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to deny carried 6-0

- 7. Consideration, discussion and possible action to approve a change order to the construction contract for the Wilbarger Creek Wastewater Treatment and Collection System Improvements project.**

The City staff recommended that the City Council approve Change Order No. 3 to the construction contract for the Wilbarger Creek Wastewater Treatment and Collection System Improvements project with Excel Construction services, LLC in the amount of \$55,256.00.

City Engineer Phelan discussed the change order to the construction contract for the Wilbarger Creek Wastewater Treatment and Collection System Improvements project.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Amezcu, to approve Change Order No. 3 to the construction contract for the Wilbarger Creek Wastewater Treatment and Collection System Improvements project with Excel Construction services, LLC in the amount of \$55,256.00.

Mayor Wallace Jr. open the floor for any questions to the motion.

Council Member Scarbrough inquired about the enhancements for the following:

- Administration Building Canopy Modifications
- Maintenance Access Door
- Headworks Drain Revisions
- Filter Piping Revisions

City Engineer Phelan discussed the change order for each item.

The discussion was held regarding the performance period for the project.

The discussion was held regarding the contract time for the project.

There was no further discussion.

Motion to approve carried 6-0

8. Consideration, discussion, and possible action on a resolution authorizing the Manor Police Department to apply for the Coronavirus Emergency Supplemental Funding Program (CESF) through the Office of the Governor, Public Safety Office.

The City staff recommended that the City Council approve Resolution No. 2020-05 authorizing the Manor Police Department to apply for grant funds from the Coronavirus Emergency Supplemental Funding Program (CESF) the Office of the Governor, Public Safety Office to obtain funds to help prevent, prepare for, and respond to the coronavirus.

James Allen, Lieutenant was available to address any questions posed by the City Council.

Ryan Phipps, Chief of Police was available to address any questions posed by the City Council.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Member Amezcu, to approve Resolution No. 2020-05 authorizing the Manor Police Department to apply for grant funds from the Coronavirus Emergency Supplemental Funding Program (CESF) the Office of the Governor, Public Safety Office to obtain funds to help prevent, prepare for, and respond to the coronavirus.

Mayor Wallace Jr. open the floor for any questions to the motion.

The discussion was held regarding the process for the submission of the grant.

There was no further discussion.

Motion to approve carried 6-0

9. Consideration, discussion, and possible action on an ordinance adopting an Amended Annual Budget for the City of Manor for fiscal year beginning October 1, 2019 and ending September 30, 2020.

The City staff recommended that the City Council approve Ordinance No. 575 adopting the Amended Annual Budget for the City of Manor for the Fiscal Year beginning October 1, 2019 and ending September 30, 2020.

Council Member Dr. Harvey thanked the Budget Committee for having him as part of the committee and stated that he approved the proposed amended budget items that were presented.

City Manager Bolt discussed the amendments to the Annual Budget.

MOTION: Upon a motion made by Council Member Dr. Harvey and seconded by Council Member Amezcua, to approve Ordinance No. 575 adopting the Amended Annual Budget for the City of Manor for the Fiscal Year beginning October 1, 2019 and ending September 30, 2020.

Mayor Wallace Jr. open the floor for any questions to the motion.

The discussion was held regarding Exhibit A of the ordinance.

There was no further discussion.

Motion to approve carried 6-0

10. Acknowledge the resignation of Council Member, Place 6 Valerie Dye and declare a vacancy.

The City staff recommended that the City Council acknowledge the resignation of Council Member, Place 6 Valerie Dye and declare a vacancy.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Member Deja Hill, to acknowledge the resignation of Council Member, Place 6 Valerie Dye and declare a vacancy.

Mayor Wallace Jr. open the floor for any questions to the motion.

Mayor Wallace Jr. expressed his appreciation with working with Council Member Dye and thanked her for her hard work and dedication to the city.

There was no further discussion.

Motion to approve carried 6-0

11. Consideration, discussion, and possible action on the appointment of one (1) Council Member to serve on an unexpired term of the Budget Committee.

The City staff recommended that the City Council appoint one (1) Council Member to serve on an unexpired term of the Budget Committee.

Council Member Scarbrough volunteered to be part of the Budget Committee.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Mayor Pro Tem Deja Hill to appoint Council Member Scarbrough to serve on an unexpired term of the Budget Committee.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to approve carried 6-0

12. Consideration, discussion, and possible action on the appointment of one (1) Council Member to serve on an unexpired term of the Park Committee and Public Tree Advisory Board.

The City staff recommended that the City Council appoint one (1) Council Member to serve on an unexpired term of the Park Committee and Public Tree Advisory Board.

Council Member Scarbrough volunteered to be part of the Park Committee and Public Tree Advisory Board.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Mayor Pro Tem Deja Hill, to appoint Council Member Scarbrough to serve on an unexpired term of the Park Committee and Public Tree Advisory Board.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to approve carried 6-0

13. Consideration, discussion, and possible action on the appointment of a Chairperson on the Public Tree Advisory Board.

The City staff recommended that the City Council appoint Board Member Julie Leonard as Chairperson on the Public Tree Board for a one-year term.

MOTION: Upon a motion made by Council Member Dr. Harvey and seconded by Council Member Scarbrough, to appoint Board Member Julie Leonard as Chairperson on the Public Tree Board for a one-year term.

Mayor Wallace Jr. open the floor for any questions to the motion.

The discussion was held regarding the nomination of Julie Leonard.

There was no further discussion.

Motion to approve carried 6-0

14. Consideration, discussion, and possible action on extending the temporarily waiver for utility late fees and credit card processing fee for utility payments.

The City staff recommended that the City Council extend the temporarily waiver for utility late fees and credit card processing fee of \$2.00 until June 1, 2020, due to the extension of Declaration of Disaster for the City of Manor.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Member Emily Hill, to extend the temporarily waiver for utility late fees and credit card processing fee of \$2.00 until June 1, 2020, due to the extension of Declaration of Disaster for the City of Manor.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no further discussion.

Motion to approve carried 6-0

Mayor Wallace Jr. adjourned the regular session of the Manor City Council into Executive Session at 8:27 p.m. Wednesday, May 20, 2020, in accordance with the requirements of the Open Meetings Law.

EXECUTIVE SESSION

The Manor City Council convened into executive session pursuant to the provisions of Chapter 551 Texas Government Code, in accordance with the authority contained in *Section 551.074 Personnel Matters – Discussion of Place 6 vacancy* at 8:27 p.m., on Wednesday, May 20, 2020.

City Council Members were removed from the livestream meeting and moved into a breakout room for discussion via zoom.

The Executive Session was adjourned at 8:59 p.m. on Wednesday, May 20, 2020.

City Council Members were moved back to the livestream meeting via zoom.

OPEN SESSION

The City Council reconvened into Open Session pursuant to the provisions of Chapter 551 Texas Government Code and took action on item(s) discussed during Closed Executive Session at 8:59 p.m. on Wednesday, May 20, 2020.

Mayor Wallace Jr. opened the floor for action to be taken on the items discussed in the Executive Session.

MOTION: Upon a motion made by Council Member Scarbrough and seconded by Council Member Emily Hill, to post the vacancy of Place No. 6 for applications and for interviews to be conducted on the first Council meeting in June.

Mayor Wallace Jr. open the floor for any questions to the motion.

There was no discussion.

Motion to approve carried 6-0

Before adjourning, Mayor Wallace Jr. announced the Memorial Day Event at Manor Cemetery on Monday, May 25th from 10:00 a.m. to 12:00 p.m. He invited everyone to attend and family members to participate on placing flags on veterans' graves. He announced the new Military Pilot Program at Manor ISD. Mayor Wallace Jr. also announced that Council would no longer receive binders for the agenda, and they will all use their new surface devices.

ADJOURNMENT

The Regular Session of the Manor City Council Adjourned at 9:07 p.m. on Wednesday, May 20, 2020.

These minutes approved by the Manor City Council on the 3rd day of June 2020.

APPROVED:

Dr. Larry Wallace Jr.
Mayor

ATTEST:

Lluvia T. Almaraz, TRMC
City Secretary

Draft Minutes



AGENDA ITEM NO. ²_____

AGENDA ITEM SUMMARY FORM

PROPOSED MEETING DATE: June 3, 2020

PREPARED BY: Scott Dunlop, Assistant Development Director

DEPARTMENT: Development Services

AGENDA ITEM DESCRIPTION:

Second and Final Reading: Consideration, discussion, and possible action on an ordinance rezoning Lots 4 and 5, Block 43, Town of Manor, locally known as 101 West Boyce Street from Single Family (SF-1) to Neighborhood Business (NB). Applicant: Michael Benitez Owner: AZ General Contractors, LLC

BACKGROUND/SUMMARY:

The owner would like to rezone the property due to its proximity to downtown/commercial uses and its frontage along Lexington. The property across Lexington is zoned Neighborhood Business.

Planning Commission voted 7-0 to recommend approval at their May 13th meeting.

City Council approved first reading of the ordinance at the May 20, 2020, regular meeting.

PRESENTATION: ☐ YES ☒ NO

ATTACHMENTS: ☒ YES (IF YES, LIST IN ORDER TO BE PRESENTED) ☐ NO

Ordinance No. 576

Letter of Intent

Rezoning Map

Area Image

NB Zoning uses

STAFF RECOMMENDATION:

It is City staff's recommendation that the City Council approve the second and final reading of Ordinance No. 576 rezoning Lots 4 and 5, Block 43, Town of Manor, locally known as 101 West Boyce Street from Single Family (SF-1) to Neighborhood Business (NB).

PLANNING & ZONING COMMISSION: ☒ RECOMMENDED APPROVAL ☐ DISAPPROVAL ☐ NONE

ORDINANCE NO. 576

AN ORDINANCE OF THE CITY OF MANOR, TEXAS, AMENDING THE ZONING ORDINANCE BY REZONING A PARCEL OF LAND FROM SINGLE FAMILY (SF-1) TO NEIGHBORHOOD BUSINESS (NB); MAKING FINDINGS OF FACT; AND PROVIDING FOR RELATED MATTERS.

Whereas, the owner of the property described hereinafter (the "Property") has requested that the Property be rezoned;

Whereas, after giving ten days written notice to the owners of land within three hundred feet of the Property, the Planning & Zoning Commission held a public hearing on the proposed rezoning and forwarded its recommendation on the rezoning to the City Council;

Whereas, after publishing notice of the public at least fifteen days prior to the date of such hearing, the City Council at a public hearing has reviewed the request and the circumstances of the Property and finds that a substantial change in circumstances of the Property, sufficient to warrant a change in the zoning of the Property, has transpired;

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF MANOR, TEXAS, THAT:

Section 1. Findings. The foregoing recitals are hereby found to be true and correct and are hereby adopted by the City Council and made a part hereof for all purposes as findings of fact.

Section 2. Amendment of Ordinance. City of Manor Code of Ordinances Chapter 14 Zoning Ordinance ("Zoning Ordinance" or "Code"), is hereby modified and amended by rezoning the Property as set forth in Section 3.

Section 3. Rezoned Property. The Zoning Ordinance is hereby amended by changing the zoning district for the land and parcel of property described in Exhibit "A" (the "Property"), from the current zoning district Single Family (SF-1) to zoning district Neighborhood Business (NB). The Property is accordingly hereby rezoned to Neighborhood Business (NB).

Section 4. Open Meetings. That it is hereby officially found and determined that the meeting at which this ordinance is passed was open to the public as required and that public notice of the time, place, and purpose of said meeting was given as required by the Open Meetings Act, Chapt. 551, Texas Gov't. Code.

PASSED AND APPROVED FIRST READING on this the 20th day of May 2020.

PASSED AND APPROVED SECOND AND FINAL READING on this the 3rd day of June 2020.

THE CITY OF MANOR, TEXAS

Dr. Larry Wallace Jr.,
Mayor

ATTEST:

Lluvia T. Almaraz, TRMC
City Secretary

EXHIBIT “A”

Property Address:

101 West Boyce Street, Manor, TX 78653

Property Legal Description:

Lots 4 and 5, Block 43, Town of Manor

Letter of intent: 101 W. Boyce St
Rezoning/Variance/Waiver Justification

Rezoning/Variance/Waiver Justification:

NOTE: The reviewing entity must determine the existence of, sufficiency of and weight of evidence supporting the findings described below. Therefore, you must complete each of the applicable Findings Statements as part of your application. Failure to do so may result in your application being rejected as incomplete. Please attach any additional support documents.

REASONABLE USE:

1. The zoning regulations applicable to the property do not allow for a reasonable use because:

LOT SIZE (100'x100') being underutilized; in addition to its
proximity to major downtown street and businesses.

HARDSHIP:

2. (a) The hardship for which the variance/waiver is requested is unique to the property in that:

City of Denver is growing and more dense zoning would
be more beneficial for promoting growth.

- (b) The hardship is not general to the area in which the property is located because:

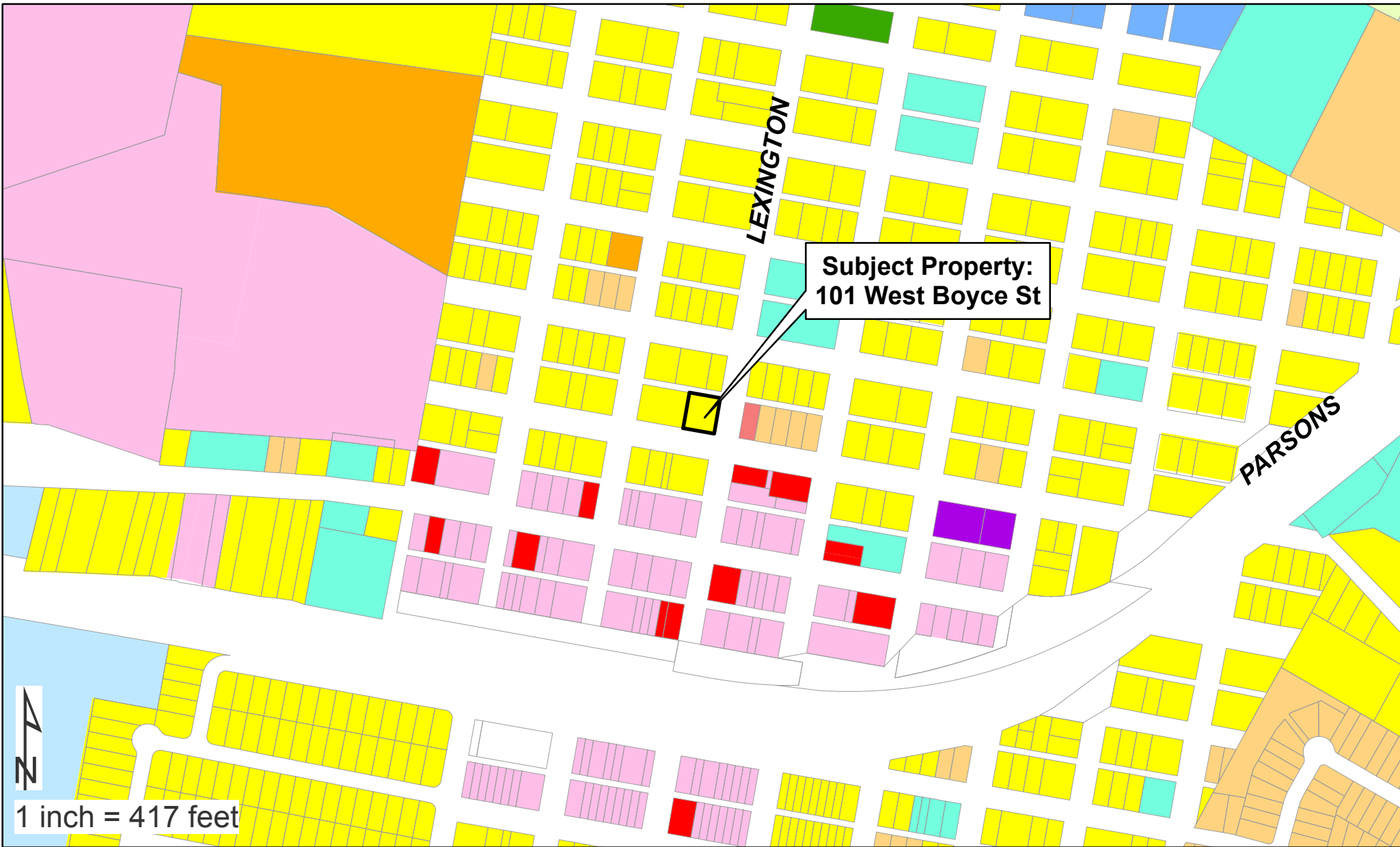
It border high traffic street and neighbors businesses
@ NB & DB.

AREA CHARACTER:

3. The zoning change or variance/waiver will not alter the character of the area adjacent to the property, will not impair the use of adjacent conforming property, and will not impair the purpose of the regulations of the zoning district in which the property is located because:

Consistent with adjacent properties of similar zoning.

NOTE: The reviewing entity cannot grant a zoning change or variance/waiver that would provide the applicant with a special privilege not enjoyed by others similarly situated or potentially similarly situated.



Proposed Rezoning: **Neighborhood Business (NB)**

Current Zoning District:
Single Family (SF-1)

Zone

SF-1 - Single Family

SF-2 - Single Family

MF-2 - Multi Family

MH-1 - Manufactured Housing

MH-2 - Manufactured Housing Park

C-1 - Light Commercial

C-2 - Medium Commercial

DB - Downtown Business District

NB - Neighborhood Business

IN-1 - Light Industrial

IN-2 - Heavy Industrial

I - Institutional

PUD - Planned Unit Development

A - Agricultural

Manor ETJ



Section 14.02.017 Non-Residential and Mixed-Use Districts Land Use Table**(a) Residential Land Uses in Non-Residential and Mixed-Use Zoning Districts**

Residential Uses	Zoning Districts										
	OS	I-1	I-2	GO	NB	DB	C-1	C-2	C-3	IN-1	IN-2
Assisted Living		P	P								
Condominium					C	C					
Nursing Home		P	P								
Multi-Family					C	C					

(b) Non-Residential Uses in Non-Residential and Mixed-Use Zoning Districts

Non-Residential Uses	Zoning Districts										
	OS	I-1	I-2	GO	NB	DB	C-1	C-2	C-3	IN-1	IN-2
Adult Day Care		P	P					P	P		
Adult-Oriented Businesses									C/S	C/S	
Alcoholic Beverage Establishment					S	P	P	P	P		
Amusement (Indoor)							C	C	C		
Amusement (Outdoor)								C	C		
Antique Shop					P	P	P	P	P		
Art Studio or Gallery		P	P		P	P	P	P	P	P	
Automobile Repair (Major)								C	C	C	C
Automobile Repair (Minor)							C	C	C	C	

Automobile Sales and Rental								C	C		
Automobile Washing								C	C		
Brewery, Micro								P	P	P	P
Brewery, Regional									P	P	P
Brewpub						P	P	P	P		
Business Support Services					P	P	P	P	P		
Campground	S	S	S								
Cemetery	S	P	P								
Child Care Center (Intermediate)		P	P	P	P	P	P	P	P		
Child Care Center (Large)		P	P	P	P	P	P	P	P		
Club or Lodge		P	P	P	P	P	P	P	P		
Commercial Off-Street Parking						C	C	C	C		
Communication Services or Facilities				P			P	P	P	P	
Construction and Equipment Sales (Major)									P	P	
Construction and Equipment Sales (Minor)								P	P	P	
Construction Services								C	C	C	C
Consumer Repair Services					P	P	P	P	P		
Contractor's Shop									C	C	C
Data Center				P					P	P	
Day Camp	S	P	P								

Distillery, Micro								P	P	P	P
Distillery, Regional									P	P	P
Event Center		P	P		C/S	C/S	C/S	P	P		
Financial Services				C	C	C	C	C	C		
Financial Services, Alternative								C	C		
Florist					C	C	C	C	C		
Food Court Establishment								C/S	C/S	C/S	
Food Preparation						C	C	C	C	C	C
Food Sales					C	C	C	C	C		
Funeral Services		C	C		C	C	C	C	C	C	C
Game Room								C/S	C/S	C/S	
Gasoline Station (Full- Service)								C	C		
Gasoline Station (Limited)					C/S		C/S	C	C		
General Retail Sales (Convenience)				P	P	P	P	P	P		
General Retail Sales (General)					P	P	P	P	P		
Golf Course/Country Club	S										
Governmental Facilities	P	P	P	P	P	P	P	P	P	P	P
Hospital Services		P	P	P							
Hotel					C/S	C	C	C	C		
Industrial Use, Light									P	P	
Industrial Use, Heavy											P
Kennel								C	C	C	

[illegible]

Recycling Operation (Outdoor)											C
Religious Assembly	P	P	P	P	P	P	P	P	P	P	P
Research Services (General)				P					P	P	
Research Services (Hazard)											P
Restaurant				P	P	P	P	P	P		
Restaurant – Drive In or Drive Through							C	C	C		
School, Boarding		P	P				P	P	P		
School, Business or Trade		P	P				P	P	P		
School, College or University		P	P					P	P		
School, Private or Parochial		P	P				P	P	P		
School, Public		P	P				P	P	P		
Shooting Range, Indoor									P	P	
Smoke Shop or Tobacco Store								P	P		
Theater							P	P	P		
Transportation Terminal								C	C	C	C
Truck and Trailer Sales and Rental								C	C	C	
Truck Stop									P	P	
Utility Services, Major			C							C	C
Utility Services, Minor	P	P	P	P	P	P	P	P	P	P	P
Vehicle Storage Facility									C	C	
Veterinary Services, Large								C	C		

Veterinary Services, Small					C	C	C	C	C		
Wireless Transmission Facilities (WTF), Attached	C	C	C	C	C/S	C/S	C	C	C	C	C
Wireless Transmission Facilities (WTF) Monopole	C/S	C/S	C/S	C/S			C/S	C/S	C/S	C/S	C/S
Wireless Transmission Facilities (WTF), Stealth	C	C	C	C	C/S	C/S	C	C	C	C	C
Zoo, Private								P	P		

Section 14.02.018 Non-Residential and Mixed-Use District Conditions

Non-Residential and Mixed-Use Districts	Conditions
Institutional Small (I-1)	<ul style="list-style-type: none"> • Uses be conducted entirely within an enclosed building except for customary outdoor recreational uses and off-site accessory parking.
Institutional Large (I-2)	<ul style="list-style-type: none"> • Uses be conducted entirely within an enclosed building except for customary outdoor recreational uses and off-site accessory parking.
Light Commercial (C-1)	<ul style="list-style-type: none"> • Uses be conducted entirely within an enclosed building except for delivery, gasoline sales, dining and patio areas associated with a restaurant, food and beverage sale use, and mobile food vendors • Outdoor displays must be in accordance with Section 14.02.049 • Merchandise be new, first-hand and sold on premises, except for antique shops. • Establishments located on property that is within 300 feet of any property zoned for residential use when the commercial use is first established may not be open to the general public before 5:00 a.m. and must be closed to



AGENDA ITEM NO. 3

AGENDA ITEM SUMMARY FORM

PROPOSED MEETING DATE: June 3, 2020

PREPARED BY: Frank T. Phelan, P.E.

DEPARTMENT: City Engineer

AGENDA ITEM DESCRIPTION:

Consideration, discussion, and possible action on Temporary Wholesale Wastewater Service Agreement with the Wilbarger Creek Municipal Utility District No. 2.

BACKGROUND/SUMMARY:

The Wilbarger Creek MUD No. 2 is requesting temporary wastewater service from the City of Manor for a three-year period, in an amount not to exceed 300,000 gallons per day. Provision of the wholesale wastewater service is contingent upon the City's expanded wastewater treatment plant being placed on line.

The purpose of the service for the District benefit is to provide flow relief for maintenance of their existing plant and provide treatment capacity for the District while they explore plant expansion options at their existing plant facility.

Manor will have excess capacity in the City's expanded plant that can be used to serve the District for a short period of time, but will ultimately need the capacity to serve Manor residents.

PRESENTATION: ☒ YES ☐ NO

ATTACHMENTS: ☒ YES (IF YES, LIST IN ORDER TO BE PRESENTED) ☐ NO

Draft Agreement

STAFF RECOMMENDATION:

It is City staff's recommendation that the City Council approve the proposed Temporary Wholesale Wastewater Service Agreement.

PLANNING & ZONING COMMISSION: ☐ RECOMMENDED APPROVAL ☐ DISAPPROVAL ☒ NONE

**INTERLOCAL AGREEMENT REGARDING WASTEWATER INTERCONNECT AND
TEMPORARY WHOLESALE WASTEWATER SERVICE**

This **INTERLOCAL AGREEMENT REGARDING WASTEWATER INTERCONNECT AND TEMPORARY WHOLESALE WASTEWATER SERVICE** (this “*Agreement*”) is entered into effective as of June 3, 2020 (the “*Effective Date*”) between **THE CITY OF MANOR, TEXAS**, a Texas home-rule municipal corporation (the “*City*”), and **WILBARGER CREEK MUNICIPAL UTILITY DISTRICT NO. 2**, a municipal utility district operating under Chapters 49 and 54 of the Texas Water Code, in its capacity as the “*Master District*” (herein so called) under the Amended and Restated Contract for Financing and Operation of Regional Waste Collection, Treatment and Disposal Facilities; Regional Water Supply and Delivery Facilities; and Regional Drainage, Including Water Quality, Facilities dated March 6, 2003 (the “*Master District Contract*”).

RECITALS

WHEREAS, the City owns and operates the wastewater treatment plant and related facilities designated on **Exhibit “A”** as the “City WWTP” (herein so called), which has a current treatment capacity of 0.5 million gallons per day (“*MGD*”) and operates pursuant to TPDES Permit No. WQ0012900001;

WHEREAS, the Master District serves as the “Master District” for the purpose of, among other things, coordinating the design, construction, ownership, operation, and maintenance of the wastewater collection and treatment facilities to serve Travis County Municipal Utility District No. 2; Cottonwood Creek Municipal Utility District No. 1; Wilbarger Creek Municipal Utility District No. 1, and the Master District in its individual capacity (collectively, the “*Participant Districts*”) under the terms of the Master District Contract, and, in such capacity owns and operates the wastewater treatment plant and related facilities designated on **Exhibit “A”** as the “MUD WWTP” (herein so called), which has a current treatment capacity of 0.5 MGD and operates pursuant to TPDES Permit No. WQ0014189001;

WHEREAS, the City is in the process of expanding the City WWTP to a treatment capacity of 1.33 MGD (the “*City WWTP Expansion*”), upon completion of which the City will have excess treatment capacity available in the City WWTP on a short-term basis;

WHEREAS, the Master District is in the process of designing an expansion of the MUD WWTP (the “*MUD WWTP Expansion*”) and desires to install an interconnect between the City’s wastewater system and the Participant Districts’ wastewater systems (the “*Wastewater Interconnect*”) in the location shown on **Exhibit “A”** (the “*Point of Interconnect*”) through which the City can provide wholesale wastewater service to the Master District for the benefit of the Participant Districts on a temporary basis pending completion of the expansion of the MUD WWTP; and

WHEREAS, the City and the Master District desire to enter into an agreement setting forth the terms and conditions that govern the use of the Water Interconnect and the City’s provision of wholesale wastewater service to the Master District;

NOW, THEREFORE, the parties agree as follows:

AGREEMENT

Section 1. Wastewater Interconnect. The Wastewater Interconnect will consist of the connections, valves, metering facilities, vaults, piping, and appurtenances necessary to connect the

City's wastewater system and the Participant Districts' wastewater system at the Point of Interconnect. The Master District will, at its cost, design and construct the Wastewater Interconnect at the Point of Interconnect in accordance with good engineering practices, all applicable local, state, and federal regulations, and construction plans approved by the City. Upon completion of construction of the Wastewater Interconnect, the facilities and appurtenances comprising the Water Interconnect will be owned, operated, and maintained by the Master District, subject to the terms of this Agreement. The Master District will be responsible for operating and maintaining the wastewater system improvements on the Master District's side of the Wastewater Interconnect, and the City will be responsible for operating and maintaining the wastewater system improvements on the City's side of the Wastewater Interconnect.

Section 2. Compliance with City Pretreatment Requirements and Other Ordinances. The Master District shall cause the Participant Districts to adopt and enforce regulations for industrial wastewater pretreatment and monitoring ("*Industrial Wastewater Regulations*") that require wastewater discharged into the Participant Districts' wastewater system to comply with the City's Pretreatment Requirements and other applicable ordinances, including but not limited to the industrial waste ordinance located in Section 13.06.001, City's Code of Ordinances, as well as the City of Austin's Industrial Wastewater Pretreatment Requirements and any prohibited wastes. As a condition precedent to receiving any wastewater from the Participant Districts' wastewater systems under this Agreement, the Master District shall provide the City with a copy of each Participant District's Industrial Wastewater Regulations. The City shall at all times have the right to test the inflow of wastewater from the Participant Districts wastewater systems into the City's wastewater system to verify compliance with this Agreement.

Section 3. Delivery of Wastewater to the City. Subject to completion of the Wastewater Interconnect, beginning on the date that City WWTP Expansion is placed into service the Master District may, on an as-needed basis, deliver to the City, and the City will accept, at the Point of Interconnect wastewater collected from the Participant Districts in an amount not to exceed a monthly average of 0.3 MDG and at a two-hour peak flow rate not to exceed 417 gallons per minute (the "*Maximum Level*"). The City shall have no liability or obligation to provide service above the Maximum Level, nor will the City provide direct retail wastewater service to any property within the service area of the Master District (which includes the Participant Districts), unless expressly agreed to in writing by the City and the Master District. Unless expressly agreed to in writing by the City and the Master District, the Wastewater Interconnect will not be used to deliver wastewater from the City's wastewater system to the MUD WWTP.

Section 4. Metering. The Wastewater Interconnect will include a flow meter or similar measuring device in a vault at or near the Point of Interconnect that permits wastewater to flow only from the Participant Districts' system to the City. Each party may inspect and read the meter at any time to verify that wastewater is being properly metered. The Master District will check and calibrate the meter at least annually and provide the City with a copy of the results of the meter calibration. If the meter is out of service or in need of repair such that the amount of wastewater delivered hereunder cannot be ascertained or computed from the reading thereof, the wastewater delivered through the period that the meter is out of service or out of repair will be estimated and agreed upon by the parties using the best data available. If the parties fail to agree on the amount of water delivered during such inoperable period, the amount of water delivered may be estimated by: (i) correcting the error if the percentage of the error is ascertainable by calibration tests or mathematical calculation; or (ii) estimating the quantity of delivery by deliveries during the preceding periods under similar conditions when the meter was registering accurately.

Section 5. Billing; Payment. The City will render and furnish the Master District an itemized bill for wholesale wastewater service under this Agreement monthly, not later than 30 days after the end of each calendar month. Each bill will set forth the quantity of wastewater delivered to the City as determined by the City's periodic readings of the flow meter at the Point of Interconnect and the total amount owed to the City based on the amount of wastewater flow registered by the meter multiplied by the wholesale wastewater rate under Section 5 below. The Master District will pay the City for the wastewater delivered to the City under this Agreement not later than 45 days after receipt of the bill for such usage. Amounts unpaid 46 days after the invoice date will bear interest as provided in Section 2251.025 of the Texas Government Code.

Section 6. Wholesale Wastewater Rate. The rate assessed by the City to the Master District for wastewater delivered to the City hereunder will be the wholesale wastewater rate per 1,000 gallons charged by the City, as amended from time to time; provided that if the City does not have a wholesale rate in effect at the time of any billing, the rates assessed by the City for wastewater delivered to the City hereunder will be the retail rate charged by the City for residential wastewater service to City residents, as amended from time to time. The City will not charge a connection fee for the provision of wholesale wastewater service under this Agreement. *[Drafting Note: pending confirmation by the City.]*

Section 7. Surcharge for Non-Compliance. If the Master District fails to comply with the terms of this Agreement with respect to causing the Participant Districts to enforce their respective Industrial Wastewater Regulations as provided in Section 2 above, or if the Master District exceeds the Maximum Level set forth in Section 3 above, the City may impose a monthly wastewater surcharge equal to 25% of the monthly wholesale bill to the Master District for as long as the Master District remains out of compliance. Before imposing the surcharge, the City will provide the Master District with fifteen (15) calendar days written notice specifying in detail the alleged non-compliance during which the Master District shall use good faith efforts to cure such non-compliance. If the Master District fails to cure the specified non-compliance within such fifteen (15) day period, the City may impose the surcharge for the entire period in which the Master District is non-compliant.

Section 8. Term. This Agreement will be effective as of the Effective Date, and, unless extended by mutual agreement, will continue in effect until the MUD WWTP Expansion is complete and placed in to service or June 30, 2023, whichever first occurs. Either party may terminate this Agreement as a result of a material breach by the other party by providing written notice of termination after providing the defaulting party notice and a reasonable opportunity to cure. Upon termination of this Agreement, either party may physically disconnect the Master District's system from the Water Interconnect as may be necessary to prevent the further delivery or receipt of wastewater at the Point of Interconnect.

Section 9. Applicable Law. This Agreement is made subject to and will be construed in accordance with the laws and applicable regulations of the State of Texas. This Agreement is performable in Travis County, Texas. The parties agree to cooperate in obtaining such permits, certificates, or other documents as may be required to comply herewith.

Section 10. Binding Agreement. This Agreement comprises the entire agreement between the parties, and supersedes any prior understandings or written or oral agreements concerning, regarding the subject matter hereof. This Agreement will be binding upon the parties and their successors and permitted assigns. The provisions of this Agreement may be modified or altered only by mutual agreement of the parties.

Section 11. Severability. If one or more provisions contained in this Agreement is for any reason held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability will not affect any other provision hereof, and this Agreement will be construed as is such invalid, illegal, or unenforceable provision had never been contained herein.

Section 12. Assignment. This Agreement may not be assigned in whole or in part by any party without the prior written consent of the other party.

Section 13. Notice. Any notice required by any provisions of this Agreement will be mailed to the following addresses:

City:	City of Manor Attn: City Manager 105 E. Eggleston Street Manor, Texas 78653
With Copy To:	Barbara Boulware-Wells The Knight Law Firm, LLP 223 W. Anderson Lane, Ste. A105 Austin, Texas 78752
Master District:	Wilbarger Creek MUD No. 2 c/o Crossroads Utility Services LLC 2601 Forest Creek Drive Round Rock, Texas 78665 Attn: General Manager
With Copy To:	John Bartram Armbrust & Brown, PLLC 100 Congress Avenue, Suite 1300 Austin, Texas 78701

Any party may change its address upon written notice to the other parties hereto.

Section 14. Authority. This Agreement is made in part under the authority conferred in Chapter 791, Texas Government Code. All payments made by the Master District hereunder will be made from current revenues available to the Master District.

* * *

IN WITNESS whereof, the parties hereto have executed this Agreement in multiple originals, each of equal dignity, effective as of the date that the last party signs.

[signature pages follow]

COUNTERPART SIGNATURE PAGE TO
INTERLOCAL AGREEMENT REGARDING WASTEWATER INTERCONNECT AND
TEMPORARY WHOLESALE WASTEWATER SERVICE

CITY:

THE CITY OF MANOR, TEXAS

By: _____

Name: _____

Title: _____

Date: _____

COUNTERPART SIGNATURE PAGE TO
INTERLOCAL AGREEMENT REGARDING WASTEWATER INTERCONNECT AND
TEMPORARY WHOLESALE WASTEWATER SERVICE

MASTER DISTRICT:

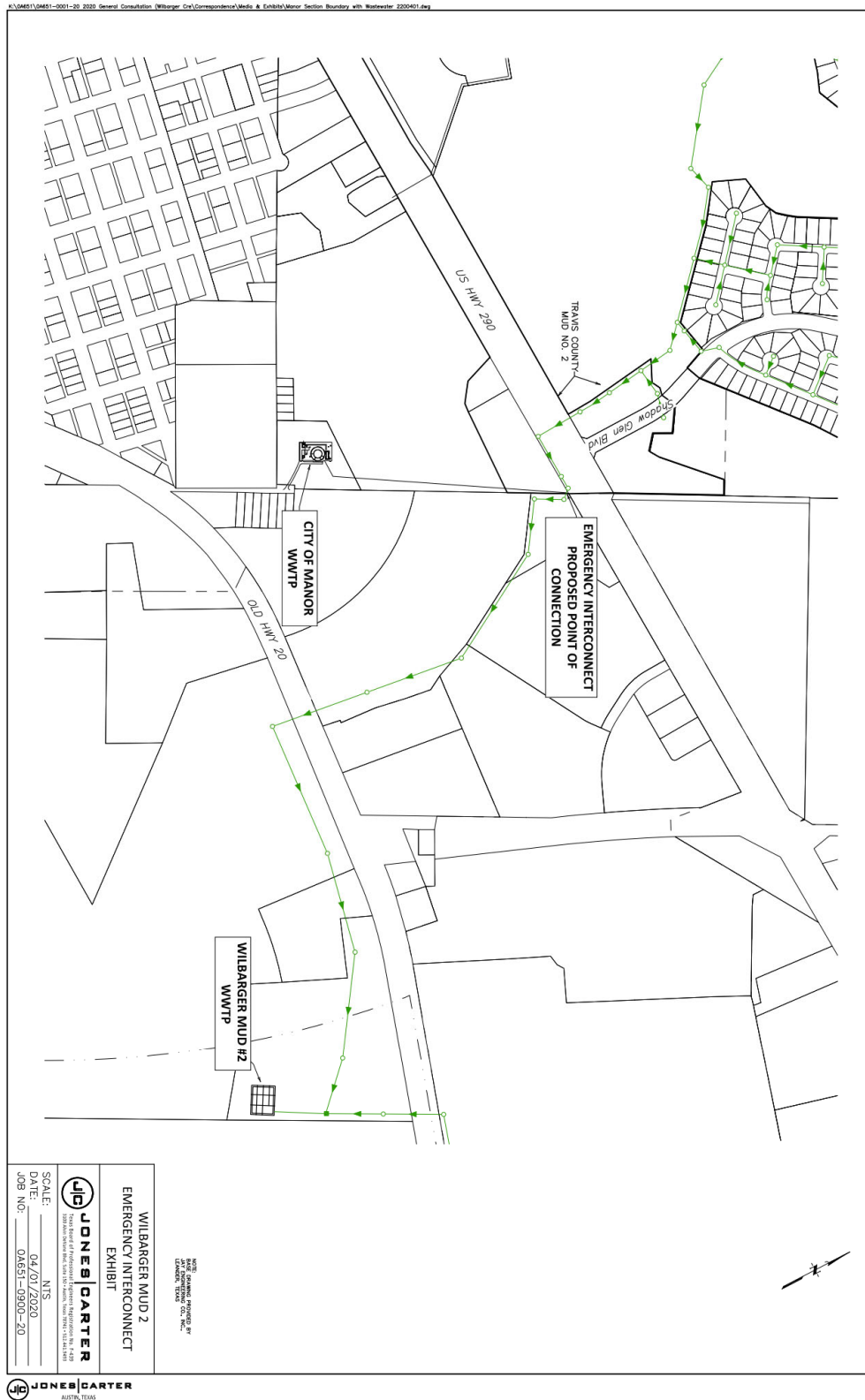
WILBARGER CREEK MUNICIPAL UTILITY
DISTRICT NO. 2

By: _____
James A. Baker, President
Board of Directors

Date: _____

EXHIBIT "A"

POINT OF INTERCONNECT





AGENDA ITEM SUMMARY FORM

PROPOSED MEETING DATE: June 3, 2020

PREPARED BY: Frank T. Phelan, P.E.

DEPARTMENT: City Engineer

AGENDA ITEM DESCRIPTION:

Consideration, discussion, and possible action on award of a contract addendum for Design, Bidding and Construction Engineering services for the FM 973 Water Line - Water Capital Improvements Project W-31 and FM 973 Gravity Wastewater Main - Wastewater Capital Improvements Project CIP S-19.

BACKGROUND/SUMMARY:

In April of this year the City of Manor entered into a Development Agreement for the Design and Construction of Water and Wastewater Line Improvements with the Idea Public Schools for the funding of the design and construction of water and wastewater improvements along the FM 973 corridor. The wastewater improvements are to be constructed along FM 973 from the proposed Idea school site to the existing City wastewater system. The water improvements are to run along FM 973 from the new City water line at Tower Road and FM 973 to the south end of the project site.

Within the scope of the project are oversizing alternates for water and wastewater line that the City may elect to exercise to provide excess capacity for future growth along the FM973 corridor.

PRESENTATION: ☒ YES ☐ NO

ATTACHMENTS: ☒ YES (IF YES, LIST IN ORDER TO BE PRESENTED) ☐ NO

Proposed contract addendum

STAFF RECOMMENDATION:

It is City staff's recommendation that the City Council award a contract addendum to Jay Engineering Company, Inc. for Design, Bidding and Construction Engineering services for the FM 973 Water Line - Water Capital Improvements Project W-31 and FM 973 Gravity Wastewater Main - Wastewater Capital Improvements Project CIP S-19.

PLANNING & ZONING COMMISSION: ☐ RECOMMENDED APPROVAL ☐ DISAPPROVAL ☒ NONE

EXHIBIT B

ADDENDUM NO. 57

ADDENDUM TO PROFESSIONAL SERVICES AGREEMENT

An addendum to the Professional Services Agreement between the City of Manor, Texas, as CLIENT, and Jay Engineering Company, Inc., as ENGINEER, dated October 15, 2001.

Through this addendum, CLIENT hereby authorizes ENGINEER to undertake the work assignment described in the following, said assignment to be performed within the terms and conditions defined in said Professional Services Agreement, except as modified herein.

ASSIGNMENT: **FM 973 Water Line - Water Capital Improvements Project W-31 and FM 973 Gravity Wastewater Main - Wastewater Capital Improvements Project CIP S-19**

SCOPE OF SERVICES:

Scope as defined in the following: Prepare drawings, specifications, and contract documents for water line along FM 973 from Tower Road to the south consisting of approximately 1,930 LF of 12" water line with an alternate to oversize to 16", including fire hydrants, valves and connections; and a wastewater line along FM 973 from the project to the existing City system consisting of approximately 2,500 LF of 8" and 705 LF of 12" wastewater line with an alternate to oversize the 8" to 12" and the 12" to 15", including manholes and 705 LF of 10" forced main replacement. Design surveys, bidding and construction phase services, inspection and testing are included herein. Boundary or easement survey work for land acquisition are not included herein but can be provided as additional services under Standard Rates.

COMPENSATION:

- ☒ Lump Sum Fee of \$79,000
- ☐ ____ (%) Preset Percent of Construction Cost (curve fee times actual construction cost)
- ☐ TSPE/ACEC Fees of Median Compensation (fee determined by actual construction cost)

CITY OF MANOR, TEXAS

JAY ENGINEERING COMPANY, INC.

By: _____

By:  _____

Date: _____

Date: May 27, 2020

Jaeco Project No. 100-085-20



AGENDA ITEM SUMMARY FORM

PROPOSED MEETING DATE: June 3, 2020

PREPARED BY: Thomas Bolt, City Manager

DEPARTMENT: Administration

AGENDA ITEM DESCRIPTION:

Consideration, discussion, and possible action on an award of a contract for Court Collection Services for the City of Manor.

BACKGROUND/SUMMARY:

PRESENTATION: ☐ YES ☒ NO

ATTACHMENTS: ☒ YES (IF YES, LIST IN ORDER TO BE PRESENTED) ☐ NO

Linebarger Proposal

MVBA Proposal

STAFF RECOMMENDATION:

It is City staff's recommendation that Council award the bid proposal to Linebarger Attorneys at Law; and authorize the City Manager to sign and execute the contract once approved by the City Attorney.

PLANNING & ZONING COMMISSION: ☐ RECOMMENDED APPROVAL ☐ DISAPPROVAL ☐ NONE

City of Manor, Texas



Proposal in Response to RFP # 2020-08 Court Collection Services

PROPOSAL DEADLINE

Tuesday, April 7, 2020 at 2:00 P.M. (CST)

CONTACT

Sam Turner, Attorney
sam.turner@lgbs.com
512.634.3862

Steve Bird, Capital Partner
steve.bird@lgbs.com
512.634.3833

Erica Lopez, Fees and Fines Client Liaison
erica.lopez@lgbs.com
512.634.3727

ORIGINAL



LINEBARGER
ATTORNEYS AT LAW

Terrace 2, 2700 Via Fortuna Drive, Suite 500 | Austin, Texas 78746 | 512.447.6675

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

ATTORNEYS AT LAW

Terrace 2

2700 Via Fortuna Drive, Suite 500

Austin, TX 78746

Main: 512.477.6675

April 7, 2020

Email: sam.turner@lgbs.com

Direct: 512.634.3862

Lluvia Almaraz, City Secretary
City of Manor
105 E Eggleston Street
Manor, Texas 78653

RE: Request for Proposal Court Collection Services (RFP # 2020-08) City of Manor, Texas

Dear Ms. Almaraz:

On behalf of the law firm of Linebarger, Goggan, Blair & Sampson, LLP (Linebarger), I am pleased to submit this one (1) original and four (4) copies of our proposal to provide collection services for delinquent fees and fines to the City of Manor (City). It would be an honor to represent the City and we are grateful for this chance to respond to the City's request for proposal.

Since its inception in Central Texas in 1976, Linebarger has provided innovative professional collection services to governmental entities nationwide. We launched our court fees and fines program over 20 years ago, and have continued to expand and develop the cutting-edge services we offer our court clients, leading the field. Linebarger has more IT power, more IT people, more attorneys, more collectors, and more call centers than most of our competitors combined. This overwhelming advantage means better customer service for your constituents and higher recoveries for the City's project.

- The City's caseload would be worked by the Austin Office and the 70+ collection professionals in our San Antonio Call Center. All of our collectors are employees of the firm—not third party contractors—allowing us to tightly control the quality and quantity of their training. These highly trained employees are backed by seven additional call centers nationwide, with instantaneous rollover capacity in case of disruption.
- Linebarger's IT capacity is second-to-none. Our state-of-the-art server center in San Antonio is duplicated in a redundant backup in Austin, ensuring the security of our clients' data.
- Linebarger maintains over 160 IT personnel in our San Antonio Information Technology Group headquarters. These talented professionals continually maximize collection performance to ensure the greatest returns to our clients' communities. Our IT group has experience with a myriad of court software platforms, especially Incode. Because we have so many clients with Incode, Tyler Technologies has created a Linebarger module, unique to our practice.

- Linebarger offers its court collection clients a suite of add-on services at no charge that cannot be matched in the sector. Proprietary skip tracing, improved scofflaw registration blocking, and Geographic Information System (GIS) applications enhance the performance of every aspect of the collections regime for the City.
- We tailor our services to the City's needs. In close consultation with the Judge, Clerk, and Finance Director, Linebarger adapts every aspect of its comprehensive collections program to conform to the City's expectations. Additionally, Linebarger's new Client Dashboard offers easy access for Court Administrators to collections data, allowing the quick generation of any custom report desired by Judge or Council. Similarly, our ClientView gives instant, real-time access to the data in our system, allowing Court staff to quickly verify the status of a case.

While the number of personnel we would devote to the project ensures local representation, we are a national firm, representing 760 fees and fines clients with 275 of those being in Texas. Of those, 193 are municipal courts, including Alamo Heights, Arlington, Corpus Christi, El Paso, Fort Worth, Galveston, Grapevine, Humble, Houston, Kemah, Kyle, Webster, and many others.

I will serve as the primary contact for our firm throughout the contract process and will be available to meet in person to discuss any questions. Capital Partner Steve Bird, also in our Austin office, will be available to respond to any items concerning our proposal, as well. Our contact information is as follows:

Sam Turner, Attorney
The Terrace 2
2700 Via Fortuna Dr., Ste. 500
Austin, Texas 78746
Phone: 512.634.3862
sam.turner@lgbs.com

Steve Bird, Capital Partner
The Terrace 2
2700 Via Fortuna Dr., Ste. 500
Austin, Texas 78746
Phone: 512.634.3833
steve.bird@lgbs.com

We firmly believe Linebarger offers the most comprehensive, innovative, and personalized collection services administered by the most experienced and knowledgeable legal professionals in the industry. We are available to answer any additional questions you may have regarding our professional services. We appreciate your time and consideration and look forward to the privilege and opportunity to represent the City in the collection of outstanding court fines and fees.

Sincerely,



Sam Turner
Attorney

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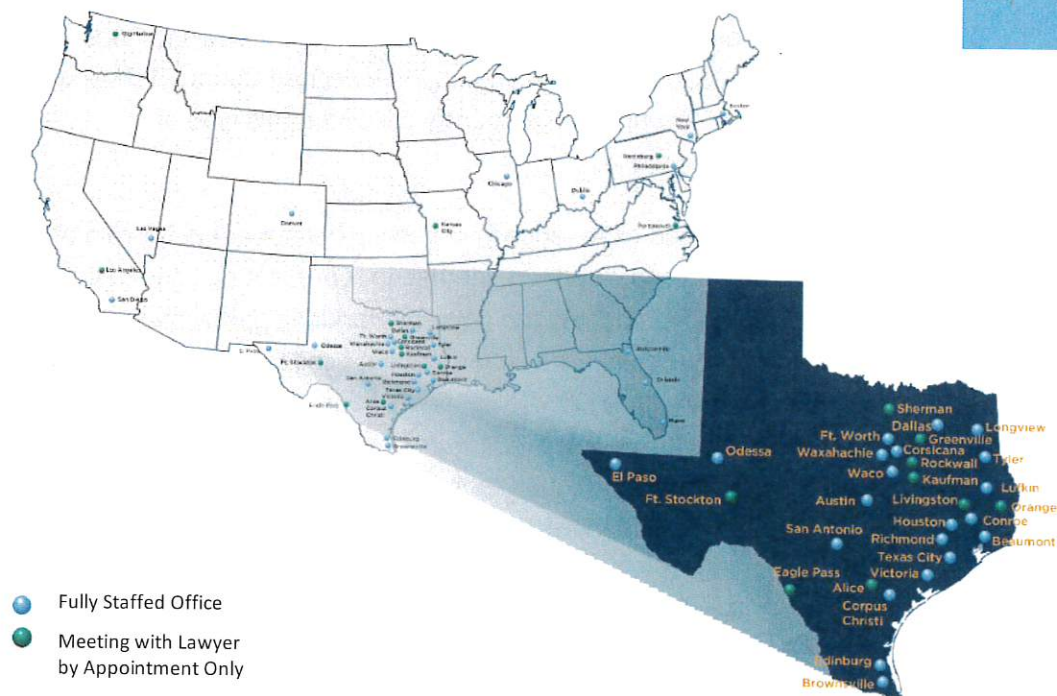
A. Applicant Qualifications

A. Applicant Qualifications

The law firm of Linebarger Goggan Blair & Sampson, LLP (Linebarger) successfully merges the practice of law with professional collection services and advanced technology. We are a recognized leader in the accounts receivable management industry. This year alone, Linebarger will recover roughly a billion dollars for our government clients – helping support essential public services.

Since our founding in 1976, Linebarger has been a proven industry leader in collecting government and court receivables. We have created a best-practices program that provides unparalleled results and services for our government clients. With this relevant collection experience and our resources, we are fully capable of taking on the responsibility of managing collection efforts on the City of Manor's Municipal Court (City's) portfolio. We serve over 2,500 government entities in 26 states, and have the ability to recover receivables from defendants in every state in the nation. Our firm is licensed and/or authorized to collect in all 50 states, Puerto Rico, and the U.S. Virgin Islands.

Linebarger maintains 46 offices in 12 states



Proposal Highlights

Focused on the collection of delinquent government receivables for 44 years

Linebarger currently represents over 2,500 public-sector clients

Local presence with emphasis on customer service and availability

Linebarger's home office is located within 20 minutes of Manor's municipal offices

Over 275 court clients in Texas and over 760 fees and fines clients nationwide

A. Applicant Qualifications

a) Court Collections Experience

Since our founding in 1976, Linebarger has been a proven industry leader in collecting government and court receivables. We have created a best-practices program that provides unparalleled results and services for our government clients. With this relevant collection experience and our resources, we are fully capable of taking on the responsibility of managing collection efforts for the City's court portfolio. Our law firm currently represents more than 2,500 governmental clients. Of these 760 are fees and fines clients, 453 of which are courts (including 275 Texas courts) and 64 of which are Texas counties.

We will provide more than just a turnkey solution for recovering delinquent court fines and fees to the City. Our collection program is broad-based – proven collection strategies and legal services that are geared to the regulatory field in which we work.

Client List

We serve 760 fees and fines clients nationwide. We have included a list of our Texas Municipal and County court clients in *Exhibit A*.

b) Experience in Texas Courts

Founded 44 years ago as a law firm to collect delinquent property taxes in Texas, Linebarger launched its delinquent fees and fines services in 1998, with a pilot project in McLennan County. Today, we are the largest law firm in the country collecting this type of government receivable.

Our vast and broad experience in collecting delinquent court-related debts affords us unparalleled expertise in representing court clients and their customers across the country. Handling government collections is a unique niche within the debt collection industry, one that requires extensive knowledge and a concrete, robust legal staff. This combination provides clients with continual monitoring of the regulatory landscape affecting those collections. Recent Department of Justice Actions and increased regulation and scrutiny from the Consumer Financial Protection Bureau, coupled with new state legislation and amnesty programs, illustrate how quickly government collections are changing.

A. Applicant Qualifications

The following charts illustrate our success in recovering delinquent fees and fines for clients similar to the City.

City of Kyle, Texas

The City of Kyle, Texas first placed outstanding receivables with Linebarger in May 2012.

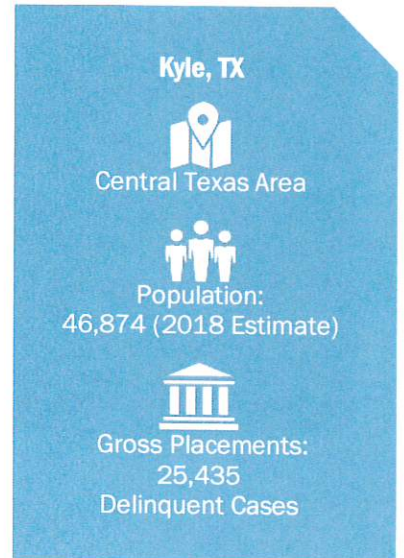
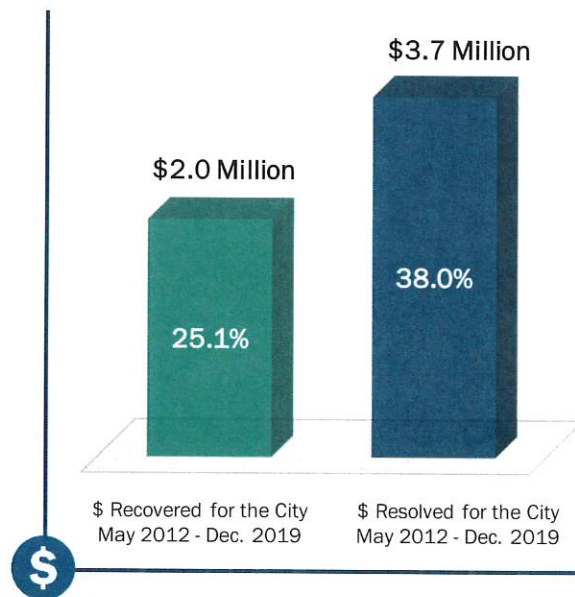
As of December 2019, our partnership with the City has resulted in recovering more than \$2.0 million and reaching a recovery rate of 25.1 percent for all dollars placed over the life of the contract.

Working together, we have resolved over \$3.7 million, representing 38.0 percent of all dollars placed by the City.

Linebarger has recovered
(collected) more than

\$2.0 Million

in revenue for the
City of Kyle, TX



Source: Law firm records and U.S. Census Bureau

Note: Recovery rates determined using total amounts collected divided by total amounts referred minus cancellations plus adjustments. Resolution rates determined by taking the total of all accounts cleared through payments, accounts canceled or recalled by the client and/or alternate case resolution divided by total amounts assigned. Resolved dollars include total amount collected plus total amount canceled.

A. Applicant Qualifications

Humble, TX



South East Texas Area



Population:
16,041 (2018 Estimate)



Gross Placements:
68,803
Delinquent Cases

City of Humble, Texas

Collections of municipal court fees and fines for the City of Humble, Texas began in November 2010.

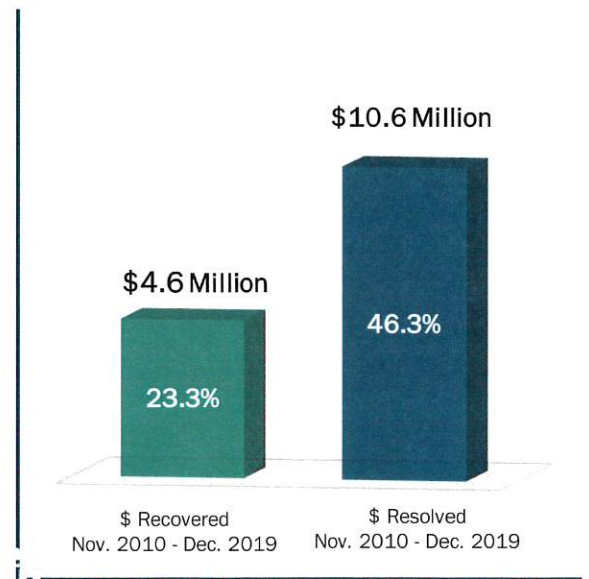
As of December 2019, our partnership with the City has resulted in recovering more than \$4.6 million and reaching a recovery rate of 23.3 percent for all dollars placed over the life of the contract.

Working together, we have resolved over \$10.6 million, representing 46.3 percent of all dollars placed by the City.

**Linebarger has recovered
(collected) more than**

\$4.6 Million

in revenue for the City of
Humble, TX



Source: Law firm records and U.S. Census Bureau

Note: Recovery rates determined using total amounts collected divided by total amounts referred minus cancellations plus adjustments. Resolution rates determined by taking the total of all accounts cleared through payments, accounts canceled or recalled by the client and/or alternate case resolution divided by total amounts assigned. Resolved dollars include total amount collected plus total amount canceled.

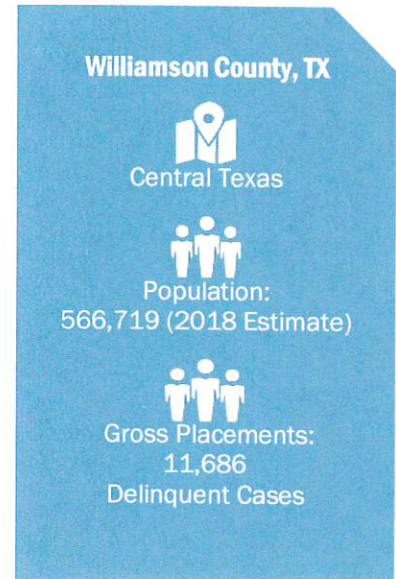
A. Applicant Qualifications

Williamson County, Texas (JP 4)

Williamson County, Texas, Justice of the Peace 4, first placed outstanding receivables with Linebarger in 2010, with active collections beginning in August 2010.

As of December 2019, our partnership with the County has resulted in recovering more than \$1.2 million and reaching a recovery rate of 57.7 percent for all dollars placed over the life of the contract.

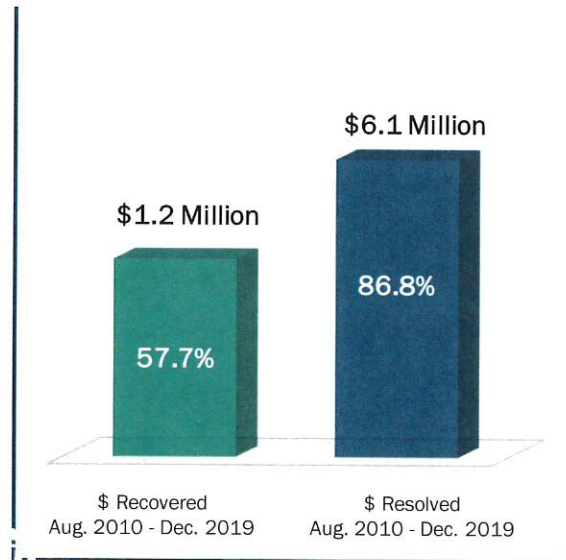
Working together, we have resolved over \$6.1 million, representing 86.8 percent of all dollars placed by the County.



Linebarger has recovered
(collected) more than

\$1.2 Million

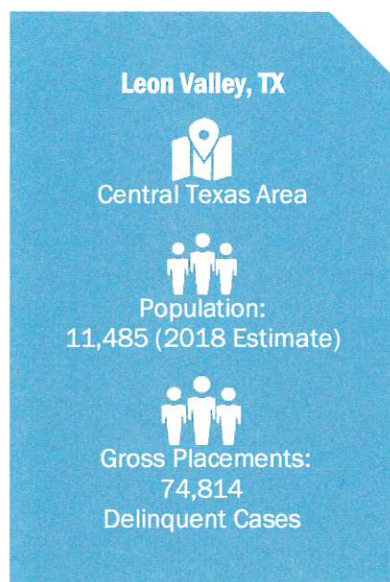
in revenue for
Williamson County, TX



Source: Law firm records and U.S. Census Bureau

Note: Recovery rates determined using total amounts collected divided by total amounts referred minus cancellations plus adjustments. Resolution rates determined by taking the total of all accounts cleared through payments, accounts canceled or recalled by the client and/or alternate case resolution divided by total amounts assigned. Resolved dollars include total amount collected plus total amount canceled.

A. Applicant Qualifications



City of Leon Valley, Texas

The City of Leon Valley, Texas, first placed outstanding receivables with Linebarger in October 2007.

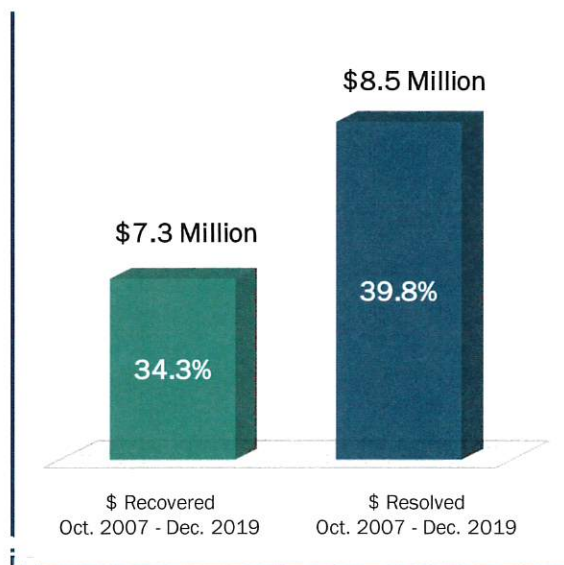
As of December 2019, our partnership with the City has resulted in recovering more than \$7.3 million and reaching a recovery rate of 34.3 percent for all dollars placed over the life of the contract.

Working together, we have resolved over \$8.5 million, representing 39.8 percent of all dollars placed by the City.

**Linebarger has recovered
(collected) more than**

\$7.3 Million

in revenue for the City of Leon
Valley, TX



Source: Law firm records and U.S. Census Bureau

Note: Recovery rates determined using total amounts collected divided by total amounts referred minus cancellations plus adjustments. Resolution rates determined by taking the total of all accounts cleared through payments, accounts canceled or recalled by the client and/or alternate case resolution divided by total amounts assigned. Resolved dollars include total amount collected plus total amount canceled.

A. Applicant Qualifications

City of Webster, Texas

The City of Webster, Texas, first placed outstanding receivables with Linebarger in June 2010.

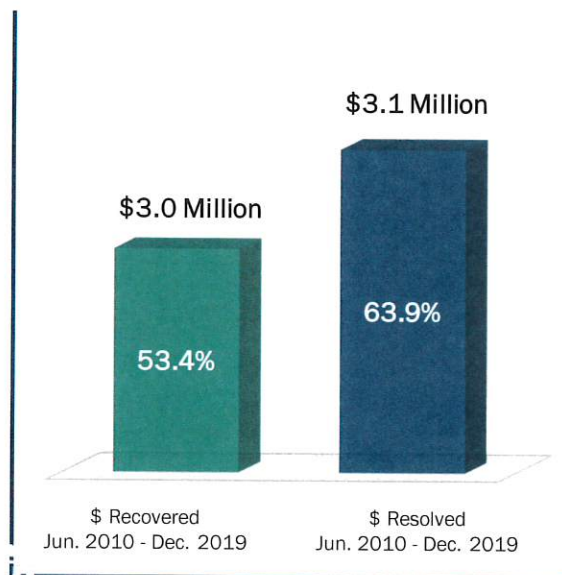
As of December 2019, our partnership with the City has resulted in recovering more than \$3.0 million and reaching a recovery rate of 53.4 percent for all dollars placed over the life of the contract.

Working together, we have resolved over \$3.1 million, representing 63.9 percent of all dollars placed by the City.

Linebarger has recovered
(collected) more than

\$3.0 Million

in revenue for the City of
Webster, TX



Source: Law firm records and U.S. Census Bureau

Note: Recovery rates determined using total amounts collected divided by total amounts referred minus cancellations plus adjustments. Resolution rates determined by taking the total of all accounts cleared through payments, accounts canceled or recalled by the client and/or alternate case resolution divided by total amounts assigned. Resolved dollars include total amount collected plus total amount canceled.

Webster, TX



Central East Texas Area



Population:
11,201 (2018 Estimate)



Gross Placements:
16,928
Delinquent Cases

A. Applicant Qualifications

Client References

Linebarger has a long history of working closely with our clients to provide them with the best possible customer service and collection program performance. The high quality of our services has produced ongoing customer loyalty, as clients regularly renew our contracts and expand the scope of our work. We welcome the City to contact the following references to hear more about the success we have had on their behalf collecting delinquent fees and fines similar to those of the City's portfolio.

Entity	Client Name/Title	Contact Information	Services Provided
City of Kyle, TX	Martha Rose, Court Administrator Kyle Municipal Court	100 W Center Street Kyle, Texas 78640 Phone: 512.262.3957 Email: mrose@cityofkyle.com	Comprehensive delinquent court fees and fines collection services
City of Humble, TX	Darrell Boeske, City Manager	114 West Higgins Humble, TX 77338 Phone: 281.446.3061 Email: dboeske@cityofhumble.net	Comprehensive delinquent court fees and fines collection services
Williamson County, TX (JP 4)	Veronica Bolander, Court Administrator II for Judge Stacy Hackenberg Justice of the Peace, Precinct 4	211 W 6th Street Taylor, Texas 76574 Phone: 512.238.2106, E-mail: vbolander@wilco.org	Comprehensive delinquent court fees and fines collection services
City of Leon Valley, TX	Ms. Vickie Wallace Director of Finance	6400 El Verde Road Leon Valley, TX 78238 Phone: 210.684.1391 Email: v.wallace@leonvalleytexas.gov	Comprehensive delinquent court fees and fines collection services
City of Webster, TX	Ms. Patty Stav Court Administrator Webster Municipal Court	101 Pennsylvania Webster, TX 77598 Phone: 281.338.6702 Fax: 281.316.4123 Email: Court2@cityofwebster.com	Comprehensive delinquent court fees and fines collection services

A. Applicant Qualifications

Financial References

We possess the financial resources necessary to meet and exceed the services requested by the City and foresee no financial difficulty in accepting and delivering the comprehensive and professional collection services as stipulated in RFP #2020-08. We believe our financial references will demonstrate our firm's financial soundness and capabilities.

Linebarger and its predecessor firms have never filed for bankruptcy and have never taken any actions with respect to obtaining protections under insolvency, reorganization, or receivership.

Gary Hoyack

Office Managing Partner - Assurance

BDO (national CPA firm)
9901 IH-10, Suite 500
San Antonio, TX 78230
UNITED STATES
Main: 210.342.8000
Direct: 210.424.7500
Fax: 210.342.0866
ghoyack@bdo.com
www.bdo.com
Business ties since 1999

Ms. Suzanne Peterson

Executive Vice President, Corporate Banking

Frost Bank
111 W. Houston Street
San Antonio, TX 78205
Phone: 210.220.5768
Fax: 210.220.6703
scpeterson@frostbank.com
Business ties since 1986

c) Receiving/Transmitting Data Electronically

We typically initiate data transfers throughout the implementation and testing phase. Our network and security teams will verify the required levels of security and data integrity between the City's system and ours. We encrypt all data in our system using FIPS 140-2 approved encryption algorithms both at rest and in transit. We will track your specific data needs, while the load techs check the data for errors. Our load techs will verify that the data received matches the total number of accounts and total dollars reported in the trailer records or separate status report. After verifying the data, they load it into our proprietary software system.

A. Applicant Qualifications

We will check for duplicate transactions/records, identify any commercial accounts and standardize all business names. The system formats individual's names into the appropriate data formats and standardizes all addresses to comply with USPS specifications.

Security Measures – Data Transfers

Linebarger's ITG department takes extraordinary steps to guarantee security during transmission of client data:

- SFTP: Linebarger's system supports SFTP as a protocol for secure file transfers
- Web SSL: We support HTTPS file transfers through a secure Web page. All data transfers and logons occur within a 256-bit encrypted SSL session
- IP Sec Tunnel: Our systems utilize secured FTP or VPN tunnels with a minimum of AES-256 encryption
- PGP encryption: We support the use of PGP for encrypting files that are e-mailed. Encrypted messages and a user's key, work in conjunction with scrambling algorithms so that only the intended recipient can decrypt the data

Controlled Destruction of System Outputs

Linebarger follows established procedures for identifying confidential information and securely destroying it. Secure physical media is stored in PCI compliant locked containers for weekly onsite destruction. All containers remain under Linebarger control at all times. Linebarger employees monitor all onsite destruction and receive a certificate of destruction.

We employ IT Asset Disposition (ITAD) processes for secure hard drive, memory and media destruction. Linebarger provides chains of custody and certificates of destruction.

d) Key Staff Experience

The office that will serve as the primary location for all City matters is our local Austin office, which houses Capital Partner Steve Bird, Attorney Sam Turner, and Client Liaison Erica Lopez. In addition to the Austin office key staff, Linebarger has the support of over 70 San Antonio Call Center collectors and 161 Information Technology Group (ITG) staff members for the City's project.

A. Applicant Qualifications

Our staff and collectors have extensive experience in delinquent court fees and fines collections. Their full biographies appear in *Chapter C*.

Capital Partner Steve Bird will serve as the managing partner and secondary contact for the City's project, ensuring all deliverables are met regarding the City's collection program. Mr. Bird brings 31 years of experience in the collections of delinquent government receivables.

Attorney Sam Turner will serve as the project manager and primary contact for the City's program. He will oversee all daily collection efforts on behalf of the City and coordinate law firm resources to ensure efficient collection strategies. Mr. Turner brings 22 years of experience in law and 16 years of collections of delinquent government receivables.

Client Liaison Erica Lopez will work in tandem with Mr. Turner and Mr. Bird to establish and maintain an excellent relationship with the City and its staff. She is a strong communicator and will work with the firm to ensure the lines of communication regarding the City's program, remain open. With 10 years of experience, she has gained a thorough understanding of the court system and will serve as the contact between the firm's attorneys and the City.

Fees & Fines Director Trevor Balderrama oversees our fees and fines department for all our fees and fines clients. He will coordinate with the key personnel and ensure technical resources are available. He has over 16 years of experience in the Information Technology field.

Chief Technology Officer LeWayne Ballard will ensure the firm is compliant with all security protocols and updated on all procedures. He will ensure all communication regarding the City's program is secure. With 20 years of Information Technology experience, Mr. Ballard will provide excellent IT oversight.

San Antonio Call Center Manager John Wilson will oversee all call center activities from our San Antonio Call Center. He will ensure all call center operations are running efficiently and securely. With over 48 years of experience in the collections industry, Mr. Wilson is extremely knowledgeable.

A. Applicant Qualifications

e) Experience and Performance Results – Amnesty & Warrant Round-Up Programs

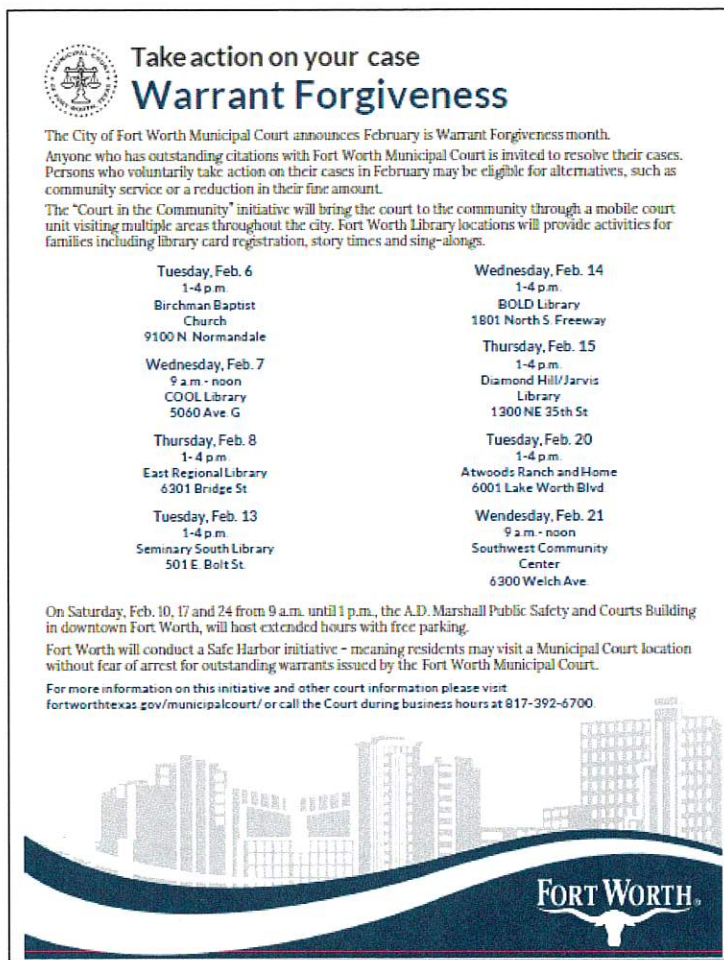
Amnesty Services

We have worked with several municipal clients to assist them with their amnesty programs. We drafted sample letters, notices, and media responses to help get the word out to their constituents and developed special reports to help analyze results. We also modified our online interactive voice response (IVR) collection payment processes during these periods to make sure that all amnesty payments post correctly.

We have Amnesty Programs in effect all throughout Texas and have provided information regarding several of these programs below.

Fort-Worth Warrant Forgiveness

This year, the City of Fort Worth ran a warrant forgiveness in lieu of the statewide warrant round up. In February, the City of Fort Worth Municipal Court ran an Amnesty Program allowing anyone who had an outstanding citation to resolve their case. Defendants who voluntarily took action on their cases were eligible for community service or a reduction in their fee amount as a resolution of the warrant on their case. We have provided examples of the pamphlets issued to defendants during the Amnesty Program.



**Take action on your case
Warrant Forgiveness**

The City of Fort Worth Municipal Court announces February is Warrant Forgiveness month. Anyone who has outstanding citations with Fort Worth Municipal Court is invited to resolve their cases. Persons who voluntarily take action on their cases in February may be eligible for alternatives, such as community service or a reduction in their fine amount.


The "Court in the Community" initiative will bring the court to the community through a mobile court unit visiting multiple areas throughout the city. Fort Worth Library locations will provide activities for families including library card registration, story times and sing-alongs.

Tuesday, Feb. 6 1-4 p.m. Birchman Baptist Church 9100 N. Normandale	Wednesday, Feb. 14 1-4 p.m. BOLD Library 1801 North S. Freeway
Wednesday, Feb. 7 9 a.m. - noon COOL Library 5060 Ave. G	Thursday, Feb. 15 1-4 p.m. Diamond Hill/Jarvis Library 1300 NE 35th St.
Thursday, Feb. 8 1-4 p.m. East Regional Library 6301 Bridge St.	Tuesday, Feb. 20 1-4 p.m. Atwoods Ranch and Home 6001 Lake Worth Blvd.
Tuesday, Feb. 13 1-4 p.m. Seminary South Library 501 E. Bolt St.	Wednesday, Feb. 21 9 a.m. - noon Southwest Community Center 6300 Welch Ave.

On Saturday, Feb. 10, 17 and 24 from 9 a.m. until 1 p.m., the A.D. Marshall Public Safety and Courts Building in downtown Fort Worth, will host extended hours with free parking.

Fort Worth will conduct a Safe Harbor initiative - meaning residents may visit a Municipal Court location without fear of arrest for outstanding warrants issued by the Fort Worth Municipal Court.

For more information on this initiative and other court information please visit fortworthtexas.gov/municipalcourt/ or call the Court during business hours at 817-392-6700.



FORT WORTH

A. Applicant Qualifications

The City of DeSoto Warrant Forgiveness

The City of DeSoto has done several postcard and letter mailings to assist the City in getting the word out to defendants with warrants. The postcard is designed to gently remind the defendant to contact the court in person or by video conference between set amnesty periods. We start by working with the City to develop a postcard based upon their requirements. Then, we generate a list of defendants with outstanding warrants prior to mailing. We provide this service in addition to our regular mailings for the City. During our annual warrant round-up efforts, we do targeted billboard advertising across the City, alerting defendants with warrants in the DeSoto municipal court and courts within the general area to take care of their outstanding matters timely.

Warrant Program

Linebarger will assist the City during Warrant Round-Ups by mailing letters to defendants with warrants. Clients routinely see collection increases up to 400 percent during Warrant Round-Ups.

While the statewide Warrant Round-Up has changed significantly, Linebarger has extensive experience working with our clients in warrant round-up programs. Linebarger assists our Texas clients that initiate warrant round-up programs, working in conjunction with their existing policies and procedures. If the City opts to participate in a region or statewide warrant round up, we are prepared to help with an extensive mailing campaign and promotional support assistance.

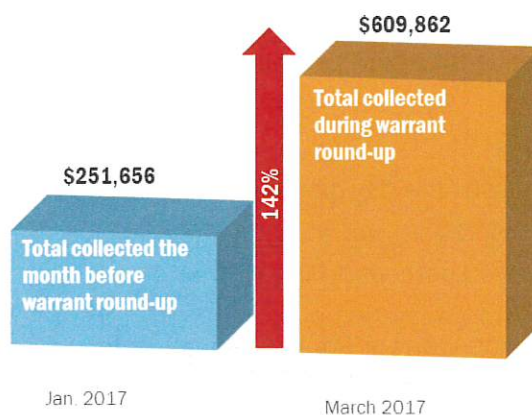
Our clients generally see a significant increase in their revenue collections during a Warrant Round-Up campaign. We modify our collection processes and operational methodologies to the specifics of each local round-up program. Linebarger creates custom letters and mails them on a schedule designed to maximize the round-up program. We have also provided this service for cities that wish to offer amnesty programs and have experience in a variety of alternative promotional activities. Our call center representatives support Warrant Round-Up programs by making outbound calls and fielding inbound inquiries. They help identify people that “refuse to pay,” and we provide lists of these individuals to our clients or their law enforcement personnel for follow-up.

A. Applicant Qualifications

Warrant Round-Up Performance Results

We have provided the graph below to showcase Linebarger's success during local warrant round-ups that Linebarger has assisted its clients. The cities of League City, Deer Park, Galveston, Texas City, North Richland Hills, and Grapevine all conducted a local warrant round up in 2017, providing a 142 percent (142%) increase in collection totals during that time.

**Collection Results for Six Linebarger Clients
That Participate in Warrant Round-Up**



Source: Law firm records for six clients that participate in the warrant round-up and are included in this response. They are League City, Deer Park, Galveston, Texas City, North Richland Hills, and Grapevine.

B. Collection Procedures

Linebarger believes a successful collection program must be multi-faceted, flexible, and tailored to meet each client's specific needs.

We develop and utilize individual work plans for each of our government clients. These work plans are a management tool for both immediate and long-range planning. Results are reviewed on an ongoing basis and work plans are modified as necessary to achieve the client's goals and expectations.

We use technology to analyze each client's portfolio and identify areas where we can maximize recoveries. This continuous analysis assures the most effective allocation of resources for consistent, long-term performance and the associated additional revenue enjoyed by our clients.

Linebarger will work directly with you from day one to develop effective communication tools to find your defendants and notify them of their obligations, while providing the City value-added legal services typical collection agencies cannot offer. Not all collection agencies and collection law firms are the same. Resources are needed to back up the promises made in proposals and we pledge to dedicate the resources needed to the City.

This section provides an in-depth overview of our collection process. This work occurs on the back-end and illustrates the depth of our experience and the work we put into each account.

a) Collection Activities and Techniques

The work begins at implementation, where the roots of our collection program begin for the City. This includes creating a secure interface that ensures data files transfer properly, drafting collection letters, and working with your staff to educate them on the process. Our expert staff work to make this seamless and quick for the City.

We will begin collecting your accounts once the secure interface is fully established and the training is completed.

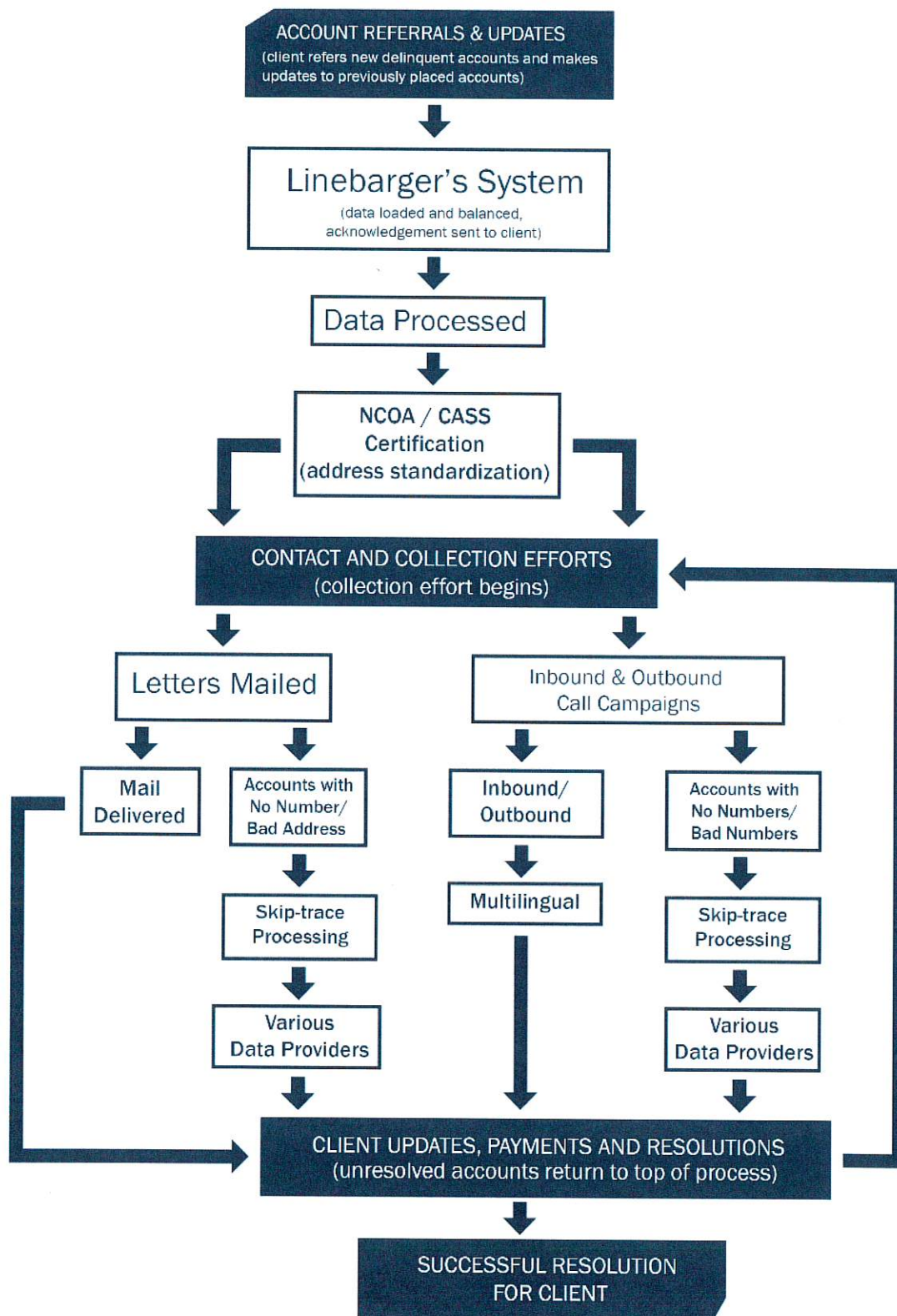
Regardless of the age of the case, Linebarger believes every account should be pursued with the same effort and importance.

B. Collection Procedures

While any number of variables can come into play that might delay the program launch, we guarantee full transparency throughout the process so that you will know – at any point along the timeline – where we are with respect to our ability to begin collecting on your behalf.

The flowchart on the following page illustrates our collection process. Please note that, unlike our competitors, our flowchart has no exit other than “Successful Resolution for Client.” There is no side exit in which we label debt uncollectible after one or two years and return it to the client labeled “resolved.”

B. Collection Procedures



B. Collection Procedures

Our Proven Recovery Process

While we gear each collection program to the City based on its needs and requests, our experience helps us ensure your cases receive the level of care and attention that has made Linebarger the largest collection law firm in the nation.

Account Preparation

The process begins with your transfer of delinquent accounts to our data processing platform. Your Linebarger Contract Manager can help with this as much or as little as Court staff require, even remoting in to pull files to the City's specifications with no need for Court staff involvement. We segregate every account and assign them with a unique identification code. We submit every address for verification as deliverable and for standardization, to comply with USPS specifications. We transfer all accounts with phone numbers to our collector queues for telephone contact.

Recalling and Reactivating Accounts

Unlike many of our competitors, Linebarger possesses the financial and technological resources to work your entire delinquent portfolio no matter the age of the referred cases. We believe our clients hire us for a purpose – to put forth every effort to collect and resolve all the cases they entrust in us, no matter their age.

With that said, you maintain control over all referred accounts and may recall any account at any time. All collection activity ceases immediately, and we return the account along with a returned account report. You may also inactivate or reactivate an account for collection, depending upon the status of payments from the defendant or of judicial actions affecting the account. We will not transfer inactive accounts to dialer campaigns or send them to the mailing queue.

Contact by Mail and Phone

Prior to an initial attempt at reaching defendants, we will seek your approval of demand letter content, call center scripts, and our proposed communication schedule. Once that is complete, our system will generate an initial letter which, typically:

- Advises the defendant that the City has placed the account with our law firm

B. Collection Procedures

- Provides a variety of contact options (all free of charge) for the defendant to reach us to discuss payment
- Includes a payment coupon and return remittance envelope to encourage prompt payment

We have included examples of our notices in *Exhibit B*.

If the defendant does not respond, follow-up letters are sent according to the previously agreed upon letter schedule. We record any returned letters marked “undeliverable” and our automated skip-tracing process commences. If there is a forwarding address, we will update the information in our system, and send a new letter to that forwarding address.

Letter Sweeps - An annual collection letter is mailed to all open accounts, primary, and secondary. We send approximately 17 million letters annually.

In tandem with our mailing process, our call center will make calls to those accounts that have phone numbers. If we capture a telephone number associated with the account through incoming calls or skip-tracing, we will use that phone number to make future calls on the account. We can also provide email notifications as part of our collection service. Our Chief Compliance Officer, Lori Gruver, will approve these email notifications to ensure that they meet all requirements for FDCPA compliance and Court policies and regulations.

NOTE: All telephone contacts comply with all applicable federal and state regulations, as well as your policies regarding such contact. Moreover, each time we reach a defendant, the collector will confirm that individual’s identity and clearly identify themselves as an employee of the law firm under contract with the City of Manor.

For the defendants’ convenience, we assign a toll-free number to your project. Linebarger includes this number in all correspondence and phone conversations with the City’s defendants.

An interactive voice response system (IVR) assists defendants who call the toll-free number associated with the City’s project.

B. Collection Procedures

This system operates 24 hours a day for the convenience of after-hours callers. The system presents callers with several options:

- make credit card payments
- hold for forwarding to a specific collector (maximum wait time of 30 seconds)
- leave a message for a specific collector, or leave a general message for an individual collector the next morning

We return all calls no later than the following business day.

Skip-Tracing

We contract with several premium, skip-trace vendors to locate defendants. If their accuracy rates drop below a certain threshold, we forward the accounts to a new vendor and drop the non-performing vendor to a lower tier. We also assign our own collectors to perform skip tracing in-house, using subscription-only national databases. Altogether, Linebarger skips close to 17,000,000 accounts per month, achieving economies of scale that enhance defendant location and debt collection for the benefit of all Linebarger clients, large and small. Maintaining a skip-tracing program of this size lets us continue pursuing accounts, even when defendants relocate, until those accounts are either collected or recalled by the client.

Our collectors access national skip-tracing databases for every state, city, and zip code to obtain phone numbers using defendant addresses. Our skip trace vendors provide search information on a wide variety of variables including last known address to new geographic locations. These combined services offer accurate contact information in less time than other organizations providing faster collections and more money generated for our clients.

Linebarger is able to leverage its position as by far largest in the data consumption market to negotiate contracts yielding the best data for the least cost. By controlling cost, Linebarger is able to continually skip trace accounts regardless of age of data, age of placement, and balance throughout the life of the contract.

Skip trace Sweep - All open accounts are skip traced to locate new addresses or phone numbers.

Linebarger has invested thousands of hours and millions of dollars developing our industry leading proprietary skip tracing process. We reinvest to ensure our clients receive the best service possible.

B. Collection Procedures

The skips are done at least monthly for primary placements and quarterly for secondary placements. Through our eight-vendor waterfall, we can make approximately 17 million skip-searches each month.

Collection Outcomes

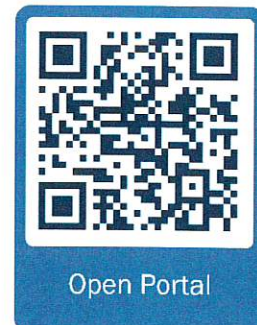
Securing Payment

Securing payments in full is Linebarger's first priority, but our approach assists defendants to determine if they have the financial resources to provide full payment. In accordance with the RFP, all payments will be forwarded to the City's payment center. If a defendant sends payment to us in error, we will date-stamp it, document its receipt, and immediately forward it to you. If additional payments are required, we will advise the defendant of the balance owed and provide the correct mailing address for payments.

Just as we will customize our collection processes to meet your needs and expectations, we will do the same with respect to the handling of payments. If at any point the City chooses to establish a hybrid system of payments, Linebarger is fully capable of executing the revision. All payments would be handled by Linebarger employees and offered to your citizens and defendants at no additional cost. Unlike some competing firms, **Linebarger never imposes a processing fee onto your defendants.** We never want your defendants to be burdened by unnecessary fees, because our goal is to encourage immediate payment and to make the payment process as convenient as possible for the account holder.

In the event that you ask us to process some or all payments, we provide multiple payment options in addition to traditional payment by mail. We accept:

- **Checks by phone** – We can take a defendant's bank account information over the phone to process a payment immediately. We will forward the payment to you within 5 to 7 business days to ensure that there are sufficient funds in the account to cover the payment.
- **Credit Cards** – defendants can provide credit card information either by phone or via our website. Our call centers all accept credit card payments 24 hours a day through our IVR system. Our credit card merchant processes funds on a daily basis. You will receive your funds within 48 hours.



B. Collection Procedures

- **Mobile Device payments** – The Linebarger payment website is compatible with mobile devices, allowing defendants to make payments using credit cards, debit cards, or an Automated Clearing House (ACH) transaction.

Other Outcomes

There are many reasons why defendants cannot pay a debt, even in installments. Our collection activities often discover circumstances that restrict collections, including personal and financial hardships, bankruptcy, incarceration, and death. In each of these cases, we will follow your instructions and/or seek clarification. Such instances include:

- Bankruptcy
- Disputes
- Inability to pay due to extreme hardship
- Incarceration
- Death

b) Work Plan & Expected Recovery Rate

Engaging with Linebarger is a collaboration that starts the moment we are hired. You set the expectations, and we will get to work. We will immediately launch a series of concurrent work streams that will enable us to:

- Assess and articulate all implementation issues
- Develop a test plan and report formats
- Establish communication protocols that meet the requirements of your data processing operation
- Develop a secure IT interface
- Draft defendant communications (letters and call scripts)
- Program Dialer Operations

A sample work plan is provided on the following page, outlining the activities involved with the process for recovery of outstanding delinquent accounts. We will work closely with the City to customize these activities to ensure a smooth program implementation.

B. Collection Procedures

Implementation Timetable

FUNCTION	ASSIGNED TO	TASKS	TIMELINE
Identify and develop all contract deliverables	Project Manager, ITG, Project Management team members, and City Project Team	Establish implementation schedule ITG Testing (electronic reporting, City's database updates, etc.) Work products (work plan, transition plan, reports, letter series, phone scripts, etc.)	Within 48 hours of contract receipt, or as scheduled by the City's team
Establish ITG interface to the City's InCode system for taxpayer updates	ITG Team and the City's IT Team	Receive secure Internet access to the City's system Identify network protocols, communication carriers, security parameters, etc. Receive training on the City's system	Based on access to the City's system and availability of the City's IT team to work on all steps that require their assistance
Develop program communications and reporting products	Project Manager and IT Contract Manager	Develop draft letters, phone scripts and report formats Submit drafts for approval	Within 7 days of receipt of contract Typically within 10 – 15 days
Submit test letters with payment coupons	Project Manager and IT Contract Manager	Develop test the City's collection notices with bar code scan line or similar method Deliver to the City's for testing Confirm bar codes can be scanned by the City's using automated processes for payment posting	Typically 10 – 15 days after contract award
Develop Work Plan and Transition Plan	Project Manager, Director of Fees & Fines and others as deemed appropriate	Meet with the City's team to discuss final work plan and any special transition plan criteria Draft a proposed final work plan and transition plan as stipulated in RFP Submit draft work and transition plans to the City's	As soon as the City's project manager is available Typically within 14 days of contract award Typically 15 – 20 days after contract award

B. Collection Procedures

FUNCTION	ASSIGNED TO	TASKS	TIMELINE
Prepare Collection Team for the City's Project	Project Manager, SA Call Center Manager	<p>Review staffing levels to ensure optimal level of staffing assignments for receipt of first accounts</p> <p>Submit employee identity verification forms to the City's</p> <p>Initiate any the City's-specific training for handling accounts and for updating the City's database</p> <p>Test and confirm collectors' comprehension on client requirements</p>	<p>Following meetings with the City's team to develop work plans and receive any further instructions on program requirements</p> <p>Typically 15 – 20 days after contract award</p> <p>Typically 25 – 40 days out from contract award</p>
Finalize all work products	Project Manager and ITG Team ITG Team	<p>Test and validate electronic reporting capabilities</p> <p>Test and validate secure data update capabilities</p>	Within one week of going live with collection program
Review and resolve any outstanding requirements	Project Manager and the City's Project Manager	Discuss any outstanding issues and assess implementation phase	As needed
Authorization to proceed	The City's Project Manager	Receive approval on all work products	Contingent on the City's schedule and to be determined during contract negotiations

Recovery Rates

Linebarger has had considerable success in collecting different types of delinquent receivables (fines and fees, property taxes, emergency medical collections, tolls, etc.) for more than 2,500 government clients over the past 40-plus years. We analyze each delinquent receivables portfolio in order to determine the most effective means for collecting the delinquency and then develop a customized work plan that helps us achieve our clients' collection goals.

B. Collection Procedures

We have included collection graphs that demonstrate the success we have had recovering debts for other clients similar to those needed by the City, in *Chapter A*.

Recovery Rates Vs. Resolution Rates

There is no agreement on a consistent industry standard when it comes to calculating success rates. Our firm uses the net recovery rate almost exclusively because we believe it gives our clients the most accurate reading of how our firm is performing, and reflects the total dollars deposited in their coffers.

Some vendors prefer resolution rates when reporting their performance, and we have provided those numbers as well for the purposes of easy comparison. We do not typically report resolution rates because they inflate performance by including total dollars collected, as well as adding the dollar values resulting from account adjustments from alternate forms of resolution. Most notably, other vendors return cases to the client after one or two years labeled “uncollectible” and count it toward their resolution rate, resulting in a misleading representation of the program’s success.

Collection Guarantees

The State Bar of Texas Ethics rules prohibit Linebarger from making any guarantees or promises of any particular outcome or result of its legal representation, including any particular levels of collections or results of collection and foreclosure action.

While Linebarger cannot guarantee a collection rate for the City, our collection recovery rates for Texas municipal court clients range from percentages in the mid-teens to the mid-60’s. Our ability to achieve high recovery rates for our clients and outperform our competitors in like situations is reflected in our high client retention rates.

B. Collection Procedures

c) Handling Questions or Disputes

Incoming Communications

If a defendant calls us with questions or concerns, we will note the activity in our system and respond as appropriate and/or seek your review. If a defendant writes us, we will scan the letter, note it in our system and forward the correspondence to you for review. If there is need for attorney intervention due to the nature of the response, the call center manager will advise the appropriate Linebarger attorney, and we will inform you that the matter has escalated.

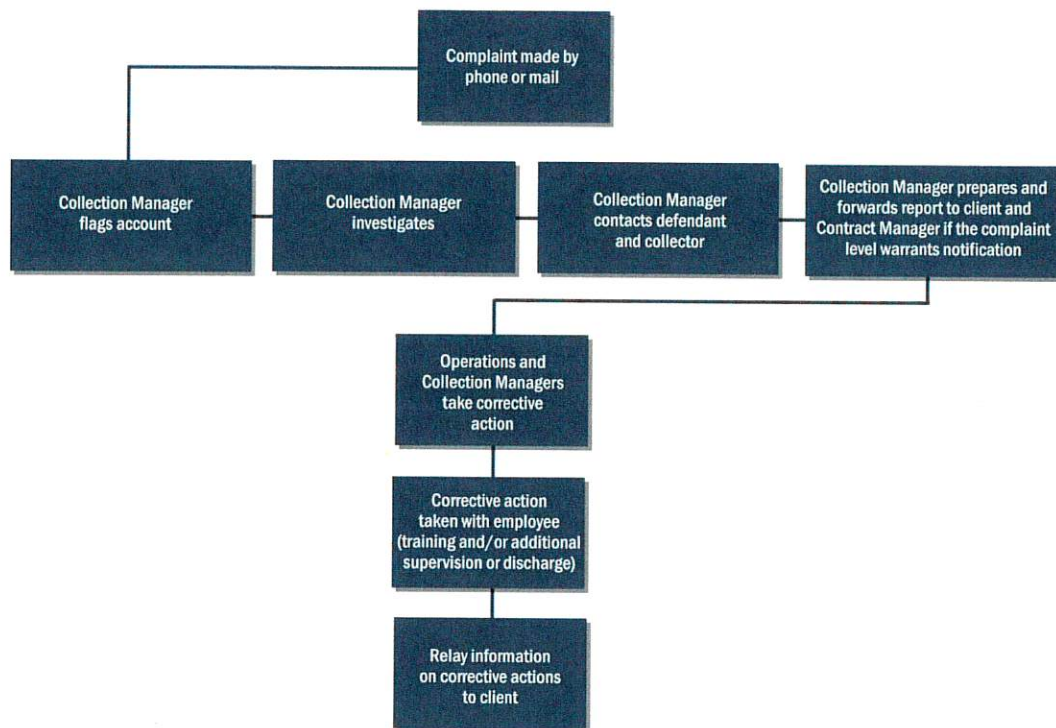
Swift Response to All Complaints

Our clients have never terminated a contract with our firm due to inappropriate collection activities by our employees. We credit our rigorous, ongoing training program, which produces collectors who project an attitude of calm professionalism in every interaction with defendants for our outstanding record.

Our firm's culture is one of zero tolerance for valid complaints, and management vigorously investigates all complaints made against any member of our staff. We take all defendant allegations seriously and follow a systematic approach to addressing and resolving complaints. Individually and collectively, we do everything possible to eliminate complaints and mitigate their consequences, protecting our clients' reputations as well as our own.

Because collection activities involve complex interactions with defendants, our most experienced collectors supervise the collection floor at all times, ready to assist with any difficult situation that develops in the course of a phone call. These highly trained front-line personnel are able, in most circumstances, to mitigate the defendant's frustration and successfully resolve the matter at hand. When the defendant remains unsatisfied and files a complaint, Linebarger's formal complaint process is triggered. The flow chart on the following page outlines the complaint process.

B. Collection Procedures



Disputes

Collection attempts often produce written responses from defendants with questions or concerns about their delinquent accounts. All correspondence is scanned into our system, the case(s) is noted and an appropriate status is placed on the case(s). A copy is submitted to the local office and is then submitted to the City for review.

When a defendant disputes the amount or validity of an outstanding case, we will halt collection activity and seek confirmation, from you, that we have all documentation necessary to verify the legitimacy of the account and the amount owed.

If permitted by the City, we will forward documentation of the citation(s) and warrant(s) to the defendant. If this resolves the dispute, we will resume collection efforts. If the defendant provides evidence to dispute the citation, we will work with you to review and craft a response.

B. Collection Procedures

We will then either close out the account if the defendant is correct, resume collection activity if not, or recommend further enforcement options should the defendant continue to refuse to accept the legitimacy of the citation/warrant.

Attorney Contact

If an individual requests that an attorney contact them, your Linebarger attorney, Sam Turner, will respond in writing or by telephone call. He will not attempt to settle cases but will serve as an advocate and counsel for the City to steer the defendant towards the appropriate form of resolution.

Customer Service

We measure our customer satisfaction by our ability to retain clients over the long term. We have represented the majority of our clients for 10 plus years, and our satisfied clients have consistently renewed contracts.

To achieve that level of customer retention, we place strong emphasis on our employees, from the initial screening, recruitment and training, to job retention and advancement opportunities.

Because we invest considerable resources in our personnel, we are able to retain qualified personnel to manage our collection programs and to work the delinquent accounts for our clients. Their job satisfaction results in better collections for our clients, better contract performance overall, and minimal complaints.

d) Non-English Speaking Defendants

Our call centers are responsive to defendants with a variety of needs:

- Many of our professional collectors are bi-lingual or multi-lingual, and we have translation assistance available in cases where we do not have staff with the requisite language skills
- We can also accommodate defendants with hearing or visual impairments with equipment that enables our call center personnel to communicate directly and reliably with them

With over 320 dedicated fees and fines collectors, we can ensure the resources necessary to properly communicate with your defendants.

B. Collection Procedures

All collectors have undergone extensive training on the applicable laws and regulations, collection techniques and customer service.

e) Collection Correspondence

During the implementation process we will work with the City to approve all correspondence, call center scripts, and the communication schedule we plan to use when contacting your defendants. Once that is complete, our system will generate an initial letter which, typically:

- advises the defendant that the City has placed the account with our law firm, which is under contract with the City
- advises the defendant of their rights prior to payment. We follow all FDCPA and City regulations when contacting defendants
- provides a variety of contact options (all free of charge) for the defendant to reach us to discuss payment
- includes a payment coupon and return remittance envelope, with the City's address, to encourage prompt payment

We have included examples of our notices in *Exhibit 2*.

f) Telephone Resources

When your defendants take the steps to begin their resolution process by calling our firm, we want to make sure they do not get frustrated while waiting on hold. Our firm has the resources to handle an immense load of inbound calls so that this does not happen. Many firms rely on tax collection staff to handle their court collection matters. This is inefficient and limits the ability to make outbound calls and receive inbound calls in a timely manner.

Linebarger operates eight professional call centers across the country, staffed with over 320 professionals. These centers rely on state-of-the-art technology for managing all inbound and outbound call campaigns. During our busiest season, Linebarger call centers nationwide receive an average of 10,000 calls per day.

In 2019 alone we answered 1.214 million inbound calls and had 1.881 million outbound calls answered by defendants.

B. Collection Procedures

We work daily to update and maintain our systems to ensure that our collectors are making and/or receiving a constant stream of calls but are also afforded the support they need to assist them with defendants.

We assign every account with a toll-free number and include that information in all correspondence and phone conversations with the defendant. An interactive voice response system assists defendants who call the toll-free number associated with the project. We have included sample telephone scripts currently utilized at our San Antonio Call Center in *Exhibit 2*.

Main Dialer Features for Linebarger Call Centers:

- SIP Based Telephony (VoIP)
- Fully Blended Call Handling (Inbound & Outbound)
- Predictive Dialing with Compliant Algorithms
- TCPA and FDCPA Compliance Management
- ACD with Skills Based Routing
- IVR with 24 hour Automated Payment Capability
- Real-time Reporting and Analytics
- Multiple Nationwide Call centers
- Interactive Automated Messaging
- Integrated Call Recording
- Agent Quality Assurance Metrics
- Agent Monitoring & Coaching
- Telephony Redundancy for Disaster Recovery
- Equipment Redundancy
- Site Redundancy



We record all calls to protect your interests and the interests of your defendants. These recordings also assist us in better training our collectors and ensuring quality control. We maintain our recordings on-line for one year and then archive them to off-line storage for an additional five years. While the general information of each call is recorded, we do not record credit card information.

B. Collection Procedures

Linebarger's San Antonio Call Center

The San Antonio Call Center will conduct the City's dialer campaigns and respond to all defendant calls for your accounts.

Call center hours, in Central Time, are as follows:

- Monday through Thursday, 7 a.m. to 9 p.m.
- Friday, 7 a.m. to 5 p.m.
- Saturday, 8 a.m. to 12 p.m.



g) Methodology for Conducting Amnesty and/or Warrant Round-Up Programs

Amnesty Services

We have worked with several municipal clients to assist them with their amnesty programs. We drafted sample letters, notices, and media responses to help get the word out to their constituents and developed special reports to help analyze results. We also modified our online interactive voice response (IVR) collection payment processes during these periods to make sure that all amnesty payments post correctly.

We have detailed a few Amnesty programs across the state in *Chapter A*.

Texas Warrant Round-Up Services

We modify our collection processes and operational methodologies to the specifics of each local round-up program. Linebarger creates custom letters and mails them on a schedule designed to maximize the round-up program.

Before and during a Warrant Round-Up, we continually run phone campaigns to inform defendants that they have the opportunity to avoid arrest by making payment in full and satisfying their commitments to the City. Linebarger also creates targeted press releases and informational awareness campaigns for the news media in all participating areas. This ensures maximum community exposure to encourage collections and case resolution. We work in coordination with our clients/Warrant Officers to help facilitate the resolution of the outstanding cases.

B. Collection Procedures

Linebarger will also assist the Court/Warrant Officers with additional skip tracing and GPS mapping in an effort to locate the defendants in a strategic and time saving manner. Our organization with the clients/Warrant Officer and the City is part of our continuing effort to create a successful collection program.

Our call center representatives support Warrant Round-Up programs by making outbound calls and fielding in-bound inquiries. They help identify defendants that “refuse to pay,” and we provide lists of these individuals to our clients or their law enforcement personnel for follow-up. A sample Warrant Round-Up letter appears on the following page.

We have included more details on our Warrant Round-Up experience and performance in *Chapter A*.

B. Collection Procedures

Sample Court Fines & Fees Warrant Round-Up Letter

Linebarger Goggan Blair & Sampson, LLP

ATTORNEYS AT LAW

900 Arion Parkway, Suite 104

San Antonio, TX 78216

1(866) 234-9790 Toll-Free (210) 495-0911 Fax

MONTH/DAY/YEAR

87654321

WARRANT ROUND-UP NOTICE

Dear John Doe:

Beginning Saturday, February 25, 2017, the law enforcement agency of CLIENT will actively execute arrest warrants. NOW IS THE TIME TO RESOLVE THE WARRANT ISSUED AGAINST YOU.

The CLIENT has hired our firm to aid in the collection and disposition of the above-listed matter. You currently owe \$1,000.00 to the CLIENT. PAY YOUR FINE NOW! Payment options are listed on this letter. For questions, or if you believe you have received this letter in error, call us toll-free at 1(866) 234-9790.

BE ADVISED:

- You may be arrested at your home, at your work, or wherever you are found.
- Until the Court receives the appropriate reply and/or payment, the arrest warrant will remain active.
- We urge you to contact the Court if you are unable to pay the amount owed without undue hardship to yourself or your dependents. You must request a hearing before a Judge to consider your ability to pay and request any non-monetary compliance options available to you. You should be prepared to explain and document your financial situation to the Court.
- Unless a final judgment of conviction has been entered in your case, you have the right to enter a plea or go to trial on any offense charged. To exercise such right, please contact the CLIENT.
- If a plea has not been entered, payment of the amount owed constitutes a plea of No Contest, a waiver of your right to a jury trial, and a waiver of your right to discovery in this matter.
- If you are now in bankruptcy proceedings, please immediately notify us, in writing, of the name of your bankruptcy court and your bankruptcy case number.

ACT IMMEDIATELY TO AVOID ARREST!

Esta notificación está relacionada a su infracción de tráfico que tiene pendiente. Comuníquese con nosotros inmediatamente.

Sincerely,

Linebarger Goggan Blair & Sampson, LLP

IN ORDER TO ENSURE PROPER CREDIT, PLEASE INCLUDE THIS PAYMENT STUB WITH YOUR PAYMENT IN THE ENCLOSED ENVELOPE

Linebarger Goggan Blair & Sampson, LLP
PO BOX 659443
SAN ANTONIO TX 78265-9443

3X9 BARCODE -if remittance to 702118

JOHN DOE
123 HOME STREET
CITY, STATE AND ZIP
IMB

Defendant: JOHN DOE
Driver's License #: ABC123, FL
Citation #: XXXXXXX
Reference #: 87654321
Amount Due: \$1,000.00 as of MONTH/DAY/YEAR

Amount Enclosed:

Payment should be in the form of a cashier's check or money order made payable to: CLIENT NAME

Partial payments will not be accepted.

Personal checks will not be accepted.

*If remitting to LGBS, requires EFT message

Ref. No. 876543219 -if lockbox

LGBS, LLP
CLIENT #: CODE
PO BOX 702118
SAN ANTONIO TX 78270-2118

ACCOUNT SUMMARY

Defendant: JOHN DOE

Driver's License #: ABC123, FL

Citation #: XXXXXXX

Amount Due to: CLIENT NAME

999 Citation(s) Totalling:
\$1,000.00 as of
MONTH/DAY/YEAR

PAYMENT OPTIONS

Log on to the following website
to easily make your payment
24 hours a day:

www.lgbswebpayments.com

To pay with Credit Card or Check
by Phone (ACH) use:

Client Code: CODE

Online Payment #: 87654321

Scan the QR Code for access to
our mobile payment website:



Call Center: 1(866) 234-9790
Monday-Thursday 7 AM - 9 PM
Friday 7 AM - 5 PM
Saturday 8 AM - Noon

B. Collection Procedures

Geographic Information System Mapping Service – Aids Your Warrant Search

We offer our clients a free Geographic Information System (GIS) mapping service that helps them identify and locate delinquent individuals, improving the overall process of locating defendants with active warrants. One of the key benefits is a feature that allows clients to map out the most efficient routes for contacting defendants based upon the client's location. Using a user-friendly interface, this mapping service allows clients to select on various data elements to filter defendants into logical location segments based on variables including (but not limited to): balance outstanding, number of violations, age of violations, clusters, etc. Our GIS service is completely customizable to each client's needs depending on the service(s) being performed by the client such as: warrant roundups, door-hanger drop off, meet and greet, target mailings, etc. City marshals, police, and court personnel frequently rely on our GIS mapping service to help them locate and resolve outstanding traffic/criminal violations.

Our system offers the most current information on defendants, reducing law enforcement time spent in the office researching defendants' most recent addresses/locations. Less desk time means more time for them to police the streets, stay visible, and serve their neighborhood communities. This mapping system allows customized searches based upon:

- balance due
- proximity to the peace officer's location
- number of packets

Navigation Tools

We will provide you with a shared link and password to begin your search efforts. Then you can access the Tools button on the left side of the screen, which allows you to filter and refine your searches and final maps with detailed directions for locating defendants. Each icon toggles on or off by clicking on it. The five buttons on the right-hand side of the map put a wealth of information at the researcher's fingertips:

- **Search:** Allows you to search on any available information



B. Collection Procedures

- **Satellite View:** Allows the view to change from a topographical to satellite image
- **Show My Location:** Zooms to current location, which may request to grant permission before sharing
- **Export Map Image:** This allows you to save any map image as a PNG or PDF file for sharing or in presentation, while allowing the user to select from several printing and sizing options
- **Distance Calculator:** This button shows the point-to-point distance from your location to a final destination
- **Tools:** With three different options, Grouping, Filter, and Routing/Directions, you can group defendants by location, filter by city or number of packets, print a route with directions, or drag a location to a new point to update directions

Scofflaw Program Vehicle Registration Refusal Proposal

State law supports municipal and county courts' efforts to collect unpaid fines and costs by authorizing the county tax assessor-collector (TAC) to refuse to register any motor vehicle of a person with outstanding fines and court costs. Although most firms offer a scofflaw program, it requires a 100% name accuracy rate. This historically results in a low hit rate, with submissions only ensuring a successful hold 10-15% of the time. This wastes the Court's money, as the program's cost is attached to the rate of successful holds. Linebarger has collaborated with a data provider to develop a proprietary Scofflaw Process that enables Linebarger to achieve a much higher match rate. With the improved data, we ensure a name match 96% of the time, resulting in a very high hold rate. Additionally, the hold from Linebarger's improved Scofflaw attaches not just to the vehicle on the ticket, but to all of the vehicles registered to the defendant until the delinquencies are paid. Available from no other firm, our exclusive improved scofflaw process is an exciting new tool dramatically improving recovery rates for our clients.

B. Collection Procedures



Changes in Scofflaw Process for Cities

Providing Professional Collection Services Since 1976

Traditional Scofflaw Process



Linebarger Enhanced Scofflaw Process



What cities need to know

A Warning must be issued – 702.004

- Citations need to include warning language of possible registration denial

Must have a Warrant – 702.003

- City must have a warrant issued for the defendant

Max Fine – 702.001

- Fine not to exceed \$200.00

Must be a Traffic Law – 702.001

- Traffic law means a statute or ordinance, a violation which is a misdemeanor that regulates, on a street, road, or highway of this state

Timely notification of case resolution is critical

- Linebarger needs to know when a ticket is paid/dismissed/resolved

Our program can work with cities who have an existing relationship with Tax Assessor Collectors and/or who already submit to the State

What is required to submit to the State

Interlocal Agreement between City and State for Traffic Scofflaw

- Each City requires an Interlocal Agreement with the State to be in place
- Cannot use Red Light Interlocal Agreement

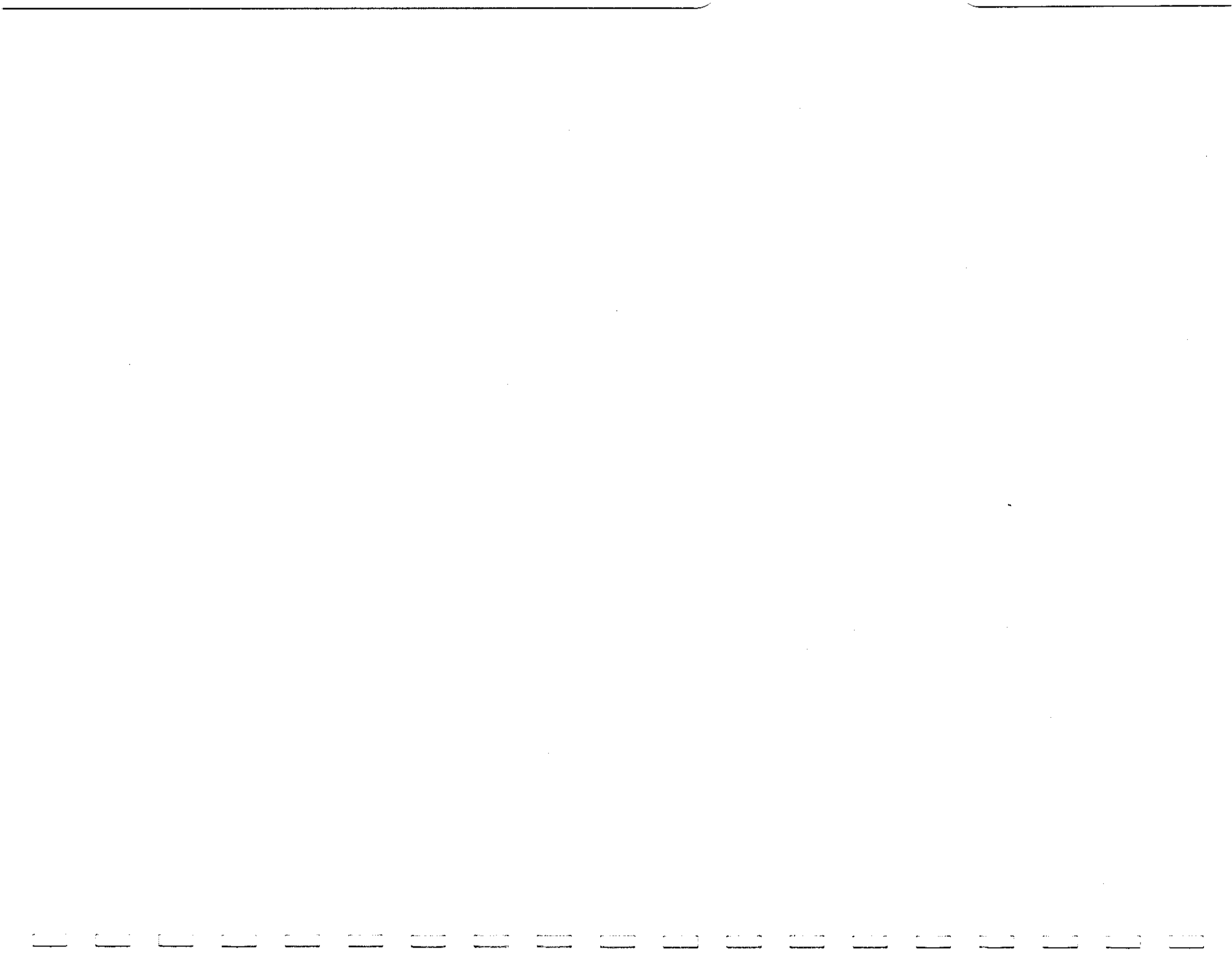
Authorization Letter – allows Linebarger to send on client's behalf to State

- Letter establishes Linebarger as submitter to the state
 - can take several weeks for State to complete

Setup escrow account with State that will need to be funded and monitored

- Part of the Authorization Letter – A minimum \$500 escrow account is required for each client
 - handled by Linebarger
- Each City will need their own escrow
 - handled by Linebarger
- Escrow balances will need to be monitored and funded
 - handled by Linebarger

For more information about Linebarger Goggan Blair & Sampson, LLP, visit our website at www.lgbs.com.



C. Collection Staffing & Systems

Linebarger's greatest asset in delivering exceptional service and outstanding results is — and always has been — its people. We invest significant time and resources to recruit, hire, and train collection professionals of the highest caliber.

We understand collections: With experience spanning more than four decades, we fully comprehend the nuances of the government receivables collection process. Our attorneys are frequent speakers at professional collection forums on best practices and navigating the statutory framework that regulates collections. We know how to achieve outstanding results for our clients while maintaining compliance.

We appreciate the complexities of public service: Many of our attorneys and managerial personnel have worked in the public sector and understand the challenges public servants face in recovering delinquent monies owed by the citizens they also serve.

We know the law: We have more than 125 attorneys who have the qualifications and experience to ensure our collection programs adhere to all applicable laws and regulations, more than the two competing law firms combined. This overwhelming attorney advantage means more attorneys available to evaluate the legal basis of our client's claim and address the vast array of defenses offered by delinquent account holders, some of whom are simply attempting to avoid payment.

a) Lead Staff for Business Matters

The primary contacts for business matters are Austin Office Managing Partner Steve Bird, who has over 30 years of legal experience; and Attorney Sam Turner, who has over 22 years of experience. They will handle all business matters between the firm and the City. Their individual qualifications are included on the following pages.

C. Collection Staffing & Systems



Douglas Steven Bird

Capital Partner & Managing Attorney- Austin Office

Mr. Bird oversees daily operations for our Austin office, from personnel to collection strategies and client relations. He brings 30 years of collection experience and management to the team.

Born in New Braunfels, Texas, he grew up primarily in Bastrop graduating from high school in 1979. He obtained a Bachelor of Science in Education in 1984 from the University of Texas at Austin and his Doctor of Jurisprudence in 1987 from St. Mary's University School of Law in San Antonio, Texas.

After receiving his license to practice law in 1987, Mr. Bird began working for an Austin firm, where he gained four years of experience in ad valorem tax law and delinquent tax litigation at both the trial and appellate levels. He joined the Linebarger firm in April 1991 and currently manages daily operations for the firm's principal office in Austin. Mr. Bird has represented numerous taxing jurisdictions and courts of various sizes throughout his career. He has been active in the Texas Association of Assessing Officers, Texas Association of Appraisal Districts, and the Texas State Bar Association. Mr. Bird has taught numerous property tax courses throughout the state.



Sam Turner

Attorney

Mr. Sam Turner serves delinquent tax and fees and fines clients in Hays, Burnet, Caldwell, Travis, Lampasas, Eastland and Williamson Counties from our Austin office. His responsibilities include managing delinquent tax litigation, coordinating trial dockets, facilitating mailing schedules, responding to client needs and supervising the successful implementation of collection programs in a multi-county area.

A native Austinite, Mr. Turner graduated from LBJ High School before attending the University of Texas at Austin where he earned a Bachelor's in History. In 1994 Mr. Turner moved to Lubbock, where he attended Texas Tech University School of Law, graduating in 1996 with a Juris Doctorate degree. Following his graduation, Sam was an Assistant District Attorney in Andrews County. He returned to Austin in 1998 and worked for the City Attorney's Office as a prosecutor before entering private practice in early 2000.

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In addition to his private practice, Mr. Turner maintained a fee office for a title company from 2004-2009, a federal tax practice from 2008-2012, and ran his own construction company from 2007-2017.

b) Lead Staff for Collection Activities

Our lead staff for managing collection activities are Client Liaison Erica Lopez, who has 10 years of experience; and San Antonio Call Center Manager John Wilson, who has 48 years of experience. Chief Technology Officer LeWayne Ballard, who has 20 years of experience and Fees & Fines Director Trevor Balderrama, who has 14 years of experience will ensure all technical aspects of the City's collection activities are operational and efficient. Their qualifications and experience are listed below.

Erica Lopez

Fees & Fines Client Liaison

Ms. Lopez joined Linebarger in 2014 and serves as the Fees & Fines client liaison for our Austin office. Ms. Lopez is responsible for maintaining client relationships throughout the greater Austin area.

Ms. Lopez is a native of San Benito, Texas and received a Bachelor of Arts in Political Science from St. Mary's University in 2005. In 2006, Ms. Lopez obtained her Master of Arts degree in Legal Studies along with a Paralegal and Mediation certificate from Texas State University. In December of 2016, Ms. Lopez successfully completed the Texas Public Policy and Community Engagement Program hosted by Las Comadres Para Las Americas.

Aside from her professional duties, Ms. Lopez is actively involved within her community. Ms. Lopez is currently serving as the Immediate Past Chair of the Hispanic Women's Network of Texas-Austin Chapter. Previously, Ms. Lopez served as a board member of the Roy Lozano Ballet Folklorico de Texas and as State Historian for the Hispanic Women's Network of Texas.

Ms. Lopez is an active member of the Pan American Round Table of Austin, Con Mi Madre Corazon Awards Committee, and La Noche de Opera. Ms. Lopez was selected as the 2014 Estrella de Tejas representing the Austin Chapter of the Hispanic Women's Network of



C. Collection Staffing & Systems

Texas. Most recently, Ms. Lopez was nominated for an Austin Under 40 Award under the Civics, Government, and Public Affairs category.



John M. Wilson,

San Antonio Call Center Manager

Mr. Wilson, who joined Linebarger in November 2003, is a graduate of Southern Methodist University and a 48-year veteran of the collections industry.

Mr. Wilson began his career as a collector for Capital Credit Corporation. He then served as Regional Manager for Integratec Receivable Management before returning to Capital Credit as Branch Manager. There he was promoted through the ranks to National Training Director. Later, he joined Conesco/GreenTree Finance, as the Collection Manager, overseeing call center operations for auto and mobile home loans. He developed considerable medical receivable experience while working at Creditors Mercantile and Consolidated Accounts Management, holding positions of Audit Specialist, Regional Manager, and ultimately Chief Operating Officer.



LeWayne Ballard, MBA, PMP, CISM, CISSP

Chief Technology Officer

LeWayne Ballard will assure that all ITG operations and network communications occur in a fully secure and reliable environment. Mr. Ballard is responsible for establishing policies and overseeing end user connectivity to ensure that the firm's strict protocols are maintained for the law firm's required security certifications, which include PCI, NIST, IRS 1075 and SSAE 16/18 SOC 1 Type 2.

He also makes sure new technical initiatives comply with organizational security requirements.

Mr. Ballard is pursuing his Ph.D. in organizational leadership from University of the Incarnate Word in San Antonio. He received both bachelor and MBA degrees in Computer Information Systems, with concentrations in Information Security & Assurance, from Texas A&M University at San Antonio, graduating Summa Cum Laude.

He holds several certifications: Information Systems Security Professional (CISSP), Information Security Manager (CISM), and

C. Collection Staffing & Systems

Project Manager (PMP). Mr. Ballard also participates in Infragard, the FBI branch tied to the public sector. This group has access to FBI-level security information not yet public, such as security threats and trends in the security tech and physical environment.

Mr. Ballard has 20 years of IT experience, and prior to joining the firm, he served in IT and security-related positions with the UT Health Science Center in San Antonio, GVTC, JDA Software, Waste Management, and Time Warner Cable

He volunteers with Meals on Wheels, Wreaths Across America, Adopt-A-Family, and South Texas Blood & Tissue Center. He received the Annual Tribute award for CEO Excellence – GVTC 2012, 2013, and 2014. Mr. Ballard has also been recognized for his efforts with Adopt-A-Family and for being a top donor at the South Texas Blood & Tissue Center in 2015.

Trevor Balderrama

Director of Fees & Fines

Mr. Balderrama joined Linebarger in 2004 and served as a client liaison to facilitate contract implementations until his promotion to Director of Fees & Fines in January 2016. Mr. Balderrama currently oversees all aspects of fees and fines operations and the computer systems that support them.

Mr. Balderrama brings many years of experience in information technology and project management, including eight years of governmental experience serving as Management Analyst and Senior Management Analyst for the City of San Antonio and as Management Analyst for Bexar County. His understanding of how technology interfaces with collections and legal practices to produce results for Linebarger's clients makes him the ideal person to lead this division of the firm.

He received a Bachelor of Arts degree in 1997 from The University of Texas at San Antonio (UTSA) and completed graduate coursework in the Master of Public Administration program at UTSA. Mr. Balderrama is an Agile-Certified Scrum Master and certified by the Office of Court Administrators' Collection Improvement Program.



C. Collection Staffing & Systems

Resumes

We have included all key personnel resumes in *Exhibit 3*.

c) Collection Staff

Collections for the City will be managed and performed from our Austin Office with support from our San Antonio Call Center (SACC). Linebarger's SACC employs over 70 collectors, 21 of whom speak Spanish. John Wilson, who has 48 years of experience in the collections industry, including 17 with Linebarger, manages the SACC.

To become Linebarger SACC collectors, employees undergo extensive training on the applicable laws and regulations, collection techniques and customer service. All employees undergo criminal background checks and are required to adhere to the firm's policy on maintaining confidential information and a drug-free work environment.

Linebarger has a vast advantage in collector staff, with more than 4 times as many collectors than the other two law firms *combined*. With 320 highly-trained collectors spread over 8 call centers nationwide (compared to 20 and 50 collectors from the smaller law firms), your placements receive far more personnel-power from Linebarger. This advantage also ensures continuous, uninterrupted collections for your project. Your cases are instantaneously rerouted to another call center in case of call overload or an emergency.

Call Center Certifications

Our San Antonio Call Center Dialer Support team members received special certifications to operate and program our dialer systems onsite. This certification is required for any staff with access and control of operational components of the dialer system. To receive a certification, the user must pass each operational training module with a 95 percent or above rating. Linebarger has utilized both an onsite system (August 2015) and off-site dialer systems to actively contact defendants since 2002. The following Linebarger Call Center Support team positions hold dialer system certifications.

- Dialer Operations Support
- Senior Database Administrator
- Call Center System Administrator

C. Collection Staffing & Systems

d) Interfacing with InCode Software

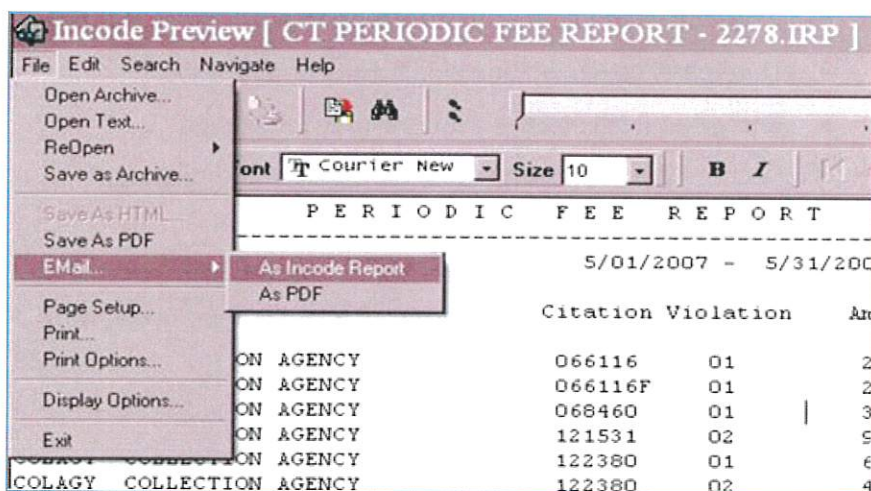
With more than 2,500 government clients – including such large cities as Philadelphia, Chicago, Houston, as well as a number of state clients – our staff has implemented collection programs to work with an overwhelming variety of computer systems and software – many of them are custom installations.

Linebarger recognizes this as a vital step in the collection process. We employ more than 160 highly trained IT professionals to ensure that the system interface process is as swift, accurate, and dependable as possible and requires a minimum of client staff involvement.

Specific InCode experience

Our ITG contract managers and programmers work daily with virtually every court software system utilized across the nation and Texas. We have significant experience with InCode software—we serve over 160 clients who utilize InCode. We would be happy to provide you a list of those should you desire. Tyler Technologies has created a unique Linebarger module for InCode to ease transition for our clients.

We will create a secure database for the City to transfer delinquent cases. We will also assign a unique internal tracking number for generating reports and track account placement data throughout the life of the contract. We have included a screenshot of our data transferring process with the InCode system below.



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e) Computer System & Data Processing Capabilities

System Architecture and Components

Developed and managed by our Information Technology Group (ITG), Linebarger's automated collection system integrates all aspects of the collection process for a wide variety of receivable types. Incorporating custom software and powerful, specialized hardware, the system is technologically advanced and complex in its capabilities, yet simple in design for flexibility and reliability. Based upon scalable, redundant architecture, our system meets the data processing and communication needs of multiple clients while addressing City-specific requirements for security, connectivity, audit trails, and business continuity. Modular system architecture allows us to increase performance and capacity quickly, with minimal downtime.

The major components and connectivity of the Fees and Fines architecture include the following:



- Encrypted File Transfer Protocol (FTP) server
- Unified phone system (call management, predictive dialer, skills-based routing, application integration, quality control tools, real-time reporting)
- Virtualized servers with high-availability and load-balancing
- Segregated environments for production, test, and development purposes
- Real-time credit card authorization and payment application
- Third party collection and skip tracing applications
- Encrypted flash storage with real-time replication
- Secure data center with redundant power and heating, ventilation, and air conditioning (HVAC)

The primary data processing and storage site for the firm's Fees and Fines application is at ITG Headquarters in San Antonio, Texas, with the backup recovery site located in Austin, Texas.

Proprietary Fees and Fines Software

Our proprietary software developed by our ITG personnel enables us to meet the unique needs of each client and adapt quickly to changes in the collection process. Linebarger uses an enterprise-grade

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collection software system for our fees and fines clients. This software includes many easy-to-use custom features that enhance the system's capabilities without compromising stability.

Robust, Redundant Networks

Linebarger's system-wide upgrade of more than 65 geographically disparate firm law offices nationwide brought online over 135 new network circuits with diverse and redundant highly available connectivity. These connections deliver enhanced network speed, performance, and efficiency for all enterprise applications including, web payment portals, email, electronic file transfers and collection operating software. This network architecture also features two separate network providers to minimize the impact and downtime caused by a single provider point of failure.

f) Data Transfer Process

Upon contract award, our ITG personnel will create a secure database for the client. We assign each client a unique internal tracking number for generating reports and tracking account placement data throughout the life of the contract.

ITG establishes, tests, and confirms all of the firm's network connections to the satisfaction of the City's programmers and technical support staff. Together, they verify the required levels of security and data integrity between the City's system and ours. We encrypt all data in our system using FIPS 140-2 approved encryption algorithms both at rest and in transit.

When the firm's file transfer servers receive files from a client, they send an automatic email notification to our client managers and ITG's load technicians.

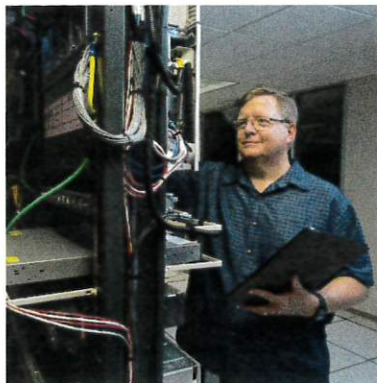
The client managers track their specific clients' data, while the load techs check the data for errors. Our load techs verify that the data received matches the total number of accounts and total dollars reported in the trailer records or separate status report. After verifying the data, they load it into our proprietary software system. We then check for duplicate transactions/records, identify any commercial accounts and standardize all business names. The system formats

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individuals' names into the appropriate data formats and standardizes all addresses to comply with USPS specifications.

Data Transfer Security

Linebarger's ITG department takes extraordinary steps to guarantee security during transmission of client data:



- SFTP: Linebarger's system supports SFTP as a protocol for secure file transfers
- Web SSL: We support HTTPS file transfers through a secure Web page. All data transfers and logons occur within a 256-bit encrypted SSL session
- IP Sec Tunnel: Our systems utilize secured FTP or VPN tunnels with a minimum of AES-256 encryption
- PGP encryption: We support the use of PGP for encrypting files that are e-mailed. Encrypted messages and a user's key, work in conjunction with scrambling algorithms so that only the intended recipient can decrypt the data

Linebarger follows established procedures for identifying confidential information and securely destroying it. Secure physical media is stored in PCI compliant locked containers for weekly onsite destruction. All containers remain under Linebarger control at all times. Linebarger employees monitor all onsite destruction and receive a certificate of destruction. We employ IT Asset Disposition (ITAD) processes for secure hard drive, memory and media destruction. Linebarger provides chains of custody and certificates of destruction.

g) Online Inquiries

Client View

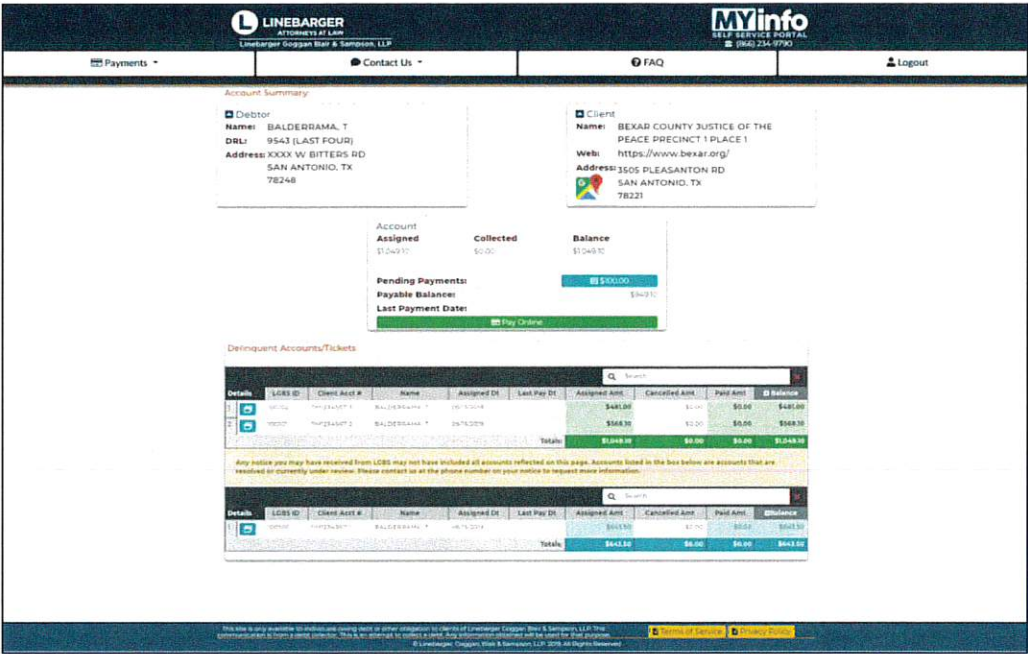


Linebarger offers the City on-line, real-time access to view the status of their accounts and our collection activities via an Internet connection. The City can monitor individual account activity such as collection letters, phone calls and collector notes, and the most up-to-date information on the status of the account in the collection cycle. Client View also supports a wide range of reports that we can tailor the City's specific portfolio data, including placements, aging, collection rates, dismissal rates, and other variables.

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MyInfo

MyInfo Self-Service is a portal provided by Linebarger to defendants. Using the site, defendants can quickly access information pertaining to their case(s). They can browse through a breakdown of their payable balance; any real-time pending payments, ticket summary and detail contact information, and frequently asked questions. Defendants may also access clickable payment options, making payment quick and convenient, resulting in higher collections for the client.



Help Desk CUBS

We use a distribution group within Microsoft Outlook for our Help Desk-CUBS issues. We list this email address on specific emails sent to our clients. Clients are encouraged to email support if they have any issues or concerns regarding file processing or reports they may receive.

Linebarger utilizes Enterprise Help Desk software to monitor, escalate, and manage incident/ticket requests for our IT Service Management portfolios. All connections to the Help Desk software remain confidential by utilizing FIPS 140-2 compatible cryptographic modules.

Within this system, we implement Automation along with Knowledge Management, Incident, and Change Management controls in order to provide the highest level of customer assurance, accountability, and customer response times.

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Our Help Desk application also provides core mechanisms that assist in maintaining SOC 1 type 2 compliance and serves as a complimentary component of our overall ITIL framework.

We create incident and ticket requests from our web based portal, email, or approved mobile access. We submit these tickets to the pertinent service and support queues within the help desk system where high level business application, infrastructure, and Systems administrators will address, resolve, close, or escalate requests.

Designated management can review, document, and approve change requests that are submitted by our internal tiered support.

More details on these online client self-servicing reporting capabilities can be found in *Exhibit 4*.

h) Record Maintenance & Backup Capabilities

Data Backups

Data replication occurs in real-time to our Disaster Recovery (DR) location, with a separate backup every night to capture a snapshot of the daily activities. Using FIPS 140-2 compliant cryptography with additional safeguards and controls through PCI DSS Level 1 and IRS 1075 standards & guidelines we can ensure that all City data is fully protected at rest and in transit. We retain data backups dependent upon client requirements, regulatory, and company standards. We verify all backups for consistency to confirm that data restoration is not required.

Data Archives

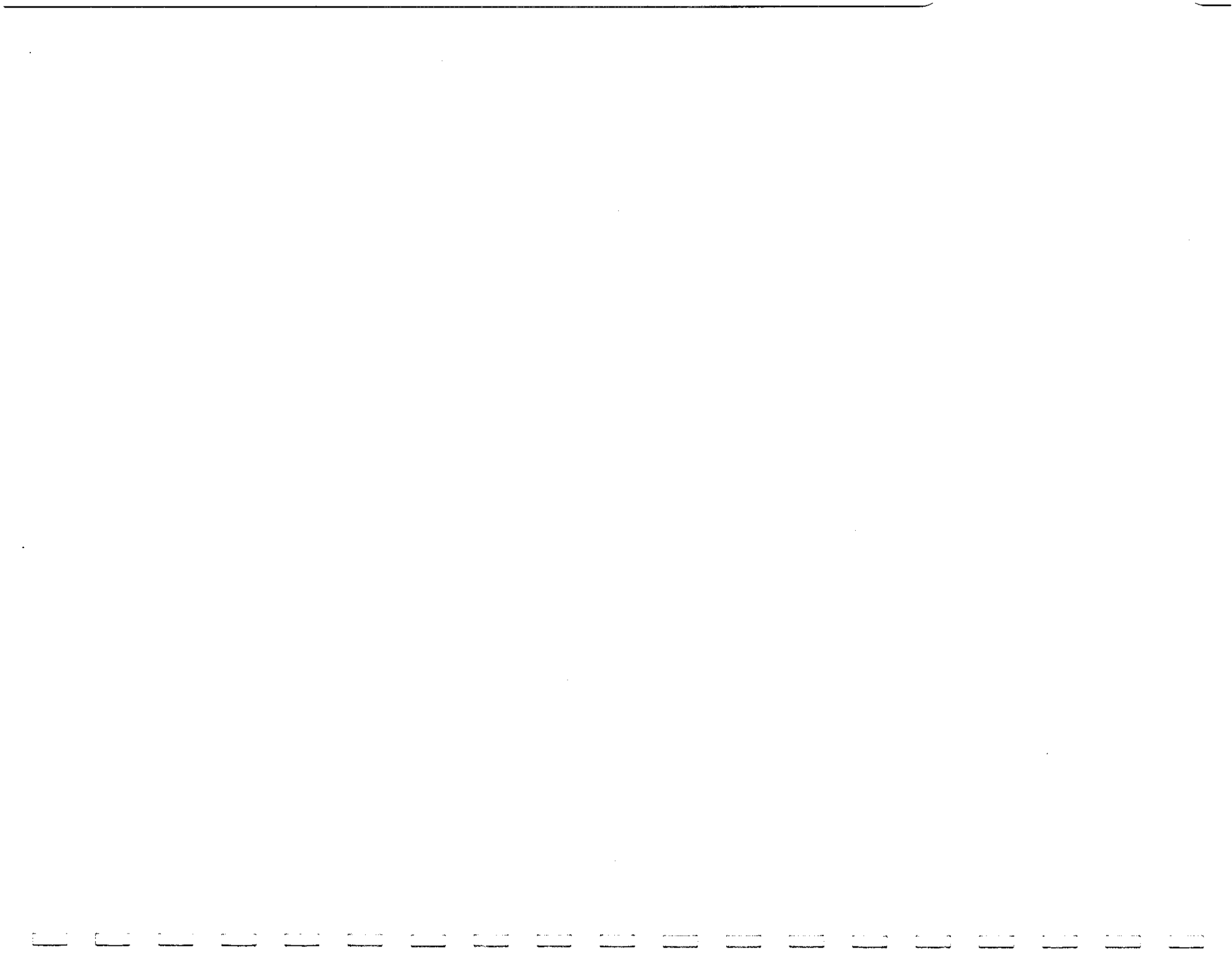
In addition to data backups, our Enhanced Electronic File Transfer (EFT) System archives transferred data in real-time. This system identifies client data uploaded to our EFT System and uniquely archives it to a separate directory. These archived copies help to protect and quickly reconcile any data a client may have accidentally deleted, overwritten, or uploaded in error.

C. Collection Staffing & Systems

i) Record Retention

Linebarger also employs a unique solution called SyncIQ, which enables us to implement a remote disk archiving solution for disaster recovery using asynchronous replication of data. With this solution, the replication process occurs every six hours. This process replicates all client archived data changes from our Local Enterprise SAN Storage Solution to our remote Disaster Recovery location. The system will never delete the data at our Disaster Recovery location unless expressly authorized by a client.

Linebarger never erases or deletes any version of any client file from our Local Enterprise Storage site or our remote Disaster Recovery Enterprise Storage site. We keep all versions of every file for an indefinite retention time unless otherwise specified by the client.



D. Monthly Activity Reports

We thoroughly understand the need for transparency with respect to our work on your behalf. That is why we document all collection activity as it occurs as well as feedback, instructions, or other commentary from management with respect to all accounts.

a) Collection Reports

Collection reports provide collection percentages, number and value of accounts, status of collection activities, total accounts collected, and other performance data. We can provide collection reports monthly or however frequently decided upon by the City. We have provided a sample collection report in *Exhibit 4*.

b) Monthly Reports

Each court's needs are unique and your team in Austin recognizes the differences. We will work with you to customize collection reports that provide you with the information needed. We encourage you to reach out to our references to ask about our monthly collection reporting and the detailed information provided. A typical suite of reports might include:



- Account Activity Reports that document the total number and value of all accounts, their referral dates and their status at the time the report is prepared. This can include both active accounts, resolved accounts, and recalled accounts.
- Collection Reports that enable City personnel to review collections through a number of filters including type of offense, year, placement month, etc. These reports also provide collection percentages, number and value of accounts undergoing collection activities, total accounts collected, and other performance data.
- Payment Management Reports that provide status of payments made through Linebarger's payment systems.
- Custom Reports such as Client Dashboard, unique to the sector, this state-of-the-art interface allows the client to create custom, real-time reports tailored to the data set that the client needs to see. Additionally, *Client View* offers on-line, real-time access to view the status of accounts and our collection activities via Internet connection. This allows easy monitoring of individual account activity and information on the status of the account's collection cycle.

D. Monthly Activity Reports

We customize reports because we understand that, as a public entity, you need to report revenue-related data to other elected and appointed officials, the media, your constituents and others. We can work with you to prepare suitable reports. We have provided sample reports in *Exhibit 4*.

c) Reporting Frequency

We will work with you to establish a reporting schedule in the format and frequency you desire. The sample reports we provide in *Exhibit 4* will give you an idea of the content available in these reports. Currently, we provide our municipal court clients with monthly or quarterly reports depending on their needs.

d) Report Flexibility

We will always be available to meet with the City's staff to discuss and implement changes to the types, contents, and publication schedules of reports we produce for you.

E. Cost/Fee Charged to the City

Collection Services Fee

In 2003, the Texas Legislature amended the Texas Code of Criminal Procedure, Article 103.0031, to allow county and municipal courts to assess a flat 30 percent (30%) collection fee on all accounts 60 days past due that they refer to a collection firm. Defendants for all adjudicated cases, as well as for non-adjudicated cases that occurred after June 18, 2003 pay this fee, not the courts.

For comprehensive court fees and fines collection services for the City of Manor, Linebarger proposes the following fee schedule.

Fees Passed Directly to Defendant for Delinquent Accounts on or after June 18, 2003 and All Judgments

Pursuant to Texas Code of Criminal Procedure, Article 103.0031, Linebarger proposes a collection fee equal to 30 percent (30%) of all monies actually collected on all referred accounts when accounts are referred after 60 days past due. This same fee will cover all of the offenses that occurred on or after June 18, 2003, as well as adjudicated cases that occurred before that date. The City will receive all fees and fines revenue collected, as the defendant pays the collection fee. The City will not bear any collection fee costs on these offenses, and the city has discretion to waive our fee at any time.

No Fees on Delinquent Accounts Prior to June 18, 2003

On offenses which occurred prior to June 18, 2003 (with no current adjudication), Linebarger will not be charging a fee to collect on these accounts.

No Convenience Fees

We realize that other respondents may charge a convenience fee or credit card fee, but our statutory contingency fee for collection services will cover all credit card and other electronic payment processing charges. Linebarger does not ever charge any convenience fees.

E. Cost/Fee Charged to the City

Application of Transaction Fee

Pursuant to Chapter 301, Section 103.0031 of the Texas Code of Criminal Procedure, the 30% add-on fee will be computed and added to applicable citations (on or after June 18, 2003 and all judgments). The City will control the computation of fees, adding them to the applicable accounts and transferring the adjusted accounts to our system for collections.

Invoicing / Billing Frequency

Because the City will be collecting payments, it will be driving the reconciliation process, and thus our invoicing.

As the City receives payments, or is informed of other changes to the account such as dismissal, recall or jail time served, City staff will apply the payment or other account change to their system. Our firm will simply mimic how the City adjusts accounts and prepare our invoice according to the City's calculations.

If you have not yet settled on a preferred payment method, we would be more than happy to discuss all the options so that you can make a complete and informed decision.

Invoices are submitted to the City monthly and the payment requested is directly tied to a detailed statement. Sample invoice and statement are included in *Exhibit 5* of this proposal. The terms of payment are net 30 days.

Payment Terms

The City will receive its invoice 20 days after the close of each month. The City will have 30 days to review and submit payment back to the Firm.

Sample Invoice

Sample invoice and statement are included in *Exhibit 5* of this proposal.

Exhibit 1
Court Client List

Exhibit 1. Court Client List

We have provided our client list of Texas courts, broken out by Municipal and County clients on the following pages.

BEGIN CONFIDENTIAL INFORMATION.

a) Texas Municipal Courts

Alamo	East Mountain	Kerens
Alamo Heights	East Tawakoni	Kilgore
Alice	Eden	Killeen
Alton	Edinburg	Kingsville
Alvarado	El Paso	Kirby
Anthony	Elmendorf	Kosse
Aransas Pass	Encinal	Kyle
Arcola	Ennis	La Marque
Arlington	Eustace	La Vernia
Atlanta	Everman	Laguna Vista
Austin	Falfurrias	Lakeport
Balch Springs	Floresville	Lancaster
Balcones Heights	Fort Stockton	League City
Bay City	Fort Worth	Leon Valley
Bayside	Franklin	Leonard
Bedford	Freer	Live Oak
Beeville	Frost	Llano
Bellmead	Fulshear	Lometa
Bells	Galveston	Los Fresnos
Bertram	George West	Lufkin
Beverly Hills	Gilmer	Lyford
Bishop	Glenn Heights	Mansfield
Blooming Grove	Granbury	Mart
Bremont	Granite Shoals	Mathis
Brookshire	Grapevine	Maypearl
Bunker Hill Village	Gregory	McGregor
Burleson	Groveton	Meadows Place
Caddo Mills	Harlingen	Mexia
Calvert	Haslet	Mission
Castle Hills	Hawk Cove	Missouri City
Center	Hearne	Moody
Clarksville	Hedwig Village	Naples
Clear Lake Shores	Helotes	Nassau Bay
Cockrell Hill	Henderson	Nederland
Colleyville	Hewitt	North Richland Hills
Combine	Hidalgo	Odem
Copperas Cove	Hill Country Village	Olmos Park
Corpus Christi	Hitchcock	Ore City
Corrigan	Hondo	Palacios
Crawford	Houston	Palm Valley
Cuero	Humble	Palmview
DeSoto	Hunters Creek Village	Pasadena
Deer Park	Huntington	Pflugerville
Del Rio	Hurst	Pittsburg
Denton	Hutchins	Plainview
Diboll	Irving	Pleasanton
Dickinson	Katy	Port Isabel
Donna	Kaufman	Port Neches
Driscoll	Keller	Portland
Eagle Pass	Kemah	Prairie View

Premont
Prosper
Red Oak
Refugio
Rhome
Rice
Richland
Richland Hills
Rio Grande City
Rising Star
River Oaks
Roanoke
Robinson
Robstown
Rockport
Rockwall
Roma
Saginaw
San Augustine
San Benito
San Diego

Santa Fe
Schertz
Seagoville
Selma
Shavano Park
Shoreacres
Silsbee
Sinton
Socorro
Somerset
Southlake
Spring Valley Village
Springtown
Stafford
Sugar Land
Sunnyvale
Taft
Talty
Texas City
The Colony
Timpson

Trophy Club
Uvalde
Von Ormy
Waxahachie
Weatherford
Webster
Wells
West
West University Place
Westlake
Wharton
White Oak
White Settlement
Wills Point
Winnsboro
Woodsboro
Wylie
Yoakum
Zavalla

b) Texas County Justice Courts

Angelina County	Shelby County
Aransas County	Starr County
Atascosa County	Tarrant County
Bell County	Travis County
Bexar County	Upshur County
Blanco County	Val Verde County
Brewster County	Victoria County
Brooks County	Washington County
Cameron County	Webb County
Camp County	Williamson County
Collin County	Wise County
Concho County	Wood County
Crane County	Zapata County
Culberson County	Zavala County
Dallas County	
Dimmit County	
Duval County	
Ector County	
Ellis County	
Fort Bend County	
Frio County	
Grayson County	
Hale County	
Harris County	
Henderson County	
Hudspeth County	
Hunt County	
Jack County	
Jackson County	
Jasper County	
Jefferson County	
Jim Hogg County	
Jim Wells County	
Kaufman County	
Kenedy County	
Kleberg County	
La Salle County	
Lampasas County	
Limestone County	
Matagorda County	
McLennan County	
McMullen County	
Morris County	
Navarro County	
Nueces County	
Palo Pinto County	
Pecos County	
Real County	
Reeves County	
Robertson County	
Rockwall County	
San Patricio County	

END CONFIDENTIAL INFORMATION.

Exhibit 2. Sample Notices & Scripts

We have included samples of letters in English and Spanish. We will work with the City to customize letter content and frequency.

We have also included a sample of the type of telephone script used at our San Antonio Call Center. We will work with the City to customize script content, upon contract award.

02 MAR 2017

Linebarger Goggan Blair & Sampson, LLP

ATTORNEYS AT LAW
900 Arion Parkway, Suite 104
San Antonio, TX 78216
1(866) 234-9790 Toll-Free
(210) 495-0911 Fax
MONTH/DAY/YEAR

87654321

JOHN DOE
123 HOME STREET
CITY, STATE ZIP

Driver's License #: STATE & #
Citation #: ALPHA/NUMERIC
999 Citation(s) Totaling \$1,000.00

IMPORTANT NOTICE

Dear JOHN DOE:

Our law firm has been hired to represent the **Client Name** in the collection and disposition of the above-listed matter. Court records indicate there is an outstanding case(s) pending against you.

Please complete the detachable reply form at the bottom of this letter and return it, along with your payment in the amount of **\$1,000.00**, within 10 days. **Payment must be in the form of a cashier's check or money order. Cash accepted in person at the Court. Partial payments are not accepted. Personal checks are not accepted.** To pay by credit card, please call 1(xxx) xxx-xxxx or log on to <http://www.lgbswebpayments.com> and use **Client Code CODE** and **Online Payment Number 87654321**.

Failure to respond as requested will result in our recommending to our client that it enforce the collection of this obligation. **Please be advised that IF an arrest warrant has been issued in your case, you may be arrested at any time by any peace officer.**

Unless a final judgment of conviction has been entered in your case, you have the right to enter a plea or go to trial on any offense charged. To exercise such right, please contact the **CLIENT NAME**.

We urge you to contact the Court if you are unable to pay the amount owed without undue hardship to yourself or your dependents. You may request a hearing before a Judge to consider your ability to pay and request any non-monetary compliance options available to you. You should be prepared to explain and document your financial situation to the Court.

If you have made payment or entered a plea within the last 10 days, please disregard this notice. Also be advised that juveniles who are sixteen years of age and under, and who wish to appear in court, must do so in person and be accompanied by a parent or guardian. If you are now a debtor in bankruptcy, or if you have been discharged from debts through a bankruptcy proceeding, then within 30 days of receipt of this letter, please provide us at the address at the top of this letter, in writing, the case number and the name of the court in which your bankruptcy case was filed.

It is very important that you give this matter your immediate attention. Our toll-free telephone number is 1(866) 234-9790. Our office hours are Monday through Thursday, 7:00 a.m. to 9:00 p.m., Friday, 7:00 a.m. to 5:00 p.m., and Saturday, 8:00 a.m. to noon.

Sincerely,

Linebarger Goggan Blair & Sampson, LLP

PLEASE DETACH THE REPLY FORM AND RETURN IN THE ENVELOPE PROVIDED

Linebarger Goggan Blair & Sampson, LLP
PO BOX 659443
SAN ANTONIO TX 78265-9443

3x9 BAR CODE

QR code

Driver's License #: STATE AND #
Citation #: ALPHA / NUMERIC
999 Citation(s) Totaling \$1,000.00
Amount Due: \$1,000.00 as of MONTH/DAY/YEAR

Payment should be in the form of a cashier's check or money order made payable to: **CLIENT NAME**
Cash accepted in person at the Court.
To pay by credit card, please call 1(xxx) xxx-xxxx or log on to <http://www.lgbswebpayments.com> and use **Client Code CODE** and **Online Payment Number 87654321**.
EFT message

JOHN DOE
123 HOME STREET
CITY, STATE ZIP
IMB

REMIT NAME
REMIT ADDRESS
CITY STATE ZIP

02 MAR 2017

Linebarger Goggan Blair & Sampson, LLP

ATTORNEYS AT LAW
900 Arion Parkway, Suite 104
San Antonio, TX 78216
1(866) 234-9790 Toll-Free
(210) 495-0911 Fax

MONTH/DAY/YEAR

87654321

JOHN DOE
123 HOME STREET
CITY, STATE ZIP

Licencia de Conducir #: STATE AND #
Citación #: ALPHA / NUMERIC
999 Citación(es) que Suma(n) \$1,000.00

AVISO IMPORTANTE

Estimado JOHN DOE:

Nuestro bufete de abogados ha sido contratado para representar a **Client Name** en la cobranza y disposición del asunto mencionado anteriormente. En los registros del Tribunal consta que hay un(os) caso(s) pendiente(s) contra usted.

Rellene el formulario desprendible en la parte inferior de esta carta y envíelo junto con su pago por la cantidad de \$1,000.00 en un plazo de 10 días. **El pago debe hacerse en forma de cheque de caja o giro bancario/postal. Se acepta efectivo en persona en el Tribunal. No se aceptan pagos parciales. No se aceptan cheques personales.** Para pagar con tarjeta de crédito, llame al 1(866) xxx-xxxx o vaya a <http://www.lgbswebpayments.com> y use Client Code **CODE** y utilice Online Payment Number **87654321**.

De no responder como aquí se solicita, le recomendaremos a nuestro cliente que haga cumplir esta obligación. **Tenga en cuenta que Si se ha emitido una orden de arresto contra usted, podría ser arrestado en cualquier momento por cualquier agente del orden público.**

A menos que un fallo final condenatorio haya sido registrado en su caso, tiene el derecho a hacer constar una declaración o ir a juicio por cualquier delito del cual se le acusa. Para ejercer dicho derecho, contacte a **CLIENT NAME**.

Le instamos a ponerse en contacto con el Tribunal en caso de no poder pagar la cantidad adeudada para evitar molestias innecesarias para usted o sus dependientes. Puede solicitar una audiencia frente a un juez para que considere su capacidad de pago y para solicitar las opciones no monetarias que hay disponibles para cumplir con su obligación. Deberá ir preparado/a para explicar y documentar su situación económica al juez.

Ignore esta notificación si ha efectuado su pago o ha hecho alguna alegación en los últimos diez días. También tenga en cuenta que los menores de edad de dieciséis años o menos que deseen presentarse ante el tribunal, deben hacerlo en persona y venir acompañados de un padre o guardián. Si usted actualmente es un deudor en bancarrota o si usted ha sido liberado de deudas a través de un proceso de bancarrota, por favor envíenos a la dirección arriba indicada y por escrito, dentro de los 30 días de haber recibido esta carta, el número de caso y el nombre de la corte en el cual se presentó su proceso de bancarrota.

Es muy importante que atienda a este asunto de inmediato. Nuestro número de teléfono gratuito es el 1(866) 234-9790. Nuestro horario de oficina es de lunes a jueves de 7:00 a.m. a 9:00 p.m., viernes de 7:00 a.m. a 5:00 p.m., y sábado de 8:00 a.m. hasta el mediodía.

Atentamente,

Linebarger Goggan Blair & Sampson, LLP

SEPARA EL FORMULARIO DE RESPUESTA Y ENVÍELO EN EL SOBRE ADJUNTO

Linebarger Goggan Blair & Sampson, LLP
PO BOX 659443
SAN ANTONIO TX 78265-9443

3x9 BAR CODE

QR code

Licencia de Conducir #: STATE AND #
Citación #: ALPHA / NUMERIC
999 Citación(es) que Suma(n) \$1,000.00
Monto Adeudado: \$1,000.00 al MONTH/DAY/YEAR

El pago deberá hacerse con cheque de caja o giro bancario/postal pagadero a: **CLIENT NAME**.
Se acepta efectivo en persona en el Tribunal.
Para pagar con tarjeta de crédito, llame al 1(866) xxx-xxxx o vaya a <http://www.lgbswebpayments.com> y use Client Code **CODE** y utilice Online Payment Number **87654321**.
EFT message

JOHN DOE
123 HOME STREET
CITY, STATE ZIP
IMB

REMIT NAME
REMIT ADDRESS
CITY STATE ZIP

02 MAR 2017

Linebarger Goggan Blair & Sampson, LLP

ATTORNEYS AT LAW
900 Arion Parkway, Suite 104
San Antonio, TX 78216
1(866) 234-9790 Toll-Free
(210) 495-0911 Fax

MONTH/DAY/YEAR

87654321

JOHN DOE
123 HOME STREET
CITY, STATE ZIP

Driver's License #: STATE & #
Citation #: ALPHA/NUMERIC
999 Citation(s) Totaling \$1,000.00

WARNING

Dear JOHN DOE:

Our law firm has been hired to represent the **Client Name** in the collection and disposition of the above-listed matter. Court records indicate there is an outstanding case(s) pending against you.

You have failed to respond to our previous correspondence. To avoid possible additional action by the Court, please complete the attached form and return it, along with your payment in the amount of **\$1,000.00, within 5 days. Payment must be in the form of a cashier's check or money order. Cash accepted in person at the Court. Partial payments are not accepted. Personal checks are not accepted.** To pay by credit card, please call 1(xxx) xxx-xxxx or log on to <http://www.lgbswebpayments.com> and use **Client Code CODE** and **Online Payment Number 87654321**.

A warrant for your arrest may have been issued by the Court. **IF a warrant has been issued, you may be arrested at any time by any peace officer.**

Unless a final judgment of conviction has been entered in your case, you have the right to enter a plea or go to trial on any offense charged. To exercise such right, please fill out the attached form.

We urge you to contact the Court if you are unable to pay the amount owed without undue hardship to yourself or your dependents. You may request a hearing before a Judge to consider your ability to pay and request any non-monetary compliance options available to you. You should be prepared to explain and document your financial situation to the Court.

If you have made payment or entered a plea within the last 10 days, please disregard this notice. Also be advised that juveniles who are sixteen years of age and under, and who wish to appear in court, must do so in person and be accompanied by a parent or guardian. If you are now a debtor in bankruptcy, or if you have been discharged from debts through a bankruptcy proceeding, then within 30 days of receipt of this letter, please provide us at the address at the top of this letter, in writing, the case number and the name of the court in which your bankruptcy case was filed.

It is very important that you give this matter your immediate attention. Our toll-free telephone number is 1(866) 234-9790. Our office hours are Monday through Thursday, 7:00 a.m. to 9:00 p.m., Friday, 7:00 a.m. to 5:00 p.m., and Saturday, 8:00 a.m. to noon.

Sincerely,

Linebarger Goggan Blair & Sampson, LLP

9 MAR 2017

CLIENT NAME COURT
STATEMENT AND PLEA FORM
PLEASE RETURN THIS ENTIRE STATEMENT WITH YOUR PAYMENT

CUBS NUMBER	CITATION NUMBER	OFFENSE DATE	OFFENSE DESCRIPTION	AMOUNT DUE
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	999 ADDITIONAL CITATION(S) NOT LISTED	\$1,000.00
PAY THIS AMOUNT				\$10,000.00

NOTE: The total amount shown due above includes only those citations that have been referred to the law firm of Linebarger Goggan Blair & Sampson, LLP for collection. You should contact the court to determine whether there are additional citations pending against you.

**IF YOU WISH TO ENTER A PLEA IN THIS CASE, PLEASE FILL OUT THE INFORMATION
BELOW AND RETURN WITH YOUR PAYMENT**

CHECK ONE & SIGN BELOW (If pleading GUILTY or NO CONTEST, be sure and check the applicable box under item 1 below):

- ___ 1. I am satisfied with the information I have received in this case and I am not making a request for discovery ("discovery" is the process by which the defendant may request evidence related to the case from the State). I waive trial by jury and plead
☐ GUILTY ☐ NO CONTEST to the charge. My payment of \$10,000.00 is enclosed.

In the event you decide to plead "NOT GUILTY" and you desire a trial on the merits, a cash or surety bond must be posted in person at the Client Name Municipal Court, Monday through Friday 8:00 a.m. to 5:30 p.m. To obtain bond information, please contact Client Name Municipal Court, Address, City, State, ZIP.

If you have previously entered a plea in this case, or if your case has already been adjudicated by this court, entering a new or different plea on this form will have no legal effect whatsoever. Your plea applies to all offenses included in this notice. A final conviction may be entered on your driving record with Texas Department of Public Safety upon a plea of guilty or no contest.

Signature _____

Date _____

Linebarger Goggan Blair & Sampson, LLP
PO BOX 659443
SAN ANTONIO TX 78265-9443

BAR CODE

JOHN DOE
1234 HOME STREET
CITY, STATE ZIP
IMB

QR code

CUBS NUMBER 99999999	AMOUNT DUE
CITATION NUMBER XXXXXXXXXXXX	\$10,000.00

Driver's License #: STATE AND NUMBER
MAKE YOUR CASHIER'S CHECK OR MONEY ORDER
PAYABLE TO: CLIENT NAME
Cash accepted in person at the Court.
To pay by credit card, please call 1(xxx) xxx-xxxx or log on to
<http://www.lgbswebpayments.com> and use Client Code
CODE and Online Payment Number 87654321.
EFT message

CLIENT NAME
COURT
REMIT ADDRESS
CITY STATE ZIP

2 MAR 2017

Linebarger Goggan Blair & Sampson, LLP

ATTORNEYS AT LAW
900 Arion Parkway, Suite 104
San Antonio, TX 78216
1(866) 234-9790 Toll-Free
(210) 495-0911 Fax
MONTH/DAY/YEAR

87654321

JOHN DOE
123 HOME STREET
CITY, STATE ZIP

Licencia de Conducir #: STATE AND #
Citación #: ALPHA / NUMERIC
999 Citación(es) que Suma(n) \$1,000.00

ADVERTENCIA

Estimado JOHN DOE:

Nuestro bufete de abogados ha sido contratado para representar a **Client Name** en la cobranza y disposición del asunto mencionado anteriormente. En los registros del Tribunal consta que hay un(os) caso(s) pendiente(s) contra usted.

No ha contestado a nuestra correspondencia anterior. Para evitar posibles medidas adicionales por parte del Tribunal, rellene el formulario adjunto y envíelo junto con su pago por la cantidad de **\$1,000.00** en un plazo de 5 días. El pago debe hacerse en forma de cheque de caja o giro bancario/postal. **Se acepta efectivo en persona en el Tribunal. No se aceptan pagos parciales. No se aceptan cheques personales.** Para pagar con tarjeta de crédito, llame al 1(xxx) xxx-xxxx o vaya a <http://www.lgbswebpayments.com> y use Client Code **CODE** y utilice Online Payment Number **87654321**.

Puede que el Tribunal haya emitido una orden de arresto contra usted. **Si se ha emitido una orden de arresto contra usted, podría ser arrestado en cualquier momento por cualquier agente del orden público.**

A menos que un fallo final condenatorio haya sido registrado en su caso, tiene el derecho a hacer constar una declaración o ir a juicio por cualquier delito del cual se le acusa. Para ejercer dicho derecho, contacte a **CLIENT NAME**.

Le instamos a ponerse en contacto con el Tribunal en caso de no poder pagar la cantidad adeudada para evitar molestias innecesarias para usted o sus dependientes. Puede solicitar una audiencia frente a un juez para que considere su capacidad de pago y para solicitar las opciones no monetarias que hay disponibles para cumplir con su obligación. Deberá ir preparado/a para explicar y documentar su situación económica al juez.

Ignore esta notificación si ha efectuado su pago o ha hecho alguna alegación en los últimos diez días. También tenga en cuenta que los menores de edad de dieciséis años o menos que deseen presentarse ante el tribunal, deben hacerlo en persona y venir acompañados de un padre o guardián. Si usted actualmente es un deudor en bancarrota o si usted ha sido liberado de deudas a través de un proceso de bancarrota, por favor envíenos a la dirección arriba indicada y por escrito, dentro de los 30 días de haber recibido esta carta, el número de caso y el nombre de la corte en el cual se presentó su proceso de bancarrota.

Es muy importante que atienda a este asunto de inmediato. Nuestro número de teléfono gratuito es el 1(866) 234-9790. Nuestro horario de oficina es de lunes a jueves de 7:00 a.m. a 9:00 p.m., viernes de 7:00 a.m. a 5:00 p.m., y sábado de 8:00 a.m. hasta el mediodía.

Atentamente,

Linebarger Goggan Blair & Sampson, LLP

CLIENT NAME COURT
ARIO DE DECLARACIÓN Y ALEGACIÓN
DECLARACIÓN RELLENADA CON SU PAGO

NÚMERO DE CUBS	NÚMERO DE CITACIÓN	FECHA DEL DELITO	DESCRIPCIÓN DEL DELITO	CANTIDAD PAGADERA
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$1,000.00
99999999	XXXXXXXXXXXX	XXXXXX	999 CITACION(ES) ADICIONALES QUE NO ESTÁ(N) LISTADA(S)	\$1,000.00
PAGUE ESTA CANTIDAD				\$10,000.00

NOTA: La cantidad total pagadera indicada más arriba incluye sólo aquellas citaciones que han sido enviadas al bufete de abogados de Linebarger Goggan Blair & Sampson, LLP para su cobro. Debe comunicarse con el tribunal para determinar si existen otras citaciones pendientes en su contra.

**SI DESEA DECLARARSE CULPABLE O INOCENTE EN ESTE CASO, RELLENE LA
INFORMACIÓN A CONTINUACIÓN Y ENVÍELA CON SU PAGO**

MARQUE UNO Y FIRME ABAJO (Si declarase CULPABLE o NOLO CONTENDERE, asegúrese de marcar la casilla aplicable debajo de artículo 1, abajo):

- ___ 1. Estoy satisfecha con la información que he recibido en este caso y no estoy solicitando de divulgación de prueba ("divulgación de prueba" es el proceso de que el acusado podrá solicitar pruebas relacionadas con el caso del Estado). Renuncio a un juicio por jurado y me declaro ☐ CULPABLE ☐ NOLO CONTENDERE al cargo. Mi pago de \$10,000.00 es incluido.

En caso de que decida declararse "INOCENTE" y desee un juicio sobre los méritos del caso, usted debe que depositar una fianza en efectivo o de seguridad a Client Name Municipal Court, lunes a jueves de 8:00 a.m. a 5:00 p.m., viernes de 8:00 a.m. a 6:30 p.m. Para obtener información sobre una fianza, contacte a Client Name Municipal Court, Address, City, State, ZIP.

Si ya se ha declarado anteriormente en este caso, o si su caso ya ha sido adjudicado por este tribunal, **no tendrá ningún efecto legal** de ningún tipo declararse nuevamente o de modo distinto. Su declaración se aplica a todos los delitos que comprende esta notificación. Puede que se registre una sentencia final en su expediente de conducir en el Departamento de Seguridad Pública de Texas al declararse culpable o nolo contendere.

Firma

Fecha

Linebarger Goggan Blair & Sampson, LLP
PO BOX 659443
SAN ANTONIO TX 78265-9443

3x9 BAR CODE

JOHN DOE
1234 HOME STREET
CITY, STATE ZIP
IMB

QR code

NÚMERO DE CUBS 99999999	MONTO ADEUDADO
NÚMERO DE CITACIÓN XXXXXXXXXXXX	\$10,000.00

Licencia de Conducir #: STATE AND NUMBER

El pago deberá hacerse con cheque de caja o giro bancario/postal pagadero a: **CLIENT NAME**
Se acepta efectivo en persona en el Tribunal.

Para pagar con tarjeta de crédito, llame al 1(xxx) xxx-xxxx o
vaya a <http://www.lgbswebpayments.com> y use Client
Code CODE y utilice Online Payment Number 87654321.
EFT message

CLIENT NAME
COURT
ADDRESS
CITY STATE ZIP

02 MAR 2017

Linebarger Goggan Blair & Sampson, LLP

ATTORNEYS AT LAW
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San Antonio, TX 78216
1(866) 234-9790 Toll-Free
(210) 495-0911 Fax

MONTH/DAY/YEAR

87654321

JOHN DOE
123 HOME STREET
CITY, STATE ZIP

Driver's License #: STATE & #
Citation #: ALPHA/NUMERIC
999 Citation(s) Totaling \$1,000.00

WARRANT NOTIFICATION

Dear JOHN DOE:

Our law firm has been hired to represent the **Client Name** in the collection and disposition of the above-listed matter. Court records indicate there is an outstanding case(s) pending against you.

THIS LETTER IS TO INFORM YOU THAT A WARRANT FOR YOUR ARREST HAS BEEN ISSUED BY THE COURT.

Please be further advised of the following consequences if you ignore this matter:

- Any peace officer may serve this warrant at any time at your home, work, or on the road.
- The warrant remains active until the Court receives the appropriate reply and/or payment.
- You could be subject to non-renewal of your TEXAS DRIVER'S LICENSE.
- If you are a non-resident driver, your license could be suspended.

To avoid possible arrest and other adverse consequences, complete the attached form and return it with your payment of **\$1,000.00 immediately**. Payment must be in the form of a cashier's check or money order. Cash accepted in person at the Court. Partial payments are not accepted. Personal checks are not accepted. To pay by credit card, please call 1(866) 234-9790 or log on to <http://www.lgbswebpayments.com> and use Client Code **CODE** and Online Payment Number **87654321**.

Unless a final judgment of conviction has been entered in your case, you have the right to enter a plea or go to trial on any offense charged. To exercise such right, please fill out the attached form.

We urge you to contact the Court if you are unable to pay the amount owed without undue hardship to yourself or your dependents. You may request a hearing before a Judge to consider your ability to pay and request any non-monetary compliance options available to you. You should be prepared to explain and document your financial situation to the Court.

If you have made payment or entered a plea within the last 10 days, please disregard this notice. Also be advised that juveniles who are sixteen years of age and under, and who wish to appear in court, must do so in person and be accompanied by a parent or guardian. If you are now a debtor in bankruptcy, or if you have been discharged from debts through a bankruptcy proceeding, then within 30 days of receipt of this letter, please provide us at the address at the top of this letter, in writing, the case number and the name of the court in which your bankruptcy case was filed.

Our toll-free telephone number is 1(866) 234-9790. Our office hours are Monday through Thursday, 7:00 a.m. to 9:00 p.m., Friday, 7:00 a.m. to 5:00 p.m., and Saturday, 8:00 a.m. to noon. It is very important that you give this matter your immediate attention.

Sincerely,

Linebarger Goggan Blair & Sampson, LLP

02 MAR 2017

Linebarger Goggan Blair & Sampson, LLP

ATTORNEYS AT LAW
900 Arion Parkway, Suite 104
San Antonio, TX 78216
1(866) 234-9790 Toll-Free
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87654321

JOHN DOE
123 HOME STREET
CITY, STATE ZIP

Licencia de Conducir #: STATE AND #
Citación #: ALPHA / NUMERIC
999 Citación(es) que Suma(n) \$1,000.00

NOTIFICACIÓN DE ORDEN DE ARRESTO

Estimado JOHN DOE:

Nuestro bufete de abogados ha sido contratado para representar a **Client Name** en la cobranza y disposición del asunto mencionado anteriormente. En los registros del Tribunal consta que hay un(os) caso(s) pendiente(s) contra usted.

ESTA CARTA LE INFORMA DE QUE EL TRIBUNAL SE HA EMITIDO UNA ORDEN DE ARRESTO CONTRA USTED.

Tenga en cuenta las siguientes consecuencias si ignora esta carta:

- Cualquier oficial del orden público puede hacer cumplir esta orden en su casa, en el trabajo, o en la carretera.
- La orden permanece en vigor hasta que el Tribunal reciba la respuesta o el pago adecuado.
- Podría negársele la renovación de su LICENCIA DE CONDUCIR DE TEJAS.
- Si usted es un conductor no residente, su licencia podría ser suspendida.

Para evitar un posible arresto y otras consecuencias adversas, rellene el formulario de respuesta desprendible más abajo y envíelo junto con su pago de **\$1,000.00 inmediatamente**. El pago debe hacerse en forma de cheque de caja o giro bancario/postal. Se acepta efectivo en persona en el Tribunal. No se aceptan pagos parciales. No se aceptan cheques personales. Para pagar con tarjeta de crédito, llame al 1(xxx) xxx-xxxx o vaya a <http://www.lgbswebpayments.com> y use Client Code **CODE** y utilice Online Payment Number **87654321**.

A menos que un fallo final condenatorio haya sido registrado en su caso, tiene el derecho a hacer constar una declaración o ir a juicio por cualquier delito del cual se le acusa. Para ejercer dicho derecho, contacte a **CLIENT NAME**.

Le instamos a ponerse en contacto con el Tribunal en caso de no poder pagar la cantidad adeudada para evitar molestias innecesarias para usted o sus dependientes. Puede solicitar una audiencia frente a un juez para que considere su capacidad de pago y para solicitar las opciones no monetarias que hay disponibles para cumplir con su obligación. Deberá ir preparado/a para explicar y documentar su situación económica al juez.

Ignore esta notificación si ha efectuado su pago o ha hecho alguna alegación en los últimos diez días. También tenga en cuenta que los menores de edad de dieciséis años o menos que deseen presentarse ante el tribunal, deben hacerlo en persona y venir acompañados de un padre o guardián. Si usted actualmente es un deudor en bancarrota o si usted ha sido liberado de deudas a través de un proceso de bancarrota, por favor envíenos a la dirección arriba indicada y por escrito, dentro de los 30 días de haber recibido esta carta, el número de caso y el nombre de la corte en el cual se presentó su proceso de bancarrota.

Nuestro número de teléfono gratuito es el 1(866) 234-9790. Nuestro horario de oficina es de lunes a jueves de 7:00 a.m. a 9:00 p.m., viernes de 7:00 a.m. a 5:00 p.m., y sábado de 8:00 a.m. hasta el mediodía. Es muy importante que atienda a este asunto de inmediato.

Atentamente,

Linebarger Goggan Blair & Sampson, LLP

SEPARE EL FORMULARIO DE RESPUESTA Y ENVÍELO EN EL SOBRE ADJUNTO

Linebarger Goggan Blair & Sampson, LLP
PO BOX 659443
SAN ANTONIO TX 78265-9443

3x9 BAR CODE

QR code

Licencia de Conducir #: STATE AND #
Citación #: ALPHA / NUMERIC
999 Citación(es) que Suma(n) \$1,000.00
Monto Adeudado: \$1,000.00 al MONTH/DAY/YEAR

El pago deberá hacerse con cheque de caja o giro bancario/postal pagadero a: **CLIENT NAME**.
Se acepta efectivo en persona en el Tribunal.
Para pagar con tarjeta de crédito, llame al 1(xxx) xxx-xxxx o vaya a <http://www.lgbswebpayments.com> y use Client Code **CODE** y utilice Online Payment Number **87654321**.
EFT message

JOHN DOE
123 HOME STREET
CITY, STATE ZIP
IMB

REMIT NAME
REMIT ADDRESS
CITY STATE ZIP

Sample Phone Scripts

The following are examples of the types of scripts used at our San Antonio Call Center. Our scripts for the City will conform to all state laws and regulations, in addition to all applicable FDCPA requirements.

Sample "Inbound" Talk-Off:

"This is Linebarger, Goggan Blair and Sampson, how may I help you?"

<Yeah, you guys sent this letter to me, what's this about?>

"If you have our letter, please provide me with the account number located to the right of your name (or the City's account number, invoice number, your name, your address, your social security number, or telephone number)"

"Please verify your name (wait for response).

They should respond (Patron/Offender's full name per Cubs)?"

< What's this about?>

"Mr. /Mrs. (Patron/Offender's last name), before we continue with our conversation I need to confirm some information on this account." (Confirm physical/ mailing address, home phone and work phone/information.)

"Now that we have confirmed the information how can I help you?"

<I need to pay for the violations/I am disputing the information/etc.>

Possible Scenarios:

- We can accept credit card payment by phone for the balance
- We can set up a payment plan if approved by the Court
- We need to discuss the Hearing Status
- We can provide a fax number to have you forward your documentation
- We can provide the City's phone number, if needed
- We can provide our attorney phone number, if absolutely needed
- If the defendant says he/she is indigent, poor and cannot pay or has no ability to pay, advise the defendant that he/she can contact the court to find out if he/she can resolve the case thru any non-monetary alternatives

Scenarios to Re-Cap:

I would like to re-cap the conversation and arrangements that have been made with you:

- Your balance will be paid in full
- You will call back later in the week/month to resolve the account
- You are contacting the City of Manor, but will be calling me back
- We are setting up the payment plan according to the City's recommendations and sending out the payment plan letter
- You are contacting our attorneys in our Austin office

Sample “Outbound” Talk-Off

“May I speak to Mr. /Mrs. (Patron/Offender’s full name per CUBS)?”

<Yes, who is this?>

“Mr. /Mrs. (Patron/responsible party) my name is (your full name) with the law firm of Linebarger, Goggan, Blair and Sampson. We represent (the City of Manor) concerning an outstanding fine/debt you owe in the amount of (full balance).” (Pause, wait for the Patron’s response)

“Mr. /Mrs. (Patron/Offender’s last name), before we continue with our conversation I need to confirm some information on this account.” (Confirm physical/mailling address, home phone and work information and phone number.)

“Now that we have confirmed this information when can (the City) expect to be paid?”

<I can pay today-I need a payment arrangement-I am disputing this account, etc.>

Possible Scenarios:

- We can accept credit card payment by phone for the balance
- We can set up a payment plan if approved by the City
- We need to discuss the Hearing Status
- We can provide a fax number to have you forward your documentation
- We can provide the City’s phone number, if needed
- We can provide our Attorney phone number, if absolutely needed
- If the defendant says he/she is indigent, poor and cannot pay or has no ability to pay, advise the defendant that he/she can contact the court to find out if he/she can resolve the case thru any non-monetary alternatives

Scenarios to Re-Cap:

I would like to re-cap the conversation and arrangements that you have made:

- balance-in-full to be paid
- a callback later in the week/month to resolve the account
- you are contacting the City, but will be calling me back
- and we are setting up the payment plan according to the City’s recommendation and sending out the payment plan letter
- you are contacting our Attorneys in Austin

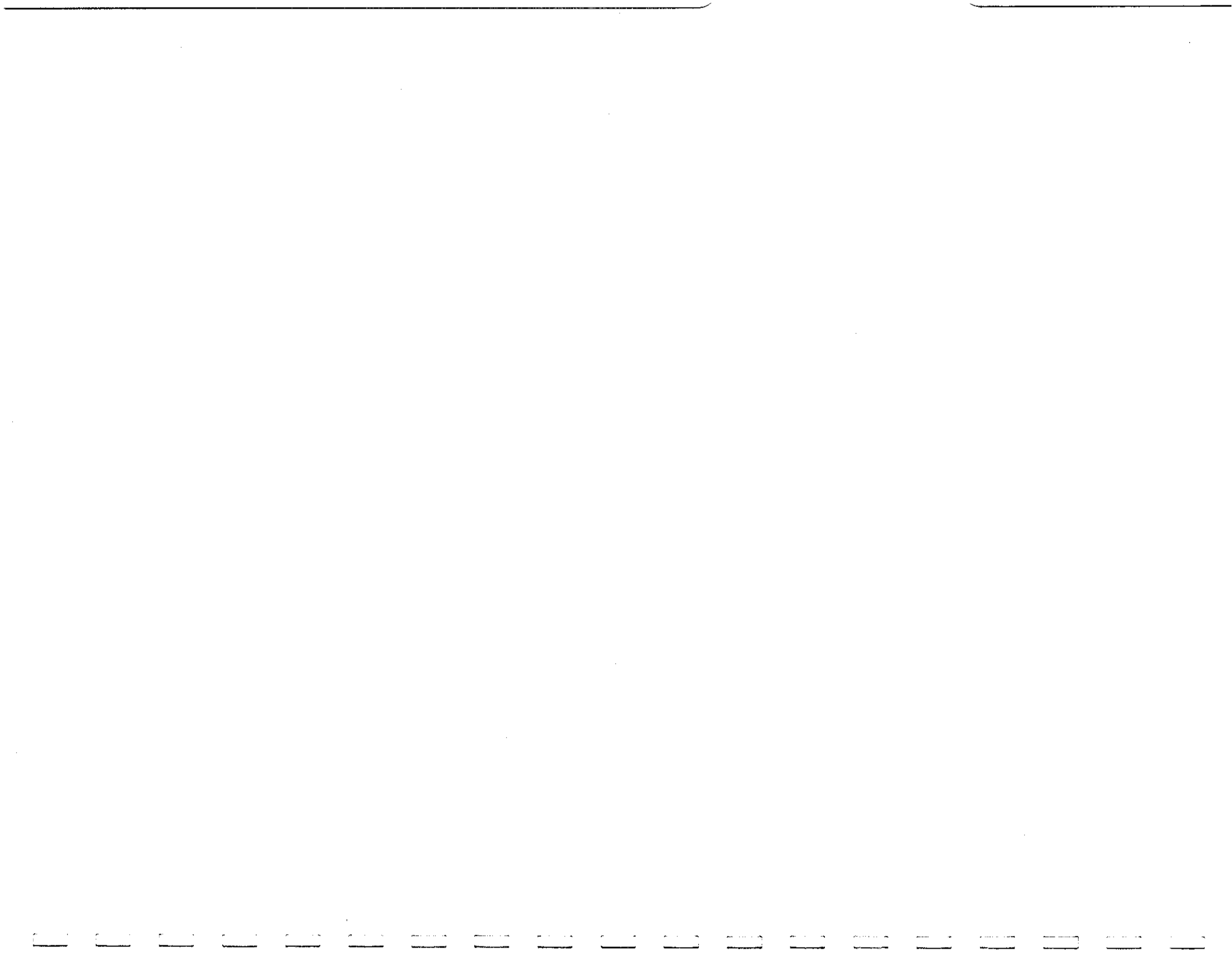


Exhibit 3. Key Personnel Resumes

We have provided detailed resumes for the key personnel proposed for the City of Manor's collection project.

Douglas Steven Bird

Professional Experience

Linebarger Goggan Blair & Sampson, LLP 1990 – Present | Austin, Texas

Capital Partner (Promoted to Austin office Managing Partner in January 2012)

- Responsible for overseeing all operations of the law firm's Austin office.
- Oversee delinquent tax litigation for Firm Clients in Hays County, Caldwell County, and Orange County as well as Fees and Fines collections in Travis County.
- Initiate and monitor delinquent tax litigation, coordinate docket settings and tax sales.
- Review and analyze delinquent portfolios.
- Insure timely and accurate mailings and call campaigns, develop strategies for maximizing clients' revenue.
- Foster relationships with key client representatives, respond to client inquiries.
- Respond to taxpayers and delinquent fees and fines account holders' inquiries.
- Oversee client reporting and insure local office community involvement.

Law Offices of Gates Steen 1987 – 1990 | Austin, Texas

Attorney

- Practiced *ad valorem* tax law and delinquent tax litigation at both the trial and appellate levels.
- Initiated and monitored delinquent tax litigation, coordinated docket settings and tax sales, reviewed and analyzed delinquent tax rolls, responded to client inquiries, scheduled mailings and personal property tax seizures, responded to taxpayers' inquiries, organized and scheduled client reporting, insured community involvement, managed support staff.

Licenses & Certifications

- Admitted to practice in all State courts of: State of Texas (1987)
- Admitted to practice before all Federal District Courts in Texas (2018)
- Certified by the Board of Tax Professional Examiners as an instructor in the field of Texas property tax matters.

Current Professional Memberships

- Texas Association of Assessing Officers (since 1995)
- Texas Association of Appraisal Districts (since 1995)
- Texas State Bar Association (since 1987)

Education

St. Mary's University School of Law, San Antonio, Texas
Juris Doctor, 1987

- St. Mary's Law Journal Writer

University of Texas, Austin, Texas
Bachelor of Science, Education, 1984

Sam Turner

Professional Experience

Linebarger Goggan Blair & Sampson, LLP 2017 – Present | Austin, Texas

Attorney

- Represents delinquent tax and fees and fines clients in Hays, Burnet, Eastland, Caldwell, Travis, Lampasas and Williamson Counties
- Manages delinquent tax litigation
- Coordinates trial dockets
- Facilitates mailing schedules
- Serves as client liaison, supervising the successful implementation of collection programs in a multi-county area.

Stella Ventures, LLC 2007 – Present | Austin, Texas

Sole Member

- Specialized in property search and acquisition, design and permitting, and other aspects of construction and inspections
- Completed over 20 residential and commercial projects in the Austin area

Turner Law Office, PLLC 2007 – 2012 | Austin, Texas

Sole Member

- Specialized in defense of traffic and class C misdemeanor violation in bulk
- Handled active, warrant, or commitment status cases primarily in Austin Municipal Court and Travis County
- Handled diverse caseload including corporate, personal injury, family, and general civil cases
- Included substantial bench/jury trial experience

Escobar & Associates, LLC 2007 – 2012 | Austin, Texas

Member

- Contracted to represent taxpayers before the IRS and US Tax Court
- Conducted sales consultations, analyses of potential client issues, negotiated with Revenue Officers, defended clients in audits and against seizures, and conducted Offers in Compromise

Waterloo Escrow, LLC 2004 – 2009 | Austin, Texas

Member

- Fee office of Independence Title Company initially under law offices of Rojo & Turner, then Turner Law Office, PLLC
- Supervised or conducted 15 to 25 real estate refinance or purchase closings per month
- Gained familiarity with title, property tax, and lien issues

Law Offices of Rojo & Turner 2000 – 2007 | Austin, Texas

Partner

- Represented traffic and Class C misdemeanor cases in bulk, predominantly through the Austin Municipal Court
- Practice included misdemeanor and felony criminal defense, general civil practice, and immigration law
- Received substantial bench/jury trial experience

City of Austin 1999 – 2000 | Austin, Texas

Assistant City Prosecutor

- Prosecuted Municipal Court cases—traffic tickets and Class C Misdemeanors
- Bench/Jury trials and plea/motion dockets

Current Professional Memberships

- Licensed to practice in US Tax Court
- State Bar of Texas

Education

Texas Tech University School of Law, Lubbock, Texas
Juris Doctor, 1996

University of Texas, Austin, Texas
Bachelor of Arts, History and Latin American Studies, 1994

Erica M. Lopez

Professional Experience

Linebarger Goggan Blair & Sampson, LLP January 2014 – Present | Austin, TX

Fees & Fines Client Liaison

- Serve as the primary contact between the attorney and client
- Promote the marketing of our Texas Fees & Fines division
- Assists clients with Fees & Fines procedural questions
- Develops and maintains relationship with clients
- Responsible for Texas Fees and Fines court collection services to governmental entities

Travis County District Clerk's Office July 2008 – December 2013 | Austin, TX

Executive Assistant to an Elected Official

- Provided specialized support for an Elected Official in the execution of their responsibilities in the operation of county government
- Served as a primary contact between other officials, county personnel, attorney's, state and local government and the general public
- Resolved issues by conducting research and developing strategies
- Developed and maintained operational functions of the office

Community Involvement

- *Immediate Past Chair*, Hispanic Women's Network of Texas-Austin Chapter, 2018
- *Chair*, Hispanic Women's Network of Texas-Austin Chapter, 2016-2017
- *State Historian*, Hispanic Women's Network of Texas, 2015-2016
- *Member*, Pan American Round Table-Austin Table, 2015-Present
- *Board Member*, Roy Lozano Ballet Folklorico de Texas, 2015-2018

Recent Awards & Recognition

- 2018/2017 Austin Under 40 Nominee- Civics, Government, and Public Affairs
- 2017 Keynote speaker at Hernandez Middle School- Hispanic Heritage Month
- 2016 Graduate of the Texas Public Policy and Community Engagement Program
- 2014 Estrella de Tejas Award Recipient- Hispanic Women's Network of Texas
- 2012 Keynote speaker at Capitol City Careers Spring Commencement Ceremony
- 2010 Leadership Women Launch Participant

Education

Texas State University, San Marcos, Texas
Master of Arts-Legal Studies, December 2006

- Paralegal Certificate
- Mediation Certificate

St. Mary's University, San Antonio, Texas
Bachelor of Arts, May 2005

- Major-Political Science
- Minor- History

Post Graduate Certificate

Understanding the Human Resources Function, Texas State University, November 2013

Trevor Balderrama

Professional Experience

Linebarger Goggan Blair & Sampson, LLP 2016 – Present | San Antonio, Texas

Director of Fees & Fines

- Directs and manages all systems and operations of law firm's Fees & Fines Division
- Participates in firm's marketing efforts by working with senior client staff members and elected officials on computer and operations related issues

Linebarger Goggan Blair & Sampson, LLP 2012 – 2015 | San Antonio, Texas

Contract Manager Supervisor/ Special Projects Administrator

- Oversee Contract Managers and support personnel in daily activities
- Meet with 3rd party agencies in developing IT requirements and recommending solutions
- Research/develop internal business solutions to advance firm efforts and maximize client benefits
- Coordinate internal resources and software vendors to implement new clients
- Oversee/implement all technology requirements related to a contract
- Help government agencies identify program specifications to facilitate contract implementation
- Provide government agencies advanced statistical reporting and support in identifying opportunities for improvements to collections
- Serve as liaison with agencies post-implementation in addressing data issues

Linebarger Goggan Blair & Sampson, LLP 2004 – 2012 | San Antonio, Texas

Contract Manager

- Coordinated internal resources and software vendors to implement new clients
- Oversaw/implemented all technology requirements related to a contract
- Helped government agencies identify program specifications to facilitate contract implementation
- Provided government agencies advanced statistical reporting and support in identifying opportunities for improvements to collections
- Served as liaison with agencies post implementation in addressing data issues

City of San Antonio 2000 – 2004 | San Antonio, Texas

Senior Management Analyst

- Recommended, tested, and oversaw implementation of SAP conversion for department
- Assisted in the development of departmental budget
- Recommended strategies for leveraging external funds
- Prepared revenue and expenditure reports
- Routinely responded to council and department requests
- Interpreted fiscal policies and guided department personnel

City of San Antonio

Management Analyst 1999 – 2000 | San Antonio, Texas

- Work with program and managers to develop organization budget
- Help managers analyze and propose budgetary plans
- Monitored fiscal budgetary performance and goal attainment
- Prepared revenue and expenditure reports
- Interpreted fiscal policies and guided departments on expenditures to ensure compliance

Professional Experience, cont.

Bexar County 1997 – 1999 | San Antonio, Texas

Management Analyst

- Work with program and managers to develop organization budget
- Assisted in the development of county budget and long range financial forecast
- Prepared written reports and verbal presentations on various projects to Commissioners Court
- Monitor and report organizational spending to ensure compliance

Licenses & Certifications

- Agile Software Development - Certified Scrum Master
- Certified Office of Court Administrators (OCA) Collection Improvement Program

Education

University of Texas at San Antonio, San Antonio, Texas

Master of Arts, Public Administration and Financial Management, 42 Hours

University of Texas at San Antonio, San Antonio, Texas

Bachelor of Arts, Criminal Justice and Legal Studies, 1997

LeWayne Ballard

Professional Experience

Linebarger Goggan Blair & Sampson, LLP 2015 — Present | San Antonio, Texas

Chief Technology Officer

- Manage PCI-DSS, IRS-1075, NIST, and SSAE-16 compliance and develop policies & procedures to ensure requirements are met
- Develop disaster recovery and business continuity procedures
- Conduct ongoing gap analysis of infrastructure to adapt to changing security requirements
- Implement administrative, technical, and physical safeguards to protect assets
- Implement change management tracking and notification process
- Oversee organization security awareness program
- Implement new annual security training to ensure employees are aware of latest threats
- Validate new technical initiatives comply with organizational security requirements
- Manage Security Department capital and operational budgets

University of Texas Health Science Center April 2015 — July 2015 | San Antonio, Texas

IT Audit Manager

- Manage IT Audits to ensure HIPAA, FERPA, TAC-202, and PCI-DSS compliance
- Balance technical background & experience with audit best practices to identify “real” control objectives
- Audit IT policies & procedures to identify gaps in security measures
- Conduct annual IT risk assessment audit to confirm strategy is in alignment with institution mission
- Conduct audit of Disaster Recovery & Business Continuity practices to ensure controls effectively mitigate risks

GVTC 2008 — 2015 | New Braunfels, Texas

IT Security and Compliance Engineer

- Implemented network access controls (NAC) on wired and wireless (AC/B/G/N with WPA2) network
- Protected company information against data leaks with USB security & website filtering
- Secured internal assets against malicious malware with Sophos Antivirus
- Managed Juniper firewall against external threats using policies and NAT
- Configured Websense website filtering software to protect against malicious sites
- Integrated intrusion protection system (IPS) into NAC system for real-time network security
- Served as PCI-DSS compliance manager, overseeing quarterly recertification, external penetration and vulnerability assessment
- Implemented disaster recovery and business continuity planning using best practices
- Implemented new security awareness program and continuing education
- Administered external firewalls and Microsoft ISA server against external threats
- Received Tribute Award for CEO excellence

JDA Software 2006 — 2008 | Atlanta, Georgia

Senior Systems Engineer

- Sole Systems Engineer for 15 iSeries partitions located globally
- Project Manager for E3 & MMS billing/ERP/CRM system administration & upgrades
- Top Gun Engineer for emergency customer implementation issues. Performed operating system upgrades from v5r2, v5r3, v5r4, and v6r1
- Supervised data center employees and system operators

Waste Management and Sateri Systems 2004 — 2006 | Houston, Texas

Consultant

- Acted as IBM iSeries consultant, automating security processes for SOX compliance
- Implemented security standardization for over 14,000 end-users
- Served as Project Manager for ICMS billing/ERP/CRM system administration & upgrades
- Managed team of eight consultants consisting of analysts and programmers

Time Warner Cable 1998 — 2004 | San Antonio, Texas

Help Desk Supervisor/Systems Administrator

- Systems Administrator on IBM iSeries 9406-730
- Project Manager for ICOMS billing/ERP/CRM system administration & upgrades
- Supervised Help Desk daily operations and SLA requirements
- Wrote CL programs to automate security and administrative functions
- Received Employee of the Year Award

Licenses & Certifications

- Certified Information Systems Security Professional (CISSP)
- Certified Information Security Manager (CISM)
- Project Management Professional (PMP)

Current Professional Memberships

- International Information Systems Security Certification Consortium (ISC²)
- Information Systems Audit and Control Association (ISACA)
- Project Management Institute (PMI)
- Member, Infragard, FBI public sector security group

Recent Awards & Recognition

- Received Annual Tribute Award for CEO Excellence – GVTC 2012, 2013, 2014
- Featured on WOAI news for Adopt A Family Efforts – 2013
- Recognized as a top donor for South Texas Blood & Tissue Center – 2015

Community Involvement

- Meals on Wheels – Volunteer weekly to deliver meals to those in need
- South Texas Blood and Tissue Center – Volunteer biweekly to donate platelets to those in need
- Wreaths Across America – Volunteer to lay wreaths at Veteran's headstones
- Adopt A Family – Adopt multiple families during Christmas to provide their wishes

Education

University of the Incarnate Word, San Antonio, Texas

Doctor of Philosophy, expected 2019

- Concentration in Organizational Leadership

Texas A&M University, San Antonio, Texas

Master of Business Administration in Computer Information Systems

- Concentration in Information Security and Assurance

Texas A&M University, San Antonio, Texas

Bachelor of Business Administration in Computer Information Systems, summa cum laude

- Concentration in Information Security and Assurance

John M. Wilson

Professional Experience

Linebarger Goggan Blair & Sampson, LLP 2003 — Present | San Antonio, Texas

San Antonio Call Center Manager

- Manages daily operations of Call Center.
- Recruits, trains, and evaluates collection and administrative staff.
- Ensures that maximum recovery results are achieved on portfolio consisting of fees, fines, civil, criminal, juvenile, utilities, commercial debt, and unemployment overpayments.
- Analyzes trends and implements measures to improve productivity.

Greentree Finance Company 2002 — 2003 | Birmingham, Alabama

Collection Manager

- Responsible for minimizing delinquency and repossessions of Manufactured Housing portfolio.

Aarons Lease Purchase 2000 — 2002 | Birmingham, Alabama

Collection Manager

- Responsible for minimizing delinquency and retrieval of lease to purchase merchandise.

National Asset Recovery 2000 | Atlanta, Georgia

General Manager

- Responsible for daily operations of collection agency call center handling various debt portfolios.

Consolidated Accounts Management 1997 — 2000 | Birmingham, Alabama

Chief Operating Officer

- Responsible for daily operations of a medical collection agency.
- Protected existing client base while marketing new clients and product services.
- Evaluated subcontracted collection attorneys and agencies.
- Forecast revenue, expense, and profit.

THE Finance Company 1992 — 1995 | Jacksonville, Florida

Regional Collection Manager

- Managed daily operations of Call Center
- Recruited, trained and evaluated collection staff
- Evaluated delinquencies for repossessions
- Responsible for minimal write offs
- Analyzed trends and implements measures to reduce delinquencies

Capital Credit Corporation 1974 — 1992 | Jacksonville, Florida

Collector to National Training Director

- Debt Collector in Washington D.C.
- Assistant Group Supervisor in Washington D.C.
- Assistant Branch Manager in San Francisco, CA
- Branch Manager in Los Angeles, CA
- Branch Manager in Silver Spring, MD
- National Training Director in Jacksonville, FL

Education

Southern Methodist University, Dallas, Texas
Bachelor of Business Administration, 1976

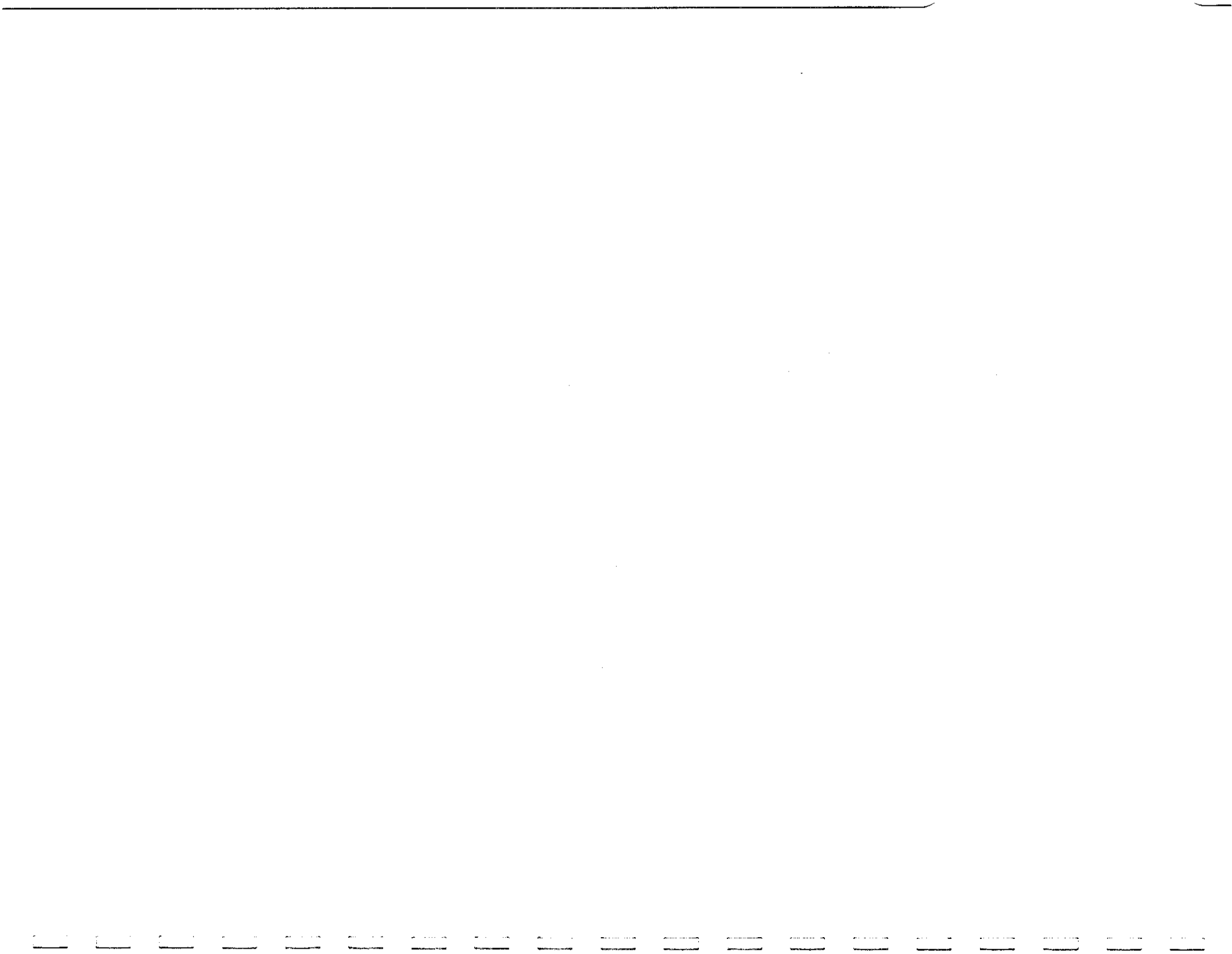


Exhibit 4. Sample Reports

The sample reports exhibited here are for illustrative purposes only. Upon contract award, our Austin office team will work with the City to specify the format and content it prefers for monthly, quarterly, and/or annual collection performance reporting.

SAMPLE ENTITY

Fees and Fines Collection Activity Report

DATE: XX/XX/XXXX



Linebarger Goggan Blair & Sampson, LLP

Collections Activity Summary

Collection Disposition Summary – MONTH 20xx	
Citations Assigned	160
Amount Assigned	\$62,963
Citations Collected	77
Amount Collected	\$26,009
Citations Cancelled	29
Amount Cancelled	\$11,321
Citations Resolved	106
Amount Resolved	\$37,330

Collection Disposition Summary - Contract to Date	
Citations Assigned	27,617
Amount Assigned	\$10,158,910
Citations Adjusted	7,353
Amount Adjusted	(\$899,891)
Citations Collected	9,717
Amount Collected	\$3,254,920
Citations Cancelled	11,469
Amount Cancelled	\$3,106,068
Citations Resolved	21,186
Amount Resolved	\$6,360,988
Dollar Resolution Rate	71.5%

Collection Activity – MONTH 20xx		
Letters		170
Address/Phone Updated		256
Phone Activity	Inbound	11
	Outbound	846

Collection Activity - Contract to Date		
Letters		33,080
Address/Phone Updated		10,375
Phone Activity	Inbound	3,936
	Outbound	130,894

Status of Open Accounts

Status	Count	Amount
ACT - Active Account	5,888	\$2,238,039
ATT - Attorney Contact Only	84	\$38,356
BKR - Bankruptcy	5	\$1,505
BPS - Broken Promise	8	\$3,606
DCN - Debtor Contact No Results	1	\$491
DEC - Deceased No Estate Or Beyond Claim	53	\$15,870
DIS - Disputed	17	\$6,233
INC - Incarcerated	37	\$13,110
PPA - Partial Payments Made To Court - Client	1	\$327
PRM - Promise Payment	88	\$33,600
REF - Refuse To Pay	30	\$13,258
SKP - Skip Tracing For Location	1,544	\$519,701
WAR - Warrant Account	5	\$1,176
Total	7,761	\$2,885,274

Monthly Collection Activity Last 24 Months*

Year	Month	Letters Mailed	Address/Phone Updated	Phone Activity		Dollars Collected
				Inbound	Outbound	
20xx	April	170	256	11	846	\$26,009
	March	1,466	91	91	785	\$30,908
	February	250	45	23	811	\$8,997
	January	37	254	18	1,476	\$10,840
20xx	December	74	22	0	780	\$14,646
	November	0	53	7	625	\$18,956
	October	0	58	18	645	\$16,082
	September	2,075	122	77	597	\$16,076
	August	0	34	2	691	\$25,496
	July	59	43	2	865	\$17,882
	June	0	34	43	1,303	\$13,268
	May	0	47	11	1,578	\$26,435
	April	143	49	22	1,853	\$38,080
	March	224	116	82	1,335	\$43,809
	February	1,719	306	95	998	\$9,926
	January	233	56	21	760	\$13,703
20xx	December	211	56	13	629	\$13,652
	November	140	38	8	849	\$17,339
	October	89	45	8	810	\$11,439
	September	158	73	16	723	\$21,153
	August	216	62	25	876	\$17,318
	July	248	335	29	1,247	\$21,200
	June	93	74	29	1,156	\$15,887
	May	201	47	11	1,056	\$20,426
	April	312	100	31	1,131	\$52,029
Total*		8,118	2,416	693	24,425	\$521,553

* Amounts noted represent the total for each month & are not cumulative (i.e. not contract to date).

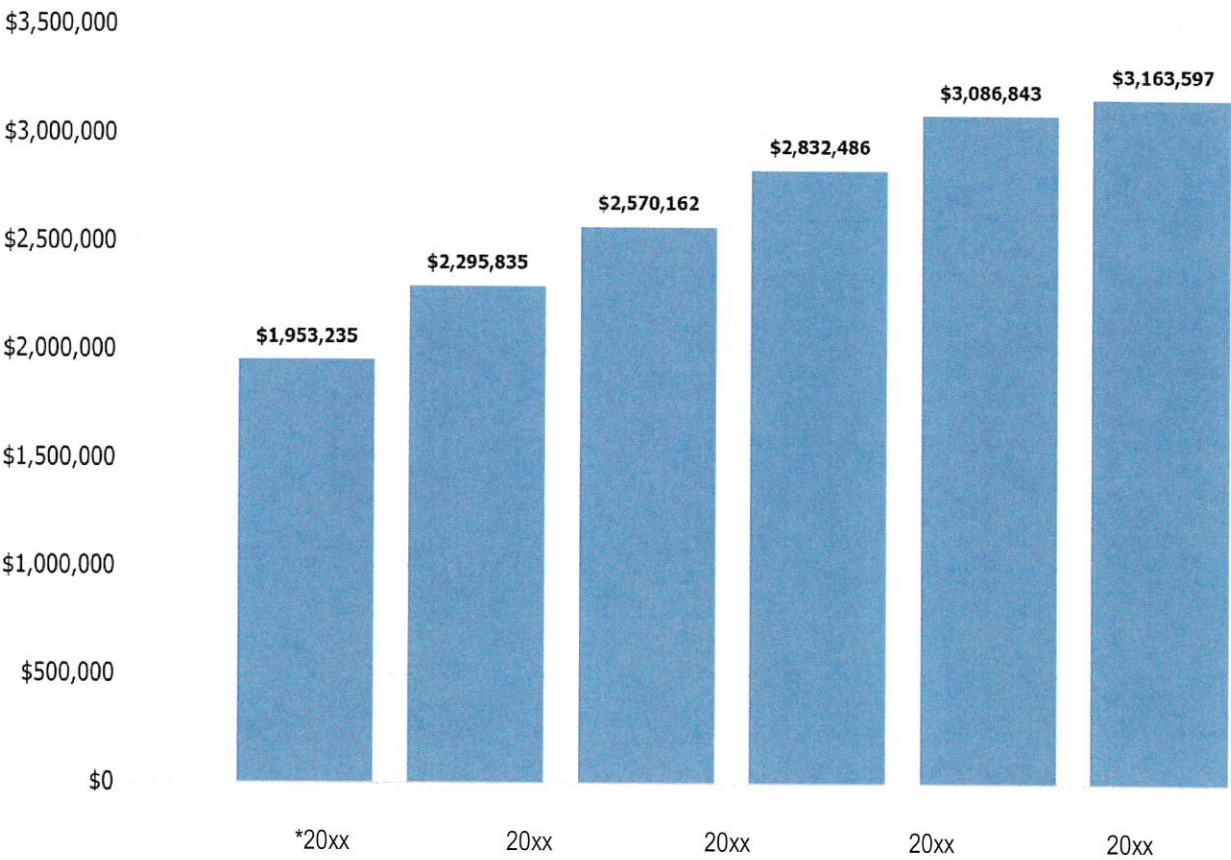
Portfolio Analysis Outstanding Placements

	Accounts	Dollars	Acct. Pct.	Dollar Pct.	Average Balance
ALL ACCOUNTS	7,761	\$2,885,274.04	100.00%	100.00%	\$371.77
ADDRESSES					
No Mailing Address	40	\$9,548.15	0.52%	0.33%	\$238.70
Returned Mail	2,830	\$993,528.42	36.46%	34.43%	\$351.07
Good Address	4,891	\$1,882,197.47	63.02%	65.23%	\$384.83
OFFENSE AGE					
One Year or Less	17	\$5,482.10	0.22%	0.19%	\$322.48
1-2 Years	445	\$169,656.77	5.73%	5.88%	\$381.25
2-3 Years	992	\$396,858.33	12.78%	13.75%	\$400.06
+3 Years	6,307	\$2,313,276.84	81.27%	80.18%	\$366.78
PLACEMENT AGE					
One Year or Less	441	\$171,181.19	5.68%	5.93%	\$388.17
1-2 Years	1,288	\$512,732.30	16.60%	17.77%	\$398.08
2-3 Years	746	\$313,603.09	9.61%	10.87%	\$420.38
+3 Years	5,286	\$1,887,757.46	68.11%	65.43%	\$357.12

Placement Activity Summary - Contract to Date								
Year	Month	Count #	Orig	Cancelled \$	Adjustmen	Net	Collected	Collected %
20xx Summary	April	160	\$62,963	\$0	\$0	\$62,963	\$0	0.00%
	March	86	\$32,917	\$0	\$0	\$32,917	\$553	1.68%
	February	107	\$40,473	\$0	(\$896)	\$39,578	\$4,615	13.62%
	January	109	\$43,150	\$1,143	(\$450)	\$41,557	\$2,604	9.73%
		462	\$179,503	\$1,143	(\$1,346)	\$177,014	\$7,772	5.72%
20xx Summary	December	0	\$0	\$0	\$0	\$	\$0	0.00%
	November	0	\$0	\$0	\$0	\$	\$0	0.00%
	October	0	\$0	\$0	\$0	\$	\$0	0.00%
	September	0	\$0	\$0	\$0	\$	\$0	0.00%
	August	0	\$0	\$0	\$0	\$	\$0	0.00%
	July	5	\$1,940	\$0	\$0	\$	\$0	0.00%
	June	0	\$0	\$0	\$0	\$	\$0	0.00%
	Ma	0	\$0	\$0	\$0	\$	\$0	0.00%
	April	6	\$2,872	\$0	\$0	\$	\$0	0.00%
	March	127	\$55,938	\$10,175	(\$662)	\$45,101	\$8,622	34.79%
	February	232	\$89,941	\$21,478	(\$1,964)	\$66,500	\$14,200	41.85%
	January	351	\$140,246	\$26,401	(\$4,023)	\$109,822	\$16,004	33.10%
		721	\$290,936	\$58,054	(\$6,649)	\$226,233	\$38,826	35.58%
20xx Summary	December	319	\$126,618	\$21,166	(\$3,389)	\$102,063	\$15,863	31.92%
	November	346	\$142,879	\$32,154	(\$4,801)	\$105,925	\$17,260	37.94%
	October	3	\$1,347	\$467	\$0	\$	\$402	64.48%
	September	222	\$88,297	\$21,585	(\$3,233)	\$63,479	\$22,864	54.00%
	August	187	\$75,970	\$20,885	(\$3,440)	\$51,646	\$15,339	52.21%
	July	210	\$87,127	\$23,717	(\$1,223)	\$62,187	\$14,950	45.78%
	June	147	\$61,419	\$14,441	(\$5,175)	\$41,803	\$14,572	55.66%
	Ma	3	\$1,335	\$337	(\$208)	\$	\$259	60.18%
	April	563	\$227,179	\$76,271	(\$7,466)	\$143,442	\$29,379	49.79%
		2,368	\$970,344	\$250,101	(\$33,223)	\$687,020	\$178,010	47.54%
20xx		877	\$372,940	\$74,810	(\$16,948)	\$281,182	\$112,026	54.64%
20xx		3,508	\$1,489,492	\$554,495	(\$40,826)	\$894,171	\$359,039	64.07%
20xx		2,587	\$1,088,602	\$455,316	(\$8,783)	\$624,504	\$321,675	72.18%
Prior Years		14,750	\$5,768,153	1,710,715	\$792,116)	\$3,265,322	\$2,237,573	82.18%

SAMPLE ENTITY

Delinquent Fees and Fines Cumulative Collections



*Includes Prior Years

Note: Current Year as of Reporting Month

Page 1 of 1

Activity Reports

Acknowledgement Report

acknowledgment sample xx

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

DATE: 11-28-xx

CLIENT NO. Sample 01

Sample Client
Sample Address
Sample Address

We are pleased to acknowledge the accounts listed below which have been assigned to this office for collection.

NAME	ACCOUNT NUMBER	ASSIGN DATE	AMOUNT
LASTNAME, FIRSTNAME	965333333333	11-25-xx	25.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	1410.80
LASTNAME, FIRSTNAME	965333333333	11-25-xx	3691.55
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	150.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	75.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	56.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	167.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	100.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	150.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	150.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	75.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	33.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	36049.52

[CONTINUED NEXT PAGE]

PAGE NO. 1

NAME	ACCOUNT NUMBER	ASSIGN DATE	AMOUNT
LASTNAME, FIRSTNAME	965333333333	11-25-xx	24277.76
LASTNAME, FIRSTNAME	965333333333	11-25-xx	75.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	16070.96
LASTNAME, FIRSTNAME	965333333333	11-25-xx	849.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	150.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	75.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	7109.75
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	55.50
LASTNAME, FIRSTNAME	965333333333	11-25-xx	163.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	4373.31
LASTNAME, FIRSTNAME	965333333333	11-25-xx	150.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	50.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	41.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	75.00
LASTNAME, FIRSTNAME	965333333333	11-25-xx	429.50

TOTAL NUMBER OF ACCOUNTS ASSIGNED: 38
TOTAL DOLLAR AMOUNT ASSIGNED: \$96,577.65

PAGE NO. 2

Sincerely,

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

Recall/Cancel Report

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

DATE: 11-15-XX

CLIENT NO. C0543330

Sample Client
Sample Address
Sample Address

The following debtors assigned by you to this agency have been removed from active collection processes. Please notify us immediately if the action was taken in error. Thank you for the opportunity to be of service to you.

ACCOUNT NAME	ASSIGNED	PRINCIPAL	CAN. AMT.	ACCOUNT NUMBER
LASTNAME, FIRSTNAME	04 NOV XX	1109.00	1109.00	E07-00000-00000
RECALLED BY CLIENT				
LASTNAME, FIRSTNAME	04 NOV XX	52.00	52.00	E06-00000-00000
RECALLED BY CLIENT				
LASTNAME, FIRSTNAME	04 NOV XX	124.00	124.00	E07-00000-00000
RECALLED BY CLIENT				
LASTNAME, FIRSTNAME	04 NOV XX	966.75	966.75	E06-00000-00000
RECALLED BY CLIENT				
LASTNAME, FIRSTNAME	04 NOV XX	159.50	159.50	E06-00000-00000
RECALLED BY CLIENT				
LASTNAME, FIRSTNAME	04 NOV XX	911.00	911.00	E06-00000-00000
RECALLED BY CLIENT				
LASTNAME, FIRSTNAME	04 NOV XX	898.00	898.00	H06-00000-00000
RECALLED BY CLIENT				
SHINEY, PENNY O	04 NOV XX	91.00	91.00	E06-00000-00000
RECALLED BY CLIENT				
LASTNAME, FIRSTNAME	04 NOV XX	787.00	787.00	E07-00000-00000
RECALLED BY CLIENT				

TOTAL NUMBER OF ACCOUNTS: 9
TOTAL DOLLAR AMOUNT CANCELLED: \$5,098.25

Sincerely,

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

Financial Reports

Remittance Report

Sample Client PAYMENT REPORT 09:52:02am 15 Nov 20xx remit report sample xx

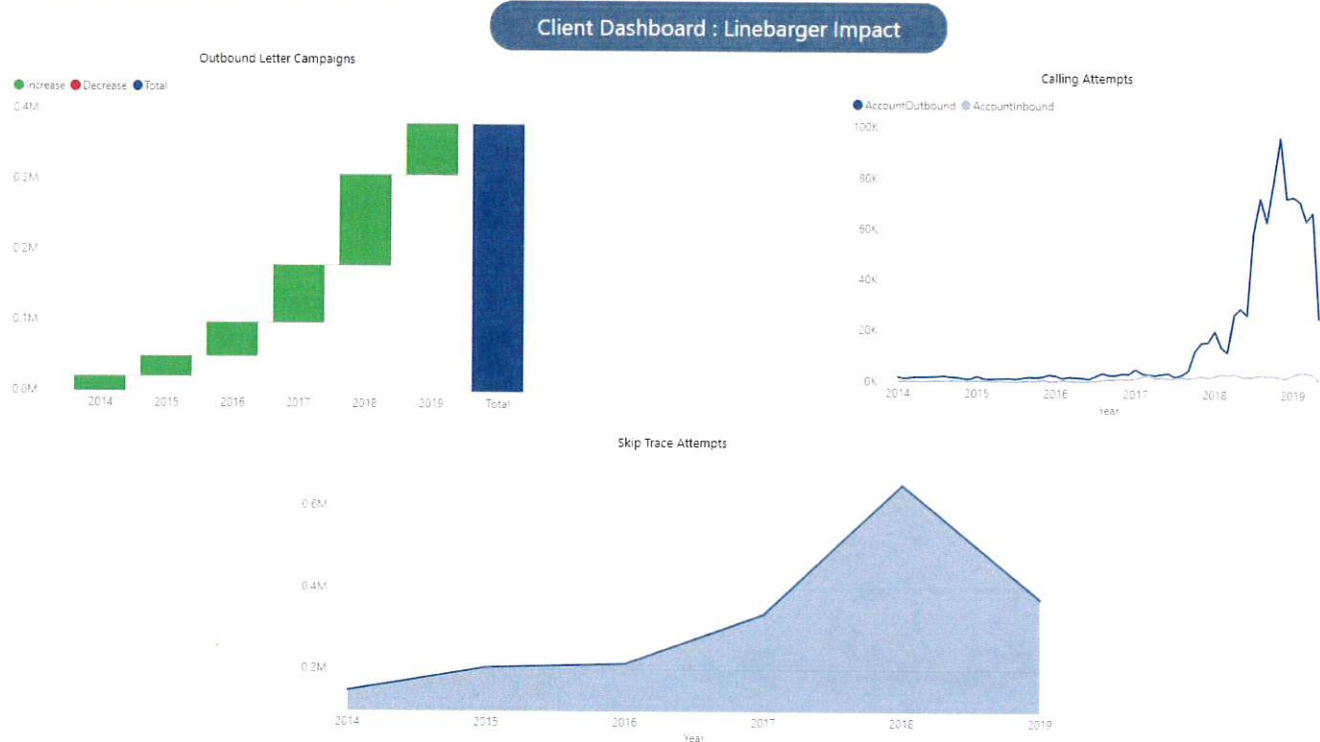
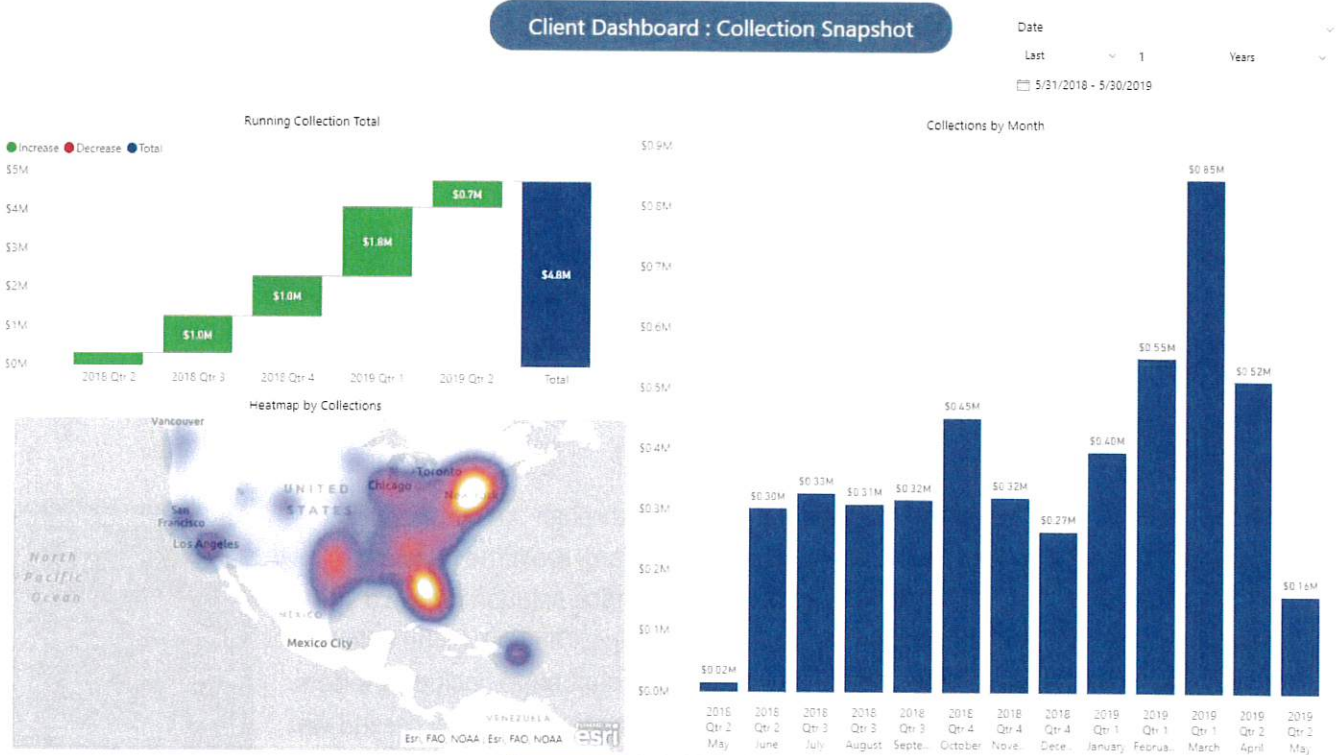
CLIENT#.....	TC	DNUM	C.D.#	CASE#.....	PMT DATE	Tot Pmt	Fine Pd	Law Comm
SSCLIENT1		80000000	000MMMMMMM	XXXXXXXXXXXX421CIXXMA1	11-13-xx	131.60	94.00	37.60
SSCLIENT1		80000000	000MMMMMMM	XXXXXXXXXXXX422CIXXMA1	11-13-xx	222.60	159.00	63.60
SSCLIENT1		80000000	000MMMMMMM	XXXXXXXXXXXX3423CIXXMA1	11-13-xx	84.00	60.00	24.00
SSCLIENT1		80000001	000MMMMMMM	XXXXXXXXXXXX6810CIXXMA1	11-13-xx	129.50	92.50	37.00
SSCLIENT1		80000000	000MMMMMMM	XXXXXXXXXXXX873CIXXMA1	11-13-xx	79.80	57.00	22.80
SSCLIENT1		80000000	000MMMMMMM	XXXXXXXXXXXX6591CIXXMA1	11-13-xx	201.60	144.00	57.60
SSCLIENT1		80000000	MMMMMMMM	XXXXXXXXXXXX41546CIXXMA1	11-13-xx	57.40	41.00	16.40
SSCLIENT1		80000000	MMMMMMMM	XXXXXXXXXXXX244CIXXMA1	11-13-xx	187.60	134.00	53.60
SSCLIENT1		80000000	MMMMMMMM	XXXXXXXXXXXX243CIXXMA1	11-13-xx	257.60	184.00	73.60
SSCLIENT1		80000000	MMMMMMMM	XXXXXXXXXXXX969CIXXMA1	11-13-xx	170.80	122.00	48.80
SSCLIENT1		80000000	MMMMMMMM	XXXXXXXXXXXX177CIXXMA1	11-13-xx	57.40	41.00	16.40
***						1579.90	1128.50	451.40
Totals for SSCLIENT1						1579.90	1128.50	451.40
SSCLIENT1		30000000		XXXXXXXXXXXX644AXXXMA1	11-13-xx	45.00	32.14	12.86
***						45.00	32.14	12.86
Totals for SSCLIENT1						45.00	32.14	12.86
						1624.90	1160.64	464.26

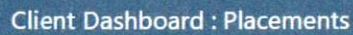
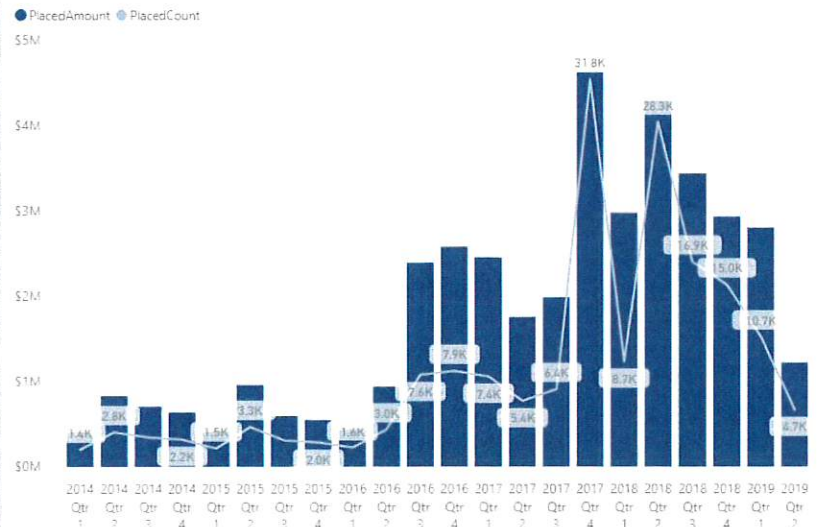
12 records listed.

Custom Client Self-Reporting

Client Dashboard

Beginning in April 2020, Linebarger offers the City real-time access to all of its account and collection data via an innovative new Internet-based tool. The City can view how much has been collected monthly, quarterly, and yearly on all placements. City staff can quickly and easily generate custom reports and graphs over any data category, including how many accounts were placed monthly, the dollar amount placed, letter count, skip tracing hits, inbound calls, outbound calls, skip tracing attempts, reactivated accounts, and collection amount.




Placed Amount and Count

Linebarger offers the City access to account information through our web-based application, Client View. Client View provides straightforward, real-time access to account information for our clients. This easy-to-use interface solution puts live and up-to-the-minute account information at the City's fingertips. The City will be able to monitor account status and activity on an account-by-account basis, including letters, phone calls and collector notes. This includes selected monthly reports accessed via the website. These reports provide information on placements, collection rates, dismissal rates and other activities. Court personnel can also quickly verify the status of an individual case when asked by a defendant.




Client View Sample Screen

Client View Account Inquiry 

Account Inquiry

If you are searching for accounts by name, please enter the name Last Name, First Name.



☒ Strict Search

Search By : Account Name 

Search For : Account Name
Your Account #
Our Account #
SSN
Data Reference Line
Address 1
Packet #
Phone

Search

Search Results

CU Account 	Our Account #	Your Account #	Account Name	Pay Date	Pay Amount	Placed Amount	Primary Account 
No items to show							

Clients have several options when searching for specific accounts to review. By clicking on the Search By drop-down menu, the standard search fields are displayed for selection by the client (Account Name, Your Account #, Our Account #, SSN, Data Reference Line, Address 1, Packet # and Phone).

Recalling and Reactivating Accounts

You maintain control over all referred accounts and may recall any account at any time. All collection activity ceases immediately, and we return the account along with a returned account report.

Strict v. Non-Strict Searches

Clients can conduct a "Strict Search" by checking the box next to this term, meaning the search will use the exact parameters entered. A search for "Jones," for example, will return all accounts named Jones that the client has access to view. If this same client wishes to search for "Jones," but mistakenly enters "Jone," the search returns "No items to show." If "Strict Search" is unchecked, the search will take the information entered by the client to display all results that contain the data entered.

Column Sorting Options

Columns can be highlighted and then sorted ascending, descending or configure sort where the user can choose to sort the data in different columns, and can be used to check for duplicate debtor numbers across logons, etc. You can sort single or multiple columns.

Column Sizing Options

Auto Fit or Auto Fit All Columns: These options shrink the column to the width needed only to accommodate the largest value in the column.

Other Column Options

Column Hide or Display: This expandable menu option allows users to choose which columns to display in the Search Results section. When the user clicks the column option, a checkmark appears next to the selection signifying that selection will display in the search results. Clicking the column option again will de-select and hide the column.

Group by: Allows the user to group accounts by logon, Client Number, Payment Date, etc.

Ungroup: Reverses the grouping decisions made previously.

Freeze: Locks a column in a certain position in the Search Results field such that other columns can only be sorted to the right of the frozen column(s).

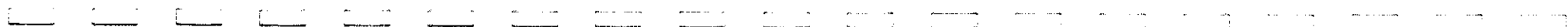


Exhibit 5. Sample Invoice

We have included a sample invoice and billing statement on the following pages.

Invoice

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

ATTORNEYS AT LAW

100 THROCKMORTON, SUITE 300

FORT WORTH, TX 78232

(817) 877-4589

FAX (817) 877-0601

2/13/20xx

INVOICE

Fees and Fines for Sample Client

Sample Client

Sample Address

Sample Address

Fees for collections during September 20xx due to Linebarger Goggan Blair & Sampson, LLP for the collection of fees and fines for Sample Client

Sample Client for September 20xx collections

\$XXX

Sample Client for September 20xx fees due LGB&S, LLP

\$XXX

Please make your check payable to *Linebarger Goggan Blair & Sampson, LLP* and mail to:

Linebarger Goggan Blair & Sampson, LLP

P.O. Box 17428

Austin, Texas 78760-7428

Attention: Accounts Receivable

Please include a copy of this invoice with your payment.

Billing Statement

SAMPLE CLIENT

10/31/20XX

Transaction Date	Client Reference #	Name	Payment	Commission	Add On
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$149.50	\$34.50	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$80.00	\$80.00	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$20.00	\$20.00	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$201.50	\$46.50	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$292.50	\$67.50	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$267.80	\$61.80	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$245.70	\$56.70	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$200.80	\$55.80	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$230.10	\$53.10	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$230.00	\$54.00	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$127.40	\$29.40	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$202.00	\$46.50	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$156.00	\$36.00	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$234.00	\$54.00	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$195.00	\$45.00	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$139.10	\$32.10	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$292.50	\$67.50	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$195.00	\$45.00	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$239.20	\$55.20	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$292.50	\$67.50	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$291.30	\$60.30	Yes
10/31/20XX	07-00000	LASTNAME, FIRSTNAME	\$237.90	\$54.90	Yes
Total			<u>\$4,519.80</u>	<u>\$1,123.30</u>	



McCreary Veselka Bragg & Allen P.C. Attorneys at Law

Proposal for:
City of Manor, Texas
RFP # 2020-08
Court Collection Services

COPY

Due April 3, 2020 2:00 pm

Prepared by:

McCreary, Veselka, Bragg & Allen P.C.

700 Jeffrey Way Suite 100

Round Rock, TX 78665

800-369-9000

Contact: Steven Whigham/Director of Collections



700 Jeffrey Way, Suite 100
P.O. Box 1310
Round Rock, Texas 78680

April 1, 2020

City of Manor
Attention: Lluvia Almarez/City Secretary
105 E Eggleston Street
Manor, TX 78653

Re: RFP # 2020-08 Court Collection Services

Dear Ms. Almarez:

McCreary, Veselka, Bragg & Allen P.C., Attorneys at Law (MVBA) is pleased to submit our Proposal for Collection Services for the City of Manor Municipal Court. MVBA understands that the City is seeking a complete municipal court collection solution that helps you achieve your highest priority objectives. For over 58 years MVBA has been a leader in providing governmental collection services.

MVBA is privileged to have been successfully representing the City in the collection of delinquent court fines and fees since 2009. With our extensive history in representing the City and our success in providing these services, we believe MVBA to be an excellent choice in continuing to provide court collection services for the City.

We are committed to providing the best delinquent collection program available to the City, including all of the services outlined in the Request for Proposal. Our response to this RFP outlines how we provide each of those services. The Firm guarantees the City will be kept well informed of the status of the collection program and the progress of our efforts through continuous personal communication and consistent reporting. MVBA is committed to providing additional services (at no charge to the City) that can increase efficiencies and further enhance the collection program should the City wish to facilitate these services.

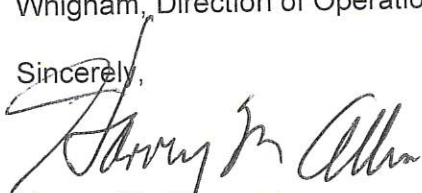
The persons authorized to make representation and bind MVBA in this proposal are:

Harvey M. Allen
Attorney at Law
700 Jeffrey Way, Suite 100
Round Rock, Texas 78665
512-323-3200 ext 231
Fax 512-323-3210

Steven W. Whigham
Director of Operations
700 Jeffrey Way, Suite 100
Round Rock, Texas 78665
512-323-3200 ext 275
Fax 512-323-3210

We appreciate your consideration and look forward to the prospect of continuing to serve the City. Should you have any questions, please contact me at 512-323-3200 ext. 231 or hallen@mvbalaw.com or Steven Whigham, Direction of Operations, at 512-323-3200 ext. 275 or swigham@mvbalaw.com.

Sincerely,



Harvey M. Allen
Attorney at Law

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A. OFFEROR QUALIFICATIONS

a. COURT COLLECTION EXPERIENCE

FIRM BACKGROUND

The Law Firm of McCreary, Veselka, Bragg & Allen, P. C. (MVBA) is a Texas Professional Corporation with over 55 years of experience collecting government receivables utilizing one of the nation's most technologically advanced debt collection programs. While our collection efforts extend beyond Texas, including all 50 States and US Territories, Canada and Mexico, we are Texas based and our focus is providing collection services to Texas governmental entities. We believe in providing excellent customer service, which means responding to our clients' needs promptly, while at the same time focusing on producing results. During our decades of providing stellar service, we have designed and implemented collection programs that increase the revenues of our clients while optimizing their resources. The Firm presently represents over eight hundred local governments in the collection of delinquent debt. Many of these clients have been with us for over thirty years.

MVBA understands that the City is seeking a complete municipal court collection solution that helps you achieve your highest priority objectives. MVBA has successfully represented the City of Manor Municipal Court since 2009. When utilizing our services the City reduces governmental expense, increases public awareness, increases case closure rates, provides additional revenue, and increases court efficiencies. MVBA knows that all clients are not alike, and not all courts are alike. MVBA customizes our program based on the unique needs of each court. We emulate your court's policies and procedures and in essence become an arm of the court as your "virtual clerk". We are committed to helping you resolve and collect your delinquent cases with a consistent, effective approach throughout our working relationship. MVBA is committed to extending additional services at no cost to further increase efficiencies and reduce costs as the City deems necessary.

MVBA has been actively engaged in the collection of delinquent court fines, fees and costs for more than 16 years. We began working for Texas municipal and justice courts after the original change to Section 103.0031, Texas Code of Criminal Procedure was passed by the Texas Legislature in 2001. Our focus is in serving municipal, justice and county courts in the State of Texas. Since the program's inception, MVBA has expanded the collection of delinquent court fines, fees and costs to 411 Texas courts including 197 municipal courts and 214 district, county and justice courts.

Because of our vast representation of courts across the State of Texas we may already have current information on a defendant that has outstanding court fines and fees in multiple jurisdictions. We view this as a tremendous advantage to the City.

City of Manor, Texas
RFP # 2020-08 Court Collection Services

In addition to serving Jourdanon Municipal Court, MVBA maintains successful court collection programs for numerous Texas courts similar in size and volume as that of Manor.

To keep abreast of issues of concerns for our clients, MVBA is a member and supports numerous municipal and county associations including;

- Texas Municipal League (TML)
- Texas Municipal Courts Association
- Texas Court Clerks Association
- Texas Marshals Association
- Government Finance Officers of Texas
- Texas City Management Association
- Texas Justice of the Peace and Constable Association
- Various other municipal and county government associations.

MVBA is a long standing member of ACA International, the organization that provides instruction, seminars and continuing education on all the governmental regulations related to the collection industry, MVBA staff receives training that is relative to all aspects of debt collections. Personnel training is a key component of our collection program. All MVBA collection personnel are required to obtain and maintain Certification through the American Collectors Association International (ACA) as a Certified Professional Collections Specialist. The management of MVBA is an active participant in the ACA educational programs and provides continuing education to the collection staff. Our Certified Collection Specialists and internal operations and administrative staff are required to maintain a working knowledge of all Texas State and United States Federal laws regarding debt collections including but not limited to:

- Public Law 95-109
- Fair Debt Collections Practice Act (FDCPA)
- Public Law 103-322
- Driver's Privacy Protection Act (DPPA)
- State law compliance

We conduct license reviews through Cornerstone Support in Georgia and maintain licenses in the states requiring a law firm to be licensed to perform consumer related collection activities. We believe our collection record clearly reveals our strong capability to collect delinquent cases in and outside the State of Texas. MVBA has the Third Party Collector bond required by Texas law (Sec. 392.101, Texas Finance Code) to do business as a collection agency.

Please see Exhibits for a copy of the Bond

All personnel are well versed in court terminology and court processes. Management and Client Service Coordinators (CSCs) attend legislative updates through the Texas Municipal Courts Education Center and stay abreast of all aspects of legislation that pertains to municipal court collections and the Texas Code of Criminal Procedure Chapter 103. One CSC is a former court administrator and is a level II Certified Court Clerk and one CSC is a former chief justice clerk of fifteen years and teaches for the Texas Justice Court Training Center. Two CSCs are former City Marshals with collectively over 30 years experience in city policy and court collection experience.

MVBA understands the importance and complexities involved in the collection of delinquent court fines and fees. We have always been cognizant of our clients' commitment to honor and uphold the judiciary. In light of the recent Department of Justice Opinion, and changes in recent legislation, while revenue is a component of the collection process, we are committed to supporting our clients in upholding defendants' Constitutional rights, and all defendants are and always have been, directed to exercise their right to appear before the court.

CONTRACTOR RESPONSIBILITIES

MVBA is well versed in court terminology and is familiar with the legal distinctions of each type of case coming from the Court's delinquent case files and submitted to MVBA. MVBA guarantees it will:

- *Develop a series of contacts with the City's defendants that do not violate the defendants' statutory and constitutional rights*
- *Attempt to contact the defendant named in any case or warrant submitted for collection service at least eight (8) times in a 180-day period through a rotating telephone and letter cycle. Voice/telephone contact attempts shall be limited to between the hours of 8:00 a.m. and 9 p.m., Monday through Saturday. No Sunday contacts will be attempted*
- *Submit written scripts for telephone contacts and written communications for approval by the City for each type of case and warrant submitted for collections services and will pay all costs related to the telephone contact and written communications*
- *Instruct all defendants to forward monies directly to the City of Manor Municipal Court. Should MVBA receive a payment for a defendant, it shall forward payment directly to the City in the form of the original instrument received and notify the Manor Municipal Court immediately upon receipt the same business day*
- *Use due diligence, reasonable, and ethical methods, and employ lawful means to effect collection on the City's outstanding cases, including adherence to all Federal and State laws governing collections*

City of Manor, Texas
RFP # 2020-08 Court Collection Services

- *Treat every defendant in a professional and courteous manner*
- *Not be entitled to any fee for any money collected after any case has been recalled, and the City may recall any case at any time*
- *Return information on cases submitted for collection services including all information developed by MVBA regarding the defendant or his / her whereabouts, as requested by the City*
- *Maintain close coordination with the Court for all collection operations at all times and guarantees that a full-time customer service representative will be assigned to the Municipal Court Clerk of the City of Manor and be available to address day-to-day issues and to assist any customers that contact the contractor*
- *Provide additional written and/or telephone contacts as MVBA deems within the hours stipulated above and in accordance with all applicable State and Federal law*
- *Work with City to conduct Warrant Round-Up and/or Amnesty programs as requested, requiring MVBA to send out additional notices and providing the City with an updated address list of defendants within the Montgomery County area*
- *Keep all information supplied by the City confidential and not disclose to parties other than the MVBA employees on a need-to-know basis for the purpose of contract performance and to the defendant. MVBA shall not disclose social security numbers, driver's license numbers or any other information deemed confidential by the City to anyone other than the defendant and the City will notify MVBA of information deemed confidential, as appropriate*
- *Jointly review with the City the appropriate cases for which payment is due to MVBA on a monthly basis and;*
 - i. Be paid a collection fee in accordance with Article 103.0031 of the Texas Code of Criminal Procedure, as amended*
 - ii. Not be entitled to reimbursement for expenses incurred under the Contract*
 - iii. Not hold the city liable under the Contract for any services which are unsatisfactory or which the City has not approved*

RELATED ISSUES

ABILITY TO PERFORM

There has been no occurrence where MVBA has been unable to perform any of its responsibilities timely nor where the performance of those duties was inaccurate or not in accordance with the law. MVBA is capable and ready to continue providing collection operations as outlined in the City's RFP.

NO CONFLICTS OF INTEREST

McCreary, Veselka, Bragg & Allen, P. C. has never represented a party who was in an adversarial position with any client. The Firm knows of no conflicts of interest or potential conflicts of interest that would impede its representation.

LEGAL SERVICES

We provide legal advice to clients, as part of our fee, on the collection of delinquent fines, fees and accounts receivables. MVBA provides clients with information updates on litigation, attorney general opinions and legislation concerning all aspects of debt collection including statutes related to Article 103.0031 of the Texas Code of Criminal Procedure.

DISCLOSURE STATEMENT

There has been no litigation filed against MVBA or its owners, related to the collection of debts. MVBA has never been the subject of any regulatory censure. MVBA has never filed any litigation against its clients.

INDEMNIFICATION AND INSURANCE

MVBA shall indemnify and hold the City harmless from and against all liabilities, losses and/or costs arising from claims for damages, or suits for losses or damages, including reasonable costs and attorney's fees, which may arise as a result of **MVBA's** performance of the services described in this contract. The indemnity provision of this contract shall have no application to any claim or demand which results from the sole negligence or fault of the City, its officers, agents, employees or contractors.

Furthermore, in the event of joint and/or shared negligence or fault of the City and **MVBA**, responsibility and indemnity, if any, shall be apportioned in accordance with Texas law and without waiving any defenses of either party. The provisions of this paragraph are intended for the sole benefit of the parties hereto and are not intended to create or grant any right, contractual or otherwise, to any other persons or entities. MVBA maintains professional liability insurance in the amount of \$2,000,000.

Please see Certificate of Insurance in Exhibits of this proposal.

COMMITMENTS

MVBA commits to continue providing the best delinquent collection program available to the City of Manor, including all of the services outlined in the Request for Proposal (RFP). Our response to the RFP outlines how we provide each of those services. MVBA commits to keeping the City well informed of the status of the collection program and the progress of our efforts through continuous personal communication and consistent reporting. MVBA is committed to providing additional services at no cost to the City that the City may deem necessary to expedite and enhance the collection program.

DEGREE OF COMPLIANCE

It is our intention to affirmatively respond to all requirements stated in the RFP. Accordingly, all services listed and the proposed contract in this proposal is in full accord with the specifications in the RFP. The information contained in this proposal is a detailed description of our collection program. We have continually expanded and enhanced our collection program over the years as technological advancements have become available to us. The results have been outstanding.

EQUAL OPPORTUNITY EMPLOYER

McCreary, Veselka, Bragg & Allen, P. C. is an EQUAL OPPORTUNITY EMPLOYER. Applicants for position are considered based on their qualifications for the position applied without regard to race, color, religion, creed, gender, national origin, age, marital or veteran status, disability, or any other criteria prohibited by law

FINANCIAL STRENGTH

McCreary, Veselka, Bragg & Allen, P. C. has been in existence since 1961 and has the financial strength to commit the resources required in administering an effective debt collection program. You may also contact the following bank officer for comments on our financial strength:

Edward Hanna/Banking Officer
BBVA/Compass Bank
170 University Blvd., Round Rock, TX 78665
Phone: 512-421-6956

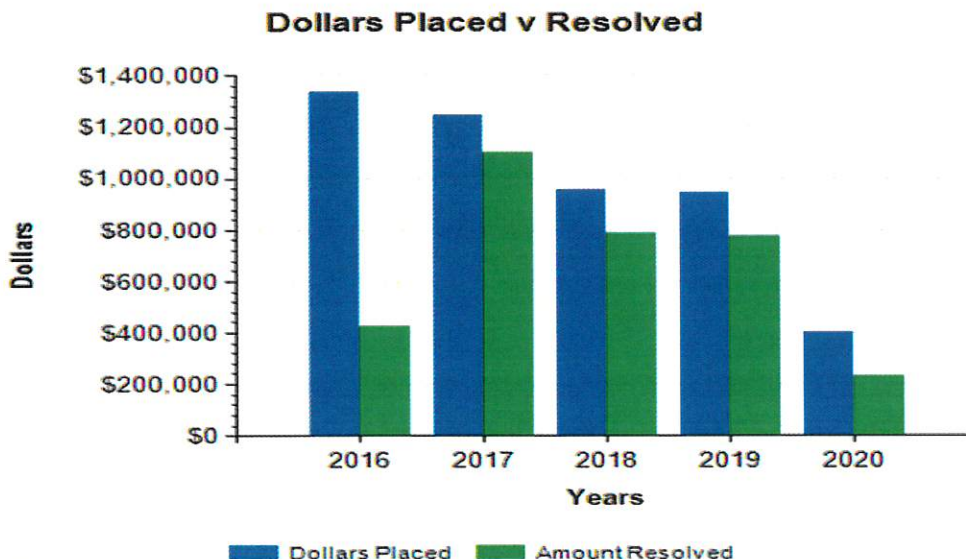
City of Manor, Texas
RFP # 2020-08 Court Collection Services

RECORD OF SERVICE

MVBA is privileged to have successfully represented the City in the collection of delinquent municipal court fines and fees since 2009. The results have been outstanding. Since this time, MVBA has resolved almost fifty-six (56%) of the court's outstanding dollars and outstanding cases. During the current fiscal year to date, MVBA has mailed over **24,261** letters and postcards and initiated over **11,074** phone calls to defendants.

McCreary, Veselka, Bragg & Allen, P.C.
Collection of Delinquent Fines Fees
City of Manor Municipal Court
April 21, 2009 - March 24, 2020

FY: October - September	FY 2015 & Prior	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Total	%
Cases Placed	17,482	2,994	3,071	2,337	2,369	1,075	29,328	
Dollars Placed	\$7,364,423.42	\$1,337,890.27	\$1,243,535.48	\$953,092.35	\$942,229.92	\$398,061.68	\$12,239,233.12	
Cases With Partial Payment	136	51	54	48	66	70	425	
Partial Payments Reported	\$21,659.97	\$4,692.07	\$8,055.25	\$7,021.10	\$8,260.04	\$10,101.78	\$59,790.21	
Cases Paid in Full	4,164	558	699	692	745	412	7,270	24.79%
Dollars Paid in Full	\$1,400,356.73	\$174,162.06	\$211,172.21	\$210,739.02	\$233,867.42	\$120,001.68	\$2,350,299.12	19.20%
Cases Cancelled By Court	4,246	461	1,815	1,160	1,178	168	9,028	30.78%
Dollars Cancelled By Court	\$1,949,608.64	\$193,438.15	\$818,367.06	\$499,298.76	\$477,122.40	\$72,317.40	\$4,010,152.41	32.76%
Cases Resolved	8,418	1,017	2,516	1,853	1,923	580	16,307	55.60%
Dollars Resolved	\$3,517,997.50	\$426,566.42	\$1,101,433.78	\$786,919.71	\$773,376.60	\$230,654.74	\$6,836,948.75	55.86%
Cases Still in Collection							13,021	44.40%
Dollars Still in Collection							\$5,402,284.37	44.14%



City of Manor, Texas
RFP # 2020-08 Court Collection Services

COMPLETE FINES AND FEES CLIENT LIST

Many of our Texas court clients are of similar population and case volume as the City of Manor including; Giddings, Luling, Lockhart, Smithville, Elgin, Taylor, Gonzales, Leander, Georgetown, Buda, and many, many others. Listed below are current clients that have contracted with McCreary, Veselka, Bragg & Allen, P. C. for the collection of court fines and fees and/or accounts receivables.

Please note: To protect our clients MVBA is labelling this section as "Confidential"

<u>CITY</u>	<u>DATE OF CONTRACT</u>	<u>TYPE OF COLLECTIONS</u>
Point Comfort	October 14, 2003	Collection of Fines & Fees
Port Lavaca	October 14, 2003	Collection of Fines & Fees
Palestine	November 24, 2003	Collection of Fines & Fees
Giddings	April 6, 2004	Collection of Fines & Fees
Brownfield	July 1, 2004	Collection of Fines & Fees
Navasota	July 27, 2004	Collection of Fines & Fees
Taylor	August 30, 2004	Collection of Fines & Fees
Bogata	September 13, 2004	Collection of Fines & Fees
Grand Saline	September 14, 2004	Collection of Fines & Fees
Baird	September 20, 2004	Collection of Fines & Fees
Elgin	November 2, 2004	Collection of Fines & Fees
Whitney	November 11, 2004	Collection of Fines & Fees
Hickory Creek	November 16, 2004	Collection of Fines & Fees
Lexington	November 16, 2004	Collection of Fines & Fees
Tye	November 16, 2004	Collection of Fines & Fees
Merkel	November 22, 2004	Collection of Fines & Fees
Hillsboro	January 19, 2005	Collection of Fines & Fees
San Angelo	May 6, 2005	Collection of Fines & Fees
North Lake	August 11, 2005	Collection of Fines & Fees
Belton	October 5, 2005	Collection of Fines & Fees
Marion	October 17, 2005	Collection of Fines & Fees
Temple	October 20, 2005	Collection of Fines & Fees
El Campo	November 8, 2005	Collection of Fines & Fees
Luling	November 10, 2005	Collection of Fines & Fees
Gonzales	November 11, 2005	Collection of Fines & Fees
Hutto	December 20, 2005	Collection of Fines & Fees
Lake Dallas	February 21, 2006	Collection of Fines & Fees
Lockhart	February 21, 2006	Collection of Fines & Fees
Nacogdoches	May 2, 2006	Collection of Fines & Fees

City of Manor, Texas
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Eagle Lake	July 11, 2006	Collection of Fines & Fees
Alpine	August 2, 2006	Collection of Fines & Fees
Yorktown	September 21, 2006	Collection of Fines & Fees
Victoria	November 22, 2006	Collection of Fines & Fees
Alto	December 29, 2006	Collection of Fines & Fees
Comanche	February 12, 2007	Collection of Fines & Fees
College Station	April 23, 2007	Collection of Fines & Fees
Wallis	July 18, 2007	Collection of Fines & Fees
Conroe	July 23, 2007	Collection of Fines & Fees
Kermit	September 13, 2007	Collection of Fines & Fees
Bryan	October 2, 2007	Collection of Fines & Fees
Moulton	October 15, 2007	Collection of Fines & Fees
Abilene	November 1, 2007	Collection of Fines & Fees
Weimar	December 13, 2007	Collection of Fines & Fees
Tahoka	February 18, 2008	Collection of Fines & Fees
Lewisville	March 17, 2008	Collection of Fines & Fees
Devine	March 18, 2008	Collection of Fines & Fees
Clyde	July 8, 2008	Collection of Fines & Fees
Justin	December 8, 2008	Collection of Fines & Fees
Argyle	February 10, 2009	Collection of Fines & Fees
Highland Park	February 17, 2009	Collection of Fines & Fees
Wink	February 25, 2009	Collection of Fines & Fees
Teague	March 9, 2009	Collection of Fines & Fees
Hallsville	March 17, 2009	Collection of Fines & Fees
Kempner	March 24, 2009	Collection of Fines & Fees
Morgan's Point Resort	April 1, 2009	Collection of Fines & Fees
Florence	April 7, 2009	Collection of Fines & Fees
Huntsville	April 7, 2009	Collection of Fines & Fees
Manor	April 16, 2009	Collection of Fines & Fees
Shiner	May 4, 2009	Collection of Fines & Fees
Wortham	May 12, 2009	Collection of Fines & Fees
Leander	May 21, 2009	Collection of Fines & Fees
Hallettsville	June 1, 2009	Collection of Fines & Fees
Daingerfield	June 8, 2009	Collection of Fines & Fees
Sour Lake	June 22, 2009	Collection of Fines & Fees
Corinth	June 29, 2009	Collection of Fines & Fees
Lake Worth	July 20, 2009	Collection of Fines & Fees

City of Manor, Texas

RFP # 2020-08 Court Collection Services

Dublin	August 10, 2009	Collection of Fines & Fees
Forest Hill	September 11, 2009	Collection of Fines & Fees
Kennedale	October 1, 2009	Collection of Fines & Fees
De Leon	November 24, 2009	Collection of Fines & Fees
Ferris	December 17, 2009	Collection of Fines & Fees
Willis	January 19, 2010	Collection of Fines & Fees
Manvel	January 25, 2010	Collection of Fines & Fees
Jewett	February 8, 2010	Collection of Fines & Fees
Texarkana	February 22, 2010	Collection of Fines & Fees
Double Oak	April 5, 2010	Collection of Fines & Fees
Little Elm	June 18, 2010	Collection of Fines & Fees
Miles	July 6, 2010	Collection of Fines & Fees
Garrett	August 18, 2010	Collection of Fines & Fees
Onalaska	September 14, 2010	Collection of Fines & Fees
Livingston	November 9, 2010	Collection of Fines & Fees
Lacy Lakeview	February 15, 2011	Collection of Fines & Fees
Duncanville	February 15, 2011	Collection of Fines & Fees
Waco	May 11, 2011	Collection of Fines & Fees
Shady Shores	June 23, 2011	Collection of Fines & Fees
Three Rivers	July 18, 2011	Collection of Fines & Fees
Krum	July 21, 2011	Collection of Fines & Fees
Nash	August 8, 2011	Collection of Fines & Fees
Horseshoe Bay	August 22, 2011	Collection of Fines & Fees
Copper Canyon	August 22, 2011	Collection of Fines & Fees
Garden Ridge	September 8, 2011	Collection of Fines & Fees
Pilot Point	September 12, 2011	Collection of Fines & Fees
Thorndale	September 14, 2011	Collection of Fines & Fees
Corsicana	September 20, 2011	Collection of Fines & Fees
Cedar Park	November 17, 2011	Collection of Fines & Fees
Georgetown	December 19, 2011	Collection of Fines & Fees
Albany	December 21, 2011	Collection of Fines & Fees
Wake Village	January 9, 2012	Collection of Fines & Fees
New Boston	February 21, 2012	Collection of Fines & Fees
Decatur	March 26, 2012	Collection of Fines & Fees
Santa Anna	July 9, 2012	Collection of Fines & Fees
Madisonville	July 9, 2012	Collection of Fines & Fees
Liberty	July 10, 2012	Collection of Fines & Fees
Winfield	July 19, 2012	Collection of Fines & Fees
Hollywood Park	July 24, 2012	Collection of Fines & Fees
Cottonwood Shores	July 25, 2012	Collection of Fines & Fees
Rusk	September 7, 2012	Collection of Fines & Fees
Smithville	September 12, 2012	Collection of Fines & Fees
Hooks	September 27, 2012	Collection of Fines & Fees

City of Manor, Texas

RFP # 2020-08 Court Collection Services

Rockdale	October 18, 2012	Collection of Fines & Fees
Buda	October 30, 2012	Collection of Fines & Fees
Woodville	November 26, 2012	Collection of Fines & Fees
Aubrey	January 15, 2013	Collection of Fines & Fees
Cleburne	January 29, 2013	Collection of Fines & Fees
Bartlett	January 31, 2013	Collection of Fines & Fees
Honey Grove	February 4, 2013	Collection of Fines & Fees
Round Rock	March 28, 2013	Collection of Fines & Fees
Bangs	April 8, 2013	Collection of Fines & Fees
Lone Star	April 18, 2013	Collection of Fines & Fees
Mineral Wells	June 4, 2013	Collection of Fines & Fees
Bulverde	August 13, 2013	Collection of Fines & Fees
Cedar Hill	August 27, 2013	Collection of Fines & Fees
Idalou	September 27, 2013	Collection of Fines & Fees
Bastrop	October 3, 2013	Collection of Fines & Fees
Flatonia	October 15, 2013	Collection of Fines & Fees
Cameron	December 16, 2013	Collection of Fines & Fees
Buckholts	January 14, 2014	Collection of Fines & Fees
Brady	April 15, 2014	Collection of Fines & Fees
Orange	June 10, 2014	Collection of Fines & Fees
Granger	August 1, 2014	Collection of Fines & Fees
Venus	August 14, 2014	Collection of Fines & Fees
Allen	August 27, 2014	Collection of Fines & Fees
Jourdanton	September 15, 2014	Collection of Fines & Fees
Aurora	October 1, 2014	Collection of Fines & Fees
Milano	October 6, 2014	Collection of Fines & Fees
Valley Mills	October 15, 2014	Collection of Fines & Fees
Sansom Park	October 16, 2014	Collection of Fines & Fees
Seabrook	December 8, 2014	Collection of Fines & Fees
Bruceville-Eddy	December 11, 2014	Collection of Fines & Fees
Seven Points	January 26, 2015	Collection of Fines & Fees
Godley	February 4, 2015	Collection of Fines & Fees
Early	March 10, 2015	Collection of Fines & Fees
Holland	April 17, 2015	Collection of Fines & Fees
Jarrell	April 28, 2015	Collection of Fines & Fees
Sanger	May 1, 2015	Collection of Fines & Fees
Beaumont	July 21, 2015	Collection of Fines & Fees
Lorena	July 28, 2015	Collection of Fines & Fees
Commerce	July 29, 2015	Collection of Fines & Fees
Port Arthur	August 4, 2015	Collection of Fines & Fees
Hamilton	September 24, 2015	Collection of Fines & Fees
Edna	October 15, 2015	Collection of Fines & Fees
Denison	October 22, 2015	Collection of Fines & Fees
Jacksboro	October 26, 2015	Collection of Fines & Fees

City of Manor, Texas

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Van Alstyne	November 2, 2015	Collection of Fines & Fees
Whitesboro	November 17, 2015	Collection of Fines & Fees
Harker Heights	December 8, 2015	Collection of Fines & Fees
Hubbard	December 14, 2015	Collection of Fines & Fees
Jacksonville	February 5, 2016	Collection of Fines & Fees
Marshall	March 10, 2016	Collection of Fines & Fees
Athens	March 18, 2016	Collection of Fines & Fees
Bronte	April 14, 2016	Collection of Fines & Fees
McKinney	July 8, 2016	Collection of Fines & Fees
Cuney	October 11, 2016	Collection of Fines & Fees
**Coppell	January 24, 2017	Collection of Fines & Fees
Pottsboro	February 6, 2017	Collection of Fines & Fees
Todd Mission	May 10, 2017	Collection of Fines & Fees
Sherman	July 31, 2017	Collection of Fines & Fees
Sonora	August 14, 2017	Collection of Fines & Fees
Poteet	August 31, 2017	Collection of Fines & Fees
Melissa	December 19, 2017	Collection of Fines & Fees
Marlin	March 26, 2018	Collection of Fines & Fees
Tioga	June 25, 2018	Collection of Fines & Fees
Odessa	July 30, 2018	Collection of Fines & Fees
Lampasas	September 10, 2018	Collection of Fines & Fees
Lorenzo	October 8, 2018	Collection of Fines & Fees
Streetman	October 15, 2018	Collection of Fines & Fees
Ralls	October 17, 2018	Collection of Fines & Fees
Snyder	December 12, 2018	Collection of Fines & Fees
Ballinger	January 9, 2019	Collection of Fines & Fees
Little River-Academy	January 14, 2019	Collection of Fines & Fees
Watauga	January 14, 2019	Collection of Fines & Fees
Gunter	January 29, 2019	Collection of Fines & Fees
Trenton	February 1, 2019	Collection of Fines & Fees
Sweetwater	February 12, 2019	Collection of Fines & Fees
Lamesa	February 27, 2019	Collection of Fines & Fees
Cisco	February 27, 2019	Collection of Fines & Fees
Oak Ridge (City)	April 8, 2019	Collection of Fines & Fees
Thrall	April 22, 2019	Collection of Fines & Fees
Windcrest	May 20, 2019	Collection of Fines & Fees
Ivanhoe	May 24, 2019	Collection of Fines & Fees
Oak Ridge (Town)	June 18, 2019	Collection of Fines & Fees
Fairfield	June 27, 2019	Collection of Fines & Fees
Newark	June 27, 2019	Collection of Fines & Fees
Morgan	July 8, 2019	Collection of Fines & Fees
Collinsville	July 8, 2019	Collection of Fines & Fees
Oak Point	July 15, 2019	Collection of Fines & Fees
Eastland	October 4, 2019	Collection of Fines & Fees

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New Fairview	October 7, 2019	Collection of Fines & Fees
Blue Mound	November 19, 2019	Collection of Fines & Fees
Lago Vista	December 2, 2019	Collection of Fines & Fees
Sundown	December 10, 2019	Collection of Fines & Fees
Ranger	December 23, 2019	Collection of Fines & Fees
Valley View	January 31, 2020	Collection of Fines & Fees
Buffalo	February 11, 2020	Collection of Fines & Fees

<u>COUNTY</u>	<u>DATE OF CONTRACT</u>	<u>COLLECTION DELINQUENT FINES AND FEES</u>
Crockett	October 8, 2001	County and Justice Court
Hill	October 8, 2001	County and Four Justice Courts
Sutton	October 9, 2001	County and Justice Court
Menard	October 16, 2001	County and Justice Court
Comal	May 23, 2002	Four Justice Courts
Guadalupe	July 17, 2003	District and Four Justice Courts
Coryell	August 11, 2003	County and Four Justice Courts
Fayette	August 11, 2003	One Justice Court
Callahan	August 25, 2003	County and Three Justice Courts
Lee	September 8, 2003	County and Three Justice Courts
Calhoun	September 24, 2003	County and Five Justice Courts
Grimes	October 17, 2003	Three Justice Courts
Bowie	November 24, 2003	Five Justice Courts
Gonzales	December 8, 2003	Three Justice Courts
Anderson	June 14, 2004	County Courts
Hardin	June 14, 2004	District, County and Four Justice Courts
Bandera	June 24, 2004	County and Four Justice Courts
Mason	August 25, 2004	County and Justice Court
Terry	October 8, 2004	Two Justice Courts
Jasper	December 13, 2004	District, County and Six Justice Courts
Polk	February 1, 2005	District, County and Four Justice Courts
Medina	March 4, 2005	County and Four Justice Courts
Kinney	May 27, 2005	Justice Court
Williamson	May 31, 2005	Three Justice Courts
Cherokee	June 27, 2005	Four Justice Courts
Taylor	March 23, 2006	County Court

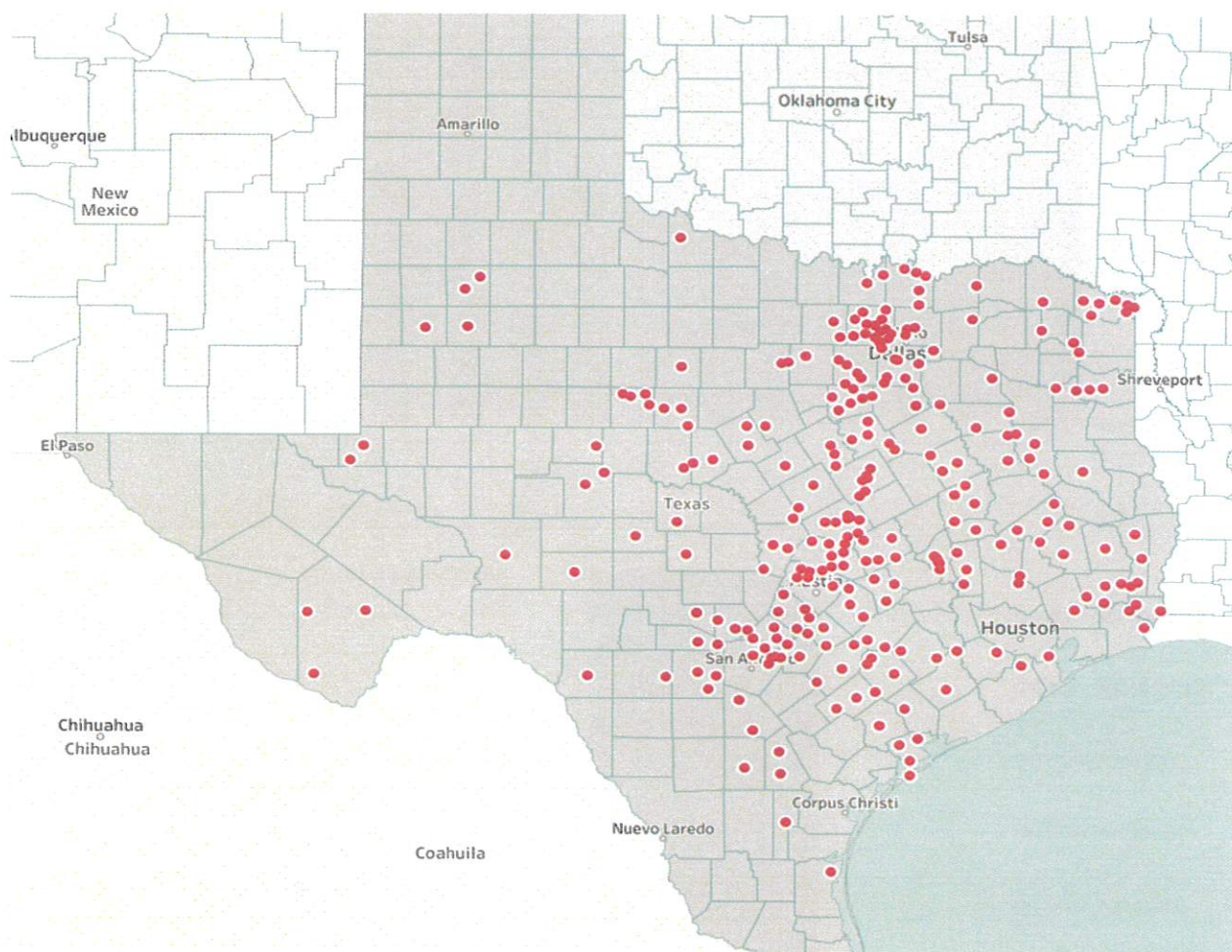
City of Manor, Texas
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Kendall	April 26, 2006	Four Justice Courts
Brazos	August 29, 2006	District, County, and Five Justice Courts
Hays	December 5, 2006	Six Justice Courts
Freestone	August 6, 2007	Four Justice Courts
Lavaca	August 27, 2007	District, County and Three Justice Courts
Leon	October 24, 2007	County and Three Justice Courts
Denton	January 22, 2008	District, County, and Six Justice Courts
Trinity	May 12, 2008	District, County, and Four Justice Courts
Milam	November 20, 2009	District, County, and Four Justice Courts
Dewitt	November 26, 2012	District, County and Two Justice Courts
Burnet	January 28, 2016	Four Justice Courts

b. TEXAS COURT COLLECTION EXPERIENCE

TEXAS COURT REPRESENTATION – AT A GLANCE

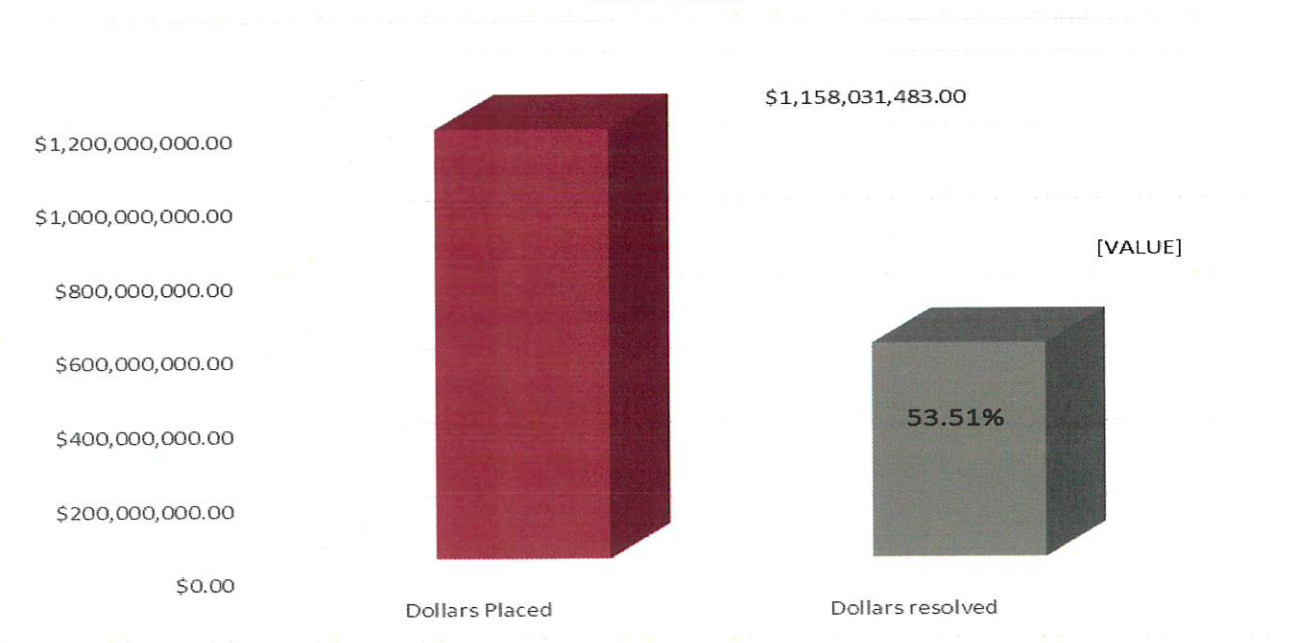
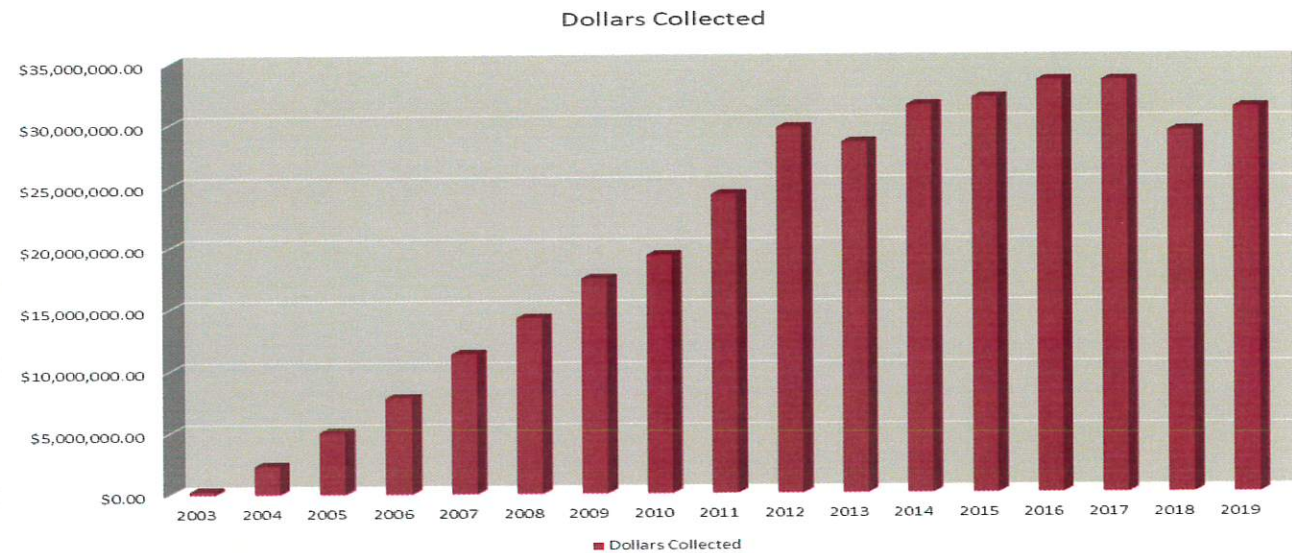
Since 2001, our expertise in assisting Texas courts in the resolution of outstanding fines, fees and costs is unmatched in the industry. This is evident with our representation of over 411 courts in Texas, including 197 municipal courts and 214 county and justice courts. The map below depicts our representation of these courts across the State of Texas.



City of Manor, Texas
RFP # 2020-08 Court Collection Services

PERFORMANCE

The graphs below illustrate our collection performance over the years as we have expanded our portfolio of clients. Since launching our Fines & Fees Division, MVBA has resolved over 600 million dollars for our Texas clients.



City of Manor, Texas
RFP # 2020-08 Court Collection Services

REFERENCES

CLIENT: City of Bryan Municipal Court
LOCATION: PO Box 1000, Bryan TX 77805
CONTACT PERSON AND TITLE: Chad Eixmann/Court Administrator
TELEPHONE NUMBER: 979-209-5400 fax 979-731-1760
EMAIL: ceixmann@bryantx.gov
SCOPE OF SERVICES: Collection of delinquent court fines & fees, GIS mapping, warrant round-up services
CONTRACT PERIOD: 7/1/2007 to present

CLIENT: City of Port Arthur Municipal Court
LOCATION: 645 4TH St, Port Arthur TX 77640
CONTACT PERSON AND TITLE: Andetria (Dee) Christiansen/Court Administrator
TELEPHONE NUMBER: 409-983-8686 ext 8552 fax 409-983-8759
EMAIL: Andetria.jones@portarthurtx.gov
SCOPE OF SERVICES: Collection of delinquent court fines & fees, warrant round-up services. CONTRACT PERIOD: 8/2015 to present

CLIENT: City of Abilene Municipal Court
LOCATION: 4574 South 1st Street Abilene, TX 79601
CONTACT PERSON AND TITLE: Christina Lozano/ Court Administrator
TELEPHONE NUMBER: 325-676-6302 fax 325-676-6286
EMAIL: Christina.lozano@abilenetx.com
SCOPE OF SERVICES: Collection of delinquent court fines & fees, pre-warrant courtesy calls, show cause courtesy notices, Judge hearing notifications, warrant round-up services
CONTRACT PERIOD: 11/1/07 to present

CLIENT: City of Temple Municipal Court
LOCATION: 303 W. Ave. B, Temple Texas 76501
CONTACT PERSON AND TITLE: Dana Karl /Court Administrator
TELEPHONE NUMBER: 254-298-5687 fax 254-298-5365
EMAIL: dkarl@ci.temple.tx.us
SCOPE OF SERVICES: Collection of delinquent court fines & fees, Scofflaw processing, annual and local warrant round-up services, delinquent utility and miscellaneous accounts
CONTRACT PERIOD: 10/20/05 to present

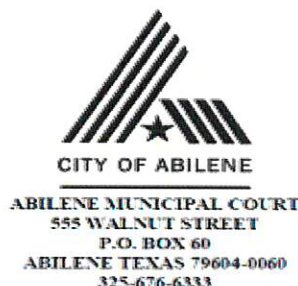
CLIENT: City of Round Rock Municipal Court
LOCATION: 301 W Bagdad, Round Rock TX 78665
CONTACT PERSON AND TITLE: Christine Valdovino/Court Administrator
TELEPHONE NUMBER: 512-218-5480 Opt 1 then Opt 0 fax 512-218-7079
EMAIL: cvaldovino@roundrocktexas.gov.
SCOPE OF SERVICES: Collection of delinquent court fines & fees, warrant round-up services, delinquent library accounts. CONTRACT PERIOD: 3/1/13 to present

City of Manor, Texas
RFP # 2020-08 Court Collection Services

LETTERS OF RECOMMENDATION

Please see the following pages 19 through 24 for municipal court client letters of recommendation.

City of Manor, Texas
RFP # 2020-08 Court Collection Services



March 21, 2016

RE: McCreary, Veselka, Bragg & Allen, P.C. (MVBA)

To Whom it May Concern:

MVBA has been the collection agency for the City of Abilene Municipal Court since December 2007. Our experience with this agency has been positive from the outset. During the initial set-up and export of delinquent cases, there were multiple MVBA staff members on-site training us and walking us through the export process. Additionally, after we could perform the export process independently, our MVBA client representative would contact and visit our court regularly to ensure that we had not encountered any issues and that everything was functioning satisfactorily from our perspective. Over the course of our relationship with MVBA, we have continued to receive excellent customer service, and they still regularly reach out to our court to ensure that everything is working to our satisfaction and to see if they can be of any additional assistance to our organization.

On the few occasions when there have been times we have had to reach out to MVBA because we encountered a problem or an issue, we have gotten a response in a quick and very timely manner. Generally, their response to our question or concern has been almost immediate, but even when there has been a slight delay, we have never had to wait longer than the same day to receive an acknowledgment of our correspondence. Our concern or issue has been resolved with the same efficiency as well.

MVBA also reaches out to us periodically to determine if they can be of additional assistance beyond their usual collection services. For instance, there are certain court processes that may be completed using automation, and MVBA has helped our court transition one of our time consuming manual processes to one that can be completed primarily using technology. This change has created a significant time savings in our court, and MVBA helped our organization make this change possible.

Again, the relationship between the Abilene Municipal Court and MVBA has been a positive and beneficial one. I would, and do, highly recommend their services to any court wanting additional assistance in their collection efforts.

Thank you.

Melissa A. Strickland
Melissa A. Strickland
Court Administrator
Abilene Municipal Court

City of Manor, Texas
RFP # 2020-08 Court Collection Services

*San Angelo,
Texas*

Municipal Court



*110 S. Emerick
San Angelo, TX 76903*

Phone 325-657-4371

Fax 325-657-4566

March 21, 2016

Re: McCreary, Veselka, Bragg, and Allen, PC (MVBA)

To Whom it May Concern,

We contracted with MVBA in June of 2005. Our overall experience with them from the beginning has been wonderful.

We use Incode (Tyler Technologies) for the court's software, and MVBA interfaces with Incode. The reporting is easily completed with the click of a few buttons and does not require much time.

The staff is very easy to work with and always helpful. We have never had trouble communicating with them via e-mail or phone. They have representatives for each region who visit our site periodically to see if they can assist us in any way. If we ever do have a problem, (which is rare) they are quick to respond and solve the issue.

The San Angelo Municipal Court has no complaints against MVBA and does not regret the decision to use them as our collections vendor. If you have any other questions or concerns feel free to contact me.

Best Regards,

Allen Gilbert
Municipal Court Judge

City of Manor, Texas
RFP # 2020-08 Court Collection Services



March 21, 2016

To Whom It May Concern,

The City of Round Rock is a suburb of Austin with a population listed as 99,887 in the 2010 census. In 2013, Round Rock terminated its contract with a prior vendor and entered into an agreement with the firm McCreary, Veselka, Bragg and Allen (MVBA) to collect the court's delinquent court costs, fines and fees.

I am pleased to say that from the beginning, we have been impressed with MVBA's services. We submit new cases on a monthly basis and upload weekly clearance reports to MVBA's website. The process is simple and easy to follow. The court has the ability to view case information on their client website.

Their collection efforts have proven effective as our collections increased, disposed cases increased, as well as the number of payments on aged cases. The aged cases would not have been paid without MVBA's research.

A valuable service MVBA provides is assisting their clients with the annual Great Texas Warrant Roundup. They have saved the court time and money by mailing out the notices on the courts behalf.

Their staff is easy to work with, helpful and willing to explain or research any concerns that I may come across. I am extremely satisfied with the service that we have received from MVBA and look forward to working with them in the future.

A handwritten signature in blue ink that reads "C. Valdovino".

Christine Valdovino, CMCC
Court Clerk Administrator
City of Round Rock, Williamson County, Texas



City of Round Rock Municipal Court
301 W. Bagdad Ave., Suite 120, Round Rock, Texas 78664 | (512) 218-5480 | FAX: (512) 218-7079 | www.roundrocktexas.gov

City of Manor, Texas
RFP # 2020-08 Court Collection Services



Town of Little Elm

Finance Department
100 W. Eldorado Parkway
Little Elm, TX 75068
214-975-0415

February 12, 2016

Letter of Recommendation

From: Karla Stovall, CFO, CPM
Town of Little Elm, Texas

To Whom It May Concern,

The Town of Little Elm utilizes the services of Craig Morgan, Attorney at Law and his firm McCreary, Veselka, Bragg & Allen, PC (MVBA) to assist in our collection efforts as it relates Utility Billing areas collections, Municipal Court fines and fees, as well as ambulance collections. It has been my experience that the services provided have resulted in financial benefit to the Town of Little Elm. Mr. Morgan and his staff are responsive, professional, and attentive to the Town's needs and concerns.

I whole heartedly recommend the services provided by Mr. Morgan and his firm, for municipal collections issues. Should you have any questions relating to this recommendation, please feel free to contact me at 214-975-0415.

Respectfully,

Karla Stovall

Karla Stovall, CFO, CPM

City of Manor, Texas
RFP # 2020-08 Court Collection Services



City of Leander, Texas



March 21, 2016

Leander Municipal Court has been with McCreary, Veselka, Bragg & Allen (MVBA) since May, 2009 and we renewed our contract with them last year. We have had a great relationship with them. Everyone there is great to work with.

They have wonderful, courteous, and efficient customer service and account representatives.

Their website is easy to use. I can look up cases to see any activity on a case and I can also update cases if the need arises. The Collection Adjustment Report and Collection Closed Cases Report that is generated through our court management software is simple and easy to use. This helps keep the info on cases correct and current when payments or adjustments are made. I run the reports and place them on their website, weekly. You can do it every day, if you want.

Reconciling each month with their Statement has always gone smoothly for us.

We have been really pleased with the collections they have been able to get, even on older cases.

They handle warrant roundup notifications for us, which really helps us since we are a smaller court and just barely have enough staff to handle what we already are doing.

Another feature which MVBA has started handling for us this past year, is the Scofflaw. There is no way we could do this function with the current number of staff we have. I really appreciate them taking that on. It has been extremely successful. We have had quite a few payments as a result of people not being able to register their vehicle.

I love working with MVBA. I love their character and integrity.

I would be happy to answer any questions you might have concerning using MVBA as your collections representative.

Respectfully,

Barbara Shannon
Court Administrator
Leander Municipal Court
barbara@leandertx.gov
(512) 528-2714

City of Manor, Texas
RFP # 2020-08 Court Collection Services



**Hickory Creek
Municipal Court**

Date: Wednesday, March 23, 2016

To: Whom it May Concern

Re: McCreary, Veselka, Bragg & Allen (MVBA)

The Town of Hickory Creek contracted with MVBA in 2005. This was after letting our contract lapse with another agency due to unresponsive customer service, incorrect invoicing and a of lack collections.

The court is always able to get hold of someone at MVBA, and any requests are taken care of in a timely manner. Also, we have unlimited access to the real time web site, so information is always available for every case.

The court sends a report to MVBA at the end of each month, which keeps all invoicing 100% correct.

MVBA sends quarterly statistical and collection reports, which are very helpful to the court and the City Manager. We are very happy with our collection rates. During the 2016 State Warrant Round up, from the compliance period through the end of round up, we received over \$22,000 from the collection agency.

The Hickory Creek Municipal Court would unequivocally recommend MVBA.

Sincerely,

Gayla Martin
Court Clerk Administrator
Town of Hickory Creek
1075 Ronald Reagan Avenue
Hickory Creek, TX 75065
940 497-2564



c. ELECTRONIC DATA TRANSFER

MVBA receives data from the court by placement on our secure file transfer protocol (SFTP) site. Court staff can utilize this SFTP site to transfer cases for collection securely and with confidence. Each client is assigned a unique identification number which allows for the tracking of account data and the generation of reports.

MVBA will provide data files that are required by the City via SFTP in the format that is needed by the Court. Project data is accepted in any format via SFTP. MVBA works with each client to design an import program that will enhance the efficient flow of data to both organizations. MVBA is responsible to assure compatibility of the City's data files and transmittal medium to MVBA's computer system. MVBA absorbs all costs, if necessary, for data conversion compatibility and any incidental costs related to the transfer of data.

Data is loaded into our system the day it is received. Once the data is loaded into the MVBA system, various integrity checks are performed to verify the data received, thereby detecting any error at the very beginning of the process. The Court is then provided an "inventory" of the information received to allow for verification by the Court.

Once the data is loaded and verified into our system, it is given, electronically and in batch, to one of our national skip-trace partners to validate and update address and telephone information. This information is received in an electronic format and brought back into the MVBA system in batch for nearly instantaneous update of the files. The cases are then prepared to be processed for letters and any case with a phone number is placed in the dialer queue so phone calls can begin once letters are mailed. The language indicator on the case is noted in order to forward the cases to a bilingual Collection Specialist.

This process repeats itself upon the receipt of all new cases. A similar process occurs when updated information concerning previously referred cases is received from the Court. This information is uploaded into the system so collection activity can be altered or stopped altogether.

TYLER TECHNOLOGY INTERFACING

MVBA has an excellent working relationship with Tyler Technologies and interfaces extremely well with each of their court software collection programs (Incode and Odyssey). We have been successfully interfacing with Incode since 2003. Over eighty percent (80%) of our municipal court clients utilize Incode as their court management software. All MVBA Client Service Coordinators and Internal Client Service Specialists are trained in and familiar with the export modules and the export processes within the software. MVBA works easily and seamlessly in their various platforms and already has programming in place to manage the City's case load when electronically uploading new cases and transferring data.

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MVBA currently has five clients that have migrated to Version 10 of Incode's court management software within a relatively short period of time. Programming for Version 10 on MVBA's side was straight forward with no interruptions. For our clients however, after the deployment of Version 10, due to the unavailability of certain applications that existed in previous versions to transfer files, issue warrants, and report payments, we found that our clients have experienced some inconveniences while working in Version 10. It is our understanding that Tyler Technologies is in the process of looking at some of the tools that existed in previous versions and is working to integrate those into Version 10.

d. KEY STAFF AND EXPERIENCE

STAFFING

MVBA has a staff of 175 employees including fifteen attorneys, with an average tenure of fifteen years, in twenty-one offices in the State of Texas. MVBA has offices in Round Rock, Abilene, Athens, Bastrop, Belton, Brady, Brownwood, Bryan, Burnet, Denton, Eastland, Georgetown, Kountze, Longview, Midland, New Boston, New Braunfels, Palestine, Port Lavaca, San Marcos, Seguin and Waco. The collection program along with the procedures outlined in this proposal is performed at the principal office located at 700 Jeffrey Way Suite 100 in Round Rock, Texas.

Attorneys - the Firm consists of fifteen Attorneys with collectively over two-hundred years experience in managing debt collection programs for local governments.

- Two attorneys have over twelve years of municipal law experience while serving as Assistant City Attorneys.
- One attorney with ten years experience in the practice of criminal law, eight years as an Assistant District Attorney.
- Two attorneys are also Certified Public Accountants.

Professional Staff - the Firm's professional staff is located at the Round Rock office and consists of:

- Attorneys
- Director of Collections
- Field & Communications Manager
- Client Services Coordinators (on-site representatives throughout the State)
- Internal Customer Service Supervisor and Representatives
- Information Technology Administrators, Programmers and Engineers
- Data Managers
- Accounting Manager & Staff
- Administrative Assistants
- Certified Collection Specialists

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FINES AND FEES TEAM

MVBA has forty-eight employees that are directly committed to the collection of delinquent fines, fees, and accounts receivable. Of this number, thirty-eight employees are directly involved in the daily collection of the delinquent cases for the City of Manor Project. This staff is composed of a diverse and qualified group of men and women that includes bi-lingual speaking representatives; enabling our firm to effectively communicate and collect funds from a diverse population.

Client Service Coordinators

Personal service has been the hallmark of MVBA since 1961. Our Client Services Coordinators (CSCs) are on-site with our clients and assist in the technical implementation and education of our program. They are extremely knowledgeable in court operations and trained in the collection export procedures of client software programs. They are continually on-site with clients to implement and monitor the collection program. MVBA has a Field Services Manager that supports ten CSCs who serve our fines & fees clients in the State of Texas.

We have expanded our field staff in direct proportion to our growth, this ensures that our clients receive the quality of service they deserve and all CSCs have a manageable workload that never impedes on their ability to service our clients quickly and effectively. One of our CSCs is a former court administrator and is a Level II Certified Courts Clerks. One CSC is a former Chief Justice Clerk with fifteen years court experience. This group of qualified professionals provides day-to-day on-site support to you and your staff.

PROJECT MANAGEMENT TEAM

The City is assigned a qualified Project Management Team that has implemented and manages the entire City of Manor Project. The Manor Project Management Team consists of:

Harvey Allen /Attorney at Law serves as the *Project Attorney* for the City of Manor project. Mr. Allen is a member of the Executive Board at MVBA and has been with the Firm since 1987. Mr. Allen oversees all aspects of the debt collection program. He is available to consult with staff, City Administration, Judges and City officials.

Steven Whigham/Director of Collections & Compliance Mr. Whigham has thirty-two years experience with the Firm with seventeen years experience in court collections. Mr. Whigham oversees all aspects of administration and operations of the Fines and Fees Division. He is responsible for all business matters between the City and MVBA and is available to consult with staff, City Administration, Judges and City officials.

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Julie Morgan/Field & Communications Manager has thirty years experience in receivables management and consulting services including twenty years experience in court and city account receivables management. Ms. Morgan has been with the Firm since 2004. She leads a team of ten Client Service Coordinators that provide one-on-one onsite support to our clients. Ms. Morgan is available to consult with staff, City Administration, Judges and City officials.

Lindy Priddy, Client Service Coordinator, serves as the dedicated *on-site service coordinator* for the City of Manor project. Ms. Priddy has been with the Firm since 2013.

Alicia Worth/Client Service Supervisor has been with the Firm since 2009. She supervises a team of five internal Client Service Representatives and is the dedicated internal service representative for the City of Manor Project. Ms. Worth assists with day-today issues or questions.

Kathy Coats/IT Programming Manager joined MVBA in 2003. Ms. Coats have over 27 years experience in systems analysis and programming. She is the Fines and Fees Division's database manager and is assigned to the City of Manor Project to oversee all data compatibility issues.

e. WARRANT ROUND-UP/AMNESTY PROGRAMS

EXPERIENCE

MVBA has been assisting our clients with warrant round-up and amnesty programs since we launched our Fines and Fees Division. MVBA assists all our clients annually in the Great Texas State-wide Round-up as well as localized warrant round-ups or amnesty programs. Your MVBA Project Manager meets with the City personally to coordinate with the Court and identify specific opportunities for enhancing your warrant round-up.

We mail special letters and conduct telephone campaigns that have greatly increased collections for the courts. These specialized mailings and telephone campaigns are used to supplement the efforts of each court and generate a greater response. In addition to mailings and phone campaigns, MVBA assists in getting the word out through various media streams. We also support our clients with these same services when initiating local warrant round-ups or amnesty programs. MVBA can provide door hangers and/or other notifications as the City deems necessary, for the City's police department or warrant officers to use in the Statewide Round-up as well as localized round-ups. These services can help expand our clients' resources during these times of ever increasing budget restraints.

MVBA works closely with City Marshals and warrant officers in all their efforts to locate defendants. The relationship with the Firm and law enforcement is designed to provide supplemental resources during warrant round-ups, in the daily routine of locating defendants, or when specialized campaigns are initiated. Utilizing our many licensed skip-tracing resources, we can provide defendant information in virtually any format required and at the frequency desired. When additional tools are needed, MVBA can provide access to our subscription to TransUnion/TLOxp (at no cost to the City) to search for new or additional information on defendants.

Transparency is our goal, and to help deliver this Court staff has secure access to our *Client Web Access*. This portal to the MVBA system is "*real-time*" and staff can look up the most recent information on a defendant and view all contacts, correspondence, promises to pay, and collector notes. Numerous reports are available at your fingertips, including a report that provides new address information on defendants. These reports are easily downloaded in Excel or PDF layouts. The City may have an unlimited number of secure logins.

WARRANT ROUND-UP STATISTICS

In February 2019, MVBA mailed over 604,000 Warrant Round-up letters on behalf of our clients. The following table illustrates revenue recovered for 2015, 2016, 2017, 2018, and 2019 Warrant Round-up periods. (These figures do not represent cases closed due to community service, dismissals, time served or other non-revenue closures due to our efforts.) Although we sent more letters than prior years and conducted extensive phone campaigns, we had many less clients participating in 2018 and 2019. We attribute the lack of participation due to recent Texas Legislation and the impact it had on many judges and courts' reluctance in conducting warrant round-ups. In addition, this past summer and fall MVBA assisted several clients in localized Warrant Round-ups.

Date Paid Year	Date Paid Month	Collections
2015	February	\$3,948,992.93
	March	\$5,035,168.09
	April	\$3,332,862.87
2015 Total		\$12,317,023.88
2016	February	\$4,249,830.93
	March	\$5,573,284.78
	April	\$2,981,348.07
2016 Total		\$12,804,463.78
2017	February	\$4,060,922.62
	March	\$5,829,973.80
	April	\$2,842,330.56
2017 Total		\$12,733,226.98
2018	February	\$2,961,944.14
	March	\$3,862,052.87
	April	\$2,815,535.17
2018 Total		\$9,639,532.18
2019	February	\$3,250,998.58
	March	\$4,445,432.95
	April	\$3,238,619.73
2019 Total		\$10,935,051.26
Grand Total		\$58,429,298.08

COLLECTION PROCEDURES

B. COLLECTION PROCEDURES

a. COLLECTION PROGRAM SUMMARY

PROJECT MANAGEMENT PLAN

The MVBA team has gained wisdom from implementing solutions for hundreds of Texas clients similar to Manor. MVBA currently has a successful collection program in place for the City of Manor Municipal Court. After contract execution, the City was assigned a qualified and effective Project Management Team. MVBA implements our program within thirty days upon contract receipt, providing the City and Court is ready to begin implementation. MVBA receives files electronically and processes these account files within 24 hours of receipt.

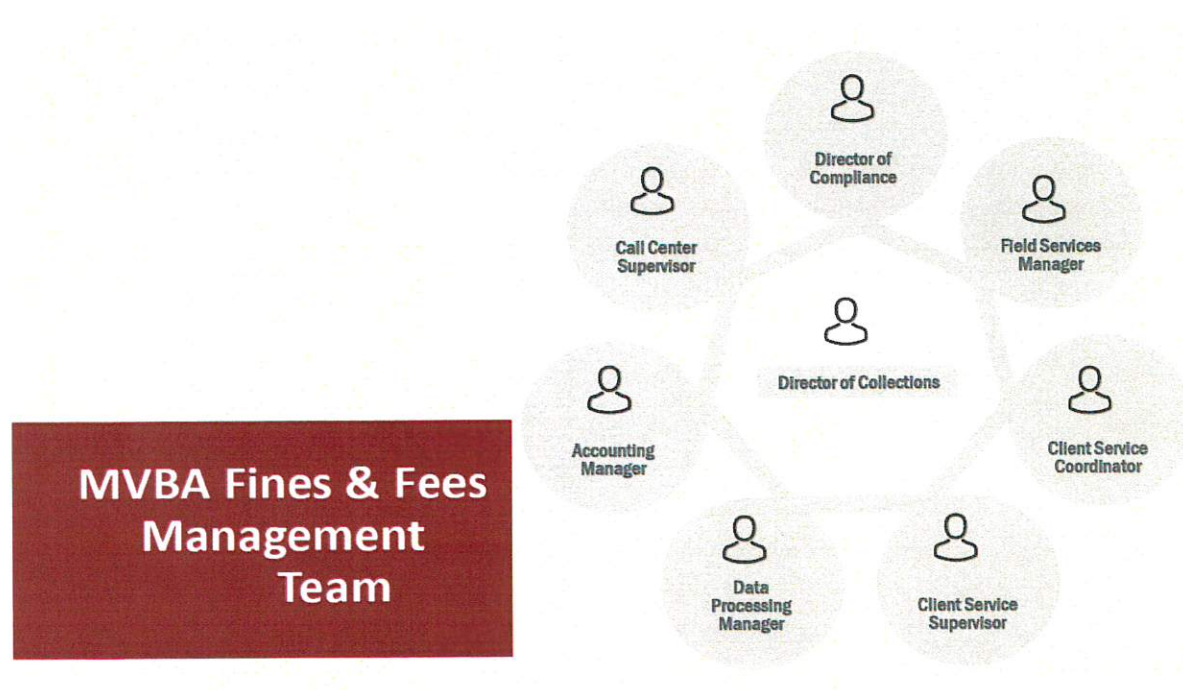
After a thorough pre-implementation meeting with MVBA staff and City staff, goals and timelines were established. Your MVBA Project Manager organizes internal processes within MVBA to accommodate the City's time-lines, guidelines and processes. Your MVBA Project Manager ensures your needs are considered every step of the way from project implementation, and throughout the execution of the contract. These steps include:

- Project planning and implementation meeting
- MVBA facilitation; internal set-up of client, secure FTP set-up
- Review of the City of Manor's work plan with MVBA staff
- Collaboration with City software vendor, testing
- Electronic File Transfer
- End-user training and tips on how to manage and transfer files
- Providing and reviewing with you a comprehensive procedures manual
- Ensuring your staff is comfortable and ready to begin the program
- Ongoing on-site consultation and reporting (monthly, quarterly or as frequently as needed).

PROJECT MANAGEMENT ORGANIZATION

The organization of the project is developed and managed through your MVBA Project Manager and MVBA's Fines & Fees Management Team. Upon receipt of contract MVBA utilizes a department-wide communication process that initiates the process of onboarding. A 30 day implementation plan is guaranteed.

Each department has specific duties and tasks involved in the set-up and maintenance of the project. Each department manager and their individual team understand their role and duties and the importance of expediting each task involved. Quality control and assurance checks and tools are in place to guarantee a smooth onboarding experience and ensure a quality, customized program is launched and maintained.



Director of Collections – Steve Whigham
Compliance Director – Tara LeDay
Field Services Manager – Julie Morgan
Client Service Coordinator – Lindy Priddy
Client Service Supervisor – Alicia Worth
Data Processing Manager - Russ Konieczny
Accounting Manager – James Mansfield
Call Center Supervisor – Cathleen Smith

PROJECT IMPLEMENTATION

We strive to make the set up process for our clients simple with hands-on support each and every step of the way. Our simple process allows your team to focus on what matters most while getting all of the support you could ask for from our expert personnel. While there is a lot of work in going on in the background, we've drilled our onboarding process down to three easy steps to make our clients' onboarding experience quick and easy.

1

KICK-OFF AND INTRODUCTION CALL

Our experienced Client Service Team reaches out shortly after contract signing to schedule an initial onboarding call. During this time we gather all relevant information. You will have the opportunity to ask questions, provide valuable information on your existing process, schedule your Implementation Meeting, and be assigned a Client Service Coordinator. You will also be offered the option to choose the most convenient method of completing your Implementation Meeting – virtually or on-site at your City.

2

IMPLEMENTATION MEETING

Once you've scheduled your Implementation Meeting you will receive a checklist of items to prepare for as well as login IDs and passwords for logging into our SFTP servers and Client Web Access. Your Implementation Meeting is all about customizing the perfect process for you, helping you understand the software use, reviewing user guides and support tools, and ensuring that your team is completely comfortable using the systems we provide to streamline communications and reporting. Then once ready, MVBA offers assistance in transferring files – either remotely or through your on-site Client Service Coordinator.

3

REPORTING, REVIEWS AND PERFORMANCE MANAGEMENT

After file transmission, you're live and ready to go! Your dedicated Project Management Team provides ongoing support and resources to assist in maximizing tools provided, generating reports, and assisting with day-to-day issues and questions. Along with quarterly reports provided your Project Manager and CSC will create a schedule at your discretion (monthly, quarterly or semi-annually) to review performance, exchange ideas and gain feedback.

COLLECTION PROGRAM HIGHLIGHTS

- **COMPREHENSIVE CASE ANALYSIS**

Once City of the cases are uploaded into the MVBA computer system, our staff reviews them critically. We identify defendants that require immediate attention and devise strategies for initiating appropriate collection procedures. We determine the distribution of dollars by year and the status of each case. In turn, you receive an inventory report which ensures the accuracy of the information loaded into our system.

- **ELECTRONIC ADDRESS/PHONE NUMBER UPDATING**

To ensure that MVBA has the latest address and phone number information for the City of Manor defendants, we process your names, addresses and phone numbers through various electronic research programs. The electronic data research programs used include TransUnion TLOxp, Experian, Insight Collect, LexisNexis (Accurant), Choice Point, NCOA, Accumail, and Acolloid. All new information is electronically updated to our computer system and made ready for the collection process.

- **SCHEDULED WRITTEN NOTIFICATION**

MVBA mails notices within 24 hours of receiving your delinquent case information. Subsequent mailings follow a work calendar that we develop with you, but at the minimum as those required and outlined in the City's RFP. Our notices have been proven to increase the number of cases you resolve and your revenues. All of MVBA's letters are in both English and Spanish, and comply with federal and state collection laws.

Letters are tailored to the case status of each defendant. They state the description, location and date of the event, the amount due, telephone contact number and online payment information. A tear-off portion and envelope for return payment is also included. All letters are subject to the approval of the City and MVBA is able to customize letters as well.

- **AUTOMATED TELEPHONE NOTIFICATION**

Beyond letters, MVBA uses an automated call system to maximize defendants contact rate and increase your revenues. Defendants are given a toll-free telephone number, connecting them with trained collection specialists. Collection specialists, 90% bi-lingual, also initiate telephone contact with defendants (only between 8 am and 7 pm, Monday through Friday). Whether answering or initiating calls, MVBA specialists provide the personal contact needed to reinforce the importance of satisfying their commitment to the court. If telephone numbers are missing or found to be incorrect, they are flagged and transferred to our skip tracing department.

- **EXPERT, PRODUCTIVE STAFF**

When your defendants contact MVBA by telephone or by written correspondence, they are answered by our qualified bilingual staff. If a question is beyond the level of our regular staff, attorneys are available to speak with defendants.

Internal review and productivity goals are part of our ongoing expectations for staff. MVBA's floor supervisor routinely audits all collection specialists to ensure compliance with MVBA's collection approach. Coaching or retraining may be undertaken when necessary. In addition, specialists have collection goals. This allows MVBA to evaluate the collection results and the effectiveness of each specialist.

- **ADDRESS CORRECTION FOR RETURNED MAIL**

If mail is undeliverable or returned because an individual has moved, the United States Postal Service electronically transfers information about these events into MVBA's computer system. If the post office provides a new forwarding address, the case is automatically updated and flagged for re-mailing. If not, the case is flagged as having received returned mail and is forwarded to our skip tracing department for more research.

- **INTERACTIVE SKIP TRACING**

Once electronic solutions fail, the City's cases move to MVBA's Skip Tracing Department. Personal intervention is sometimes vital to successfully locating and resolving cases with bad addresses or unavailable phone numbers. Our staff uses several licensed regional and national databases to manually skip trace your cases.

- **CASE RECALLING ON DEMAND**

City of Manor may recall cases for any reason. When cases are recalled or cancelled, MVBA is able to produce an electronic notification in report format to the court to confirm cancellation of accounts.

- **DEFENDANT PAYMENT OPTIONS – PAY COURT ONLY**

Experience shows that offering defendants various payment options increases your chances of collecting. MVBA notifies defendants by letter and phone call to pay the amount due directly to the Court by cashier's check, money order and credit card or electronic check if the Court can accept that method of payment. MVBA directs defendants to the court's payment website and/or can process the payment on the court's payment website while the defendant is on the phone. MVBA forwards the next business day all checks made payable to the Court and MVBA but mailed to our office.

- **DEFENDANT PAYMENT OPTIONS – MVBA ACCEPTS PAYMENTS**

MVBA understands that it will refer all defendants back to the court for payment as stipulated in the City's RFP. However if the City chooses to change this methodology, MVBA is capable of accepting payment on behalf of the court and does so for 98 percent of all our clients. The more options for payment that are offered, the greater the opportunity for cases to be collected. When MVBA accepts payment on the Court's behalf, defendants can pay by MoneyGram, cashier's check, money order, electronic bank draft, or credit card through our 24/7 payment website or by calling our toll-free number to speak with a specialist.



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When MVBA receives payment, we post it to the case and deposit the funds into our trust account. You receive notifications twice daily of payments received. MVBA will remit funds at the frequency the City requires either by check or ACH deposit but at the minimum, weekly. You receive a check with a detailed deposit report of payments.

- **DEFENDANT ONLINE INQUIRY**

Your defendants need to be able to review their case information and payment history. Empowering them with information and with convenient payment options are proven ways to successful collection. In the initial letter received, defendants receive a unique reference number for their case, and will be directed to Court's website when inquiring on their case online.

- **CLIENT WEB ACCESS**

With MVBA's *Client Web Access*, you can see exactly what has been accomplished on the City of The Colony's cases---at your convenience. Security is guaranteed with your secure login. Online, you can review collection activity reports, view call center activity, access individual defendant information, send and track messages, and much more. The City may have an unlimited number of secure user logons.

- **COMPLAINT/DISPUTE RESOLUTION**

Your defendants receive the same exceptional service, professionalism and ethical treatment that you do. Our goal is to have no complaints/disputes about our collection activity. But when complaints arise, MVBA strives to resolve them promptly, to the satisfaction of all parties.

Upon oral or written notification of a complaint/dispute, we immediately suspend all collection activity pending case review. We enter the information into our Professional Practice Management Tracking System, which automatically emails our management team for prompt review. All notes and collection phone calls are reviewed to determine the validity of the complaint/dispute.

All phone calls into the MVBA call center are recorded. MVBA has the ability to email the City a call recording in a .wav file or other format upon request.

The tracking system monitors and sends automatic reminders to ensure the matter is resolved within a prescribed timeframe. If it is not resolved within that time, the system automatically escalates the matter to executive management. This means the City of Manor can be confident that matters are resolved timely.

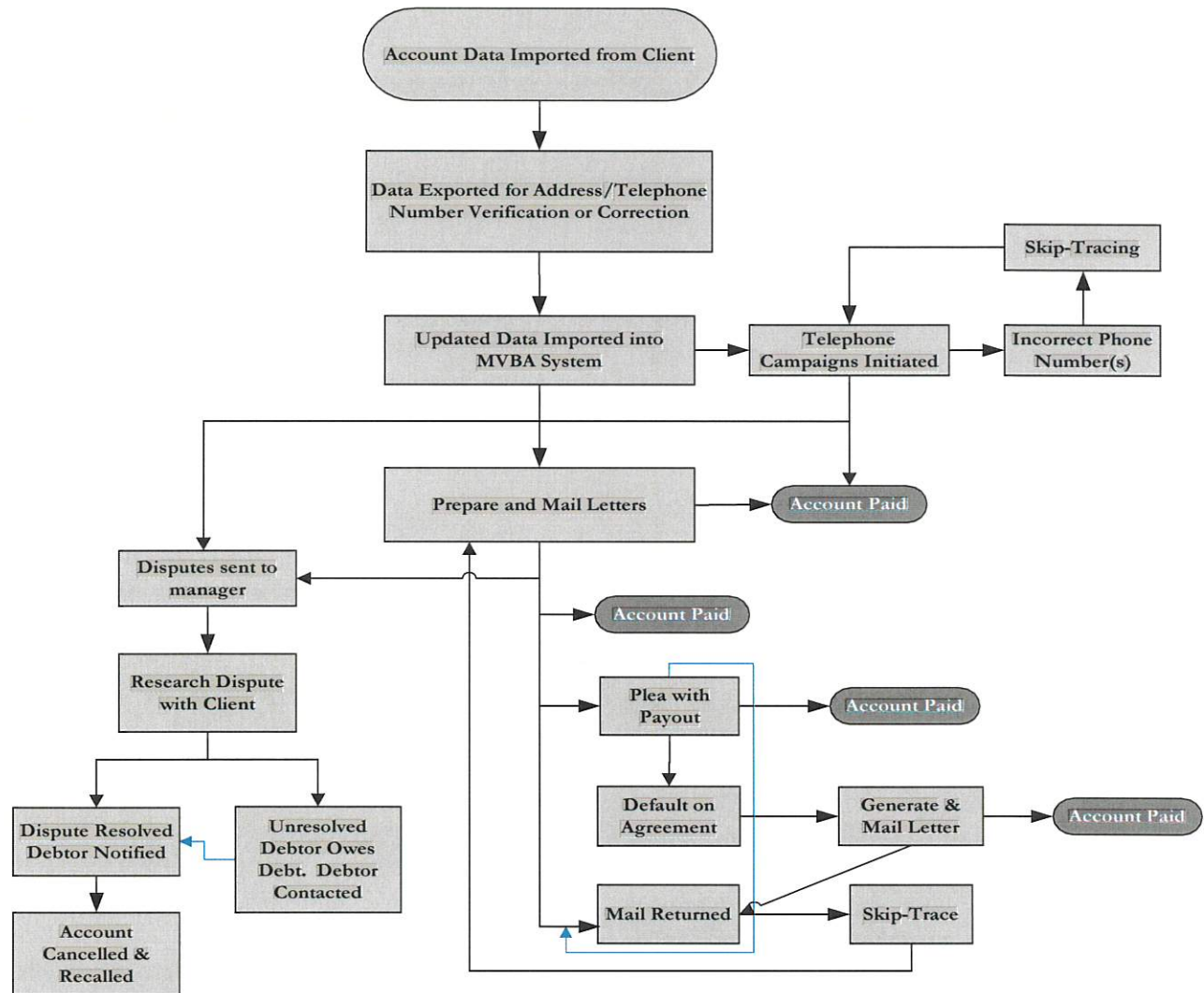
- **WARRANT ROUND-UP AND/OR AMNESTY PROGRAMS**

MVBA assists all clients who participate in warrant round-up and/or amnesty programs. We mail special letters and conduct specialized telephone campaigns that have greatly increased collections for the courts. These specialized campaigns are used to supplement the efforts of each court and generate a greater response. MVBA also mails postcards on cases not yet submitted for collections at no charge to the City. Upon request, MVBA assists with local media blasts including local publications and newspapers, billboards and other media sources and can provide door hangers and/or other notifications for your Warrant Officers or Police Department.

b. COLLECTION METHODOLOGY

COLLECTION PROGRAM FLOWCHART

The following flow chart illustrates MVBA's collection methodology in resolving outstanding cases.



DETAILED COLLECTION PROCEDURES

1. MVBA accepts account data in any format. We have specially designed programs which provide the efficient import of data electronically. MVBA loads the data the day it is received. We verify the data received with the data which was loaded into our system. This comparison reduces the opportunity for error at the very beginning of the process. A full inventory of accounts received is then returned to the client for approval. After the client approves the "Inventory Report," letters are generated and mailed within 24 hours of approval.
2. Once the delinquent accounts are received and the inventory is approved, letter processes begin. MVBA will electronically export the data to our letter vendor who then processes it through the NCOA and skip-tracing partners. This data is examined for new or more deliverable addresses; this process may provide vital information such as phone numbers, dates of birth, and much more which will be used to further facilitate the collection process. Our database is then updated electronically with any new changes made by our skip-trace partners.
3. We understand that each client may have special circumstances or conditions that require special handling of accounts by our Call Center Specialist. Therefore, each client is reviewed with the Specialists prior to receiving or initiating phone calls. Once this is completed, the accounts are placed in the queue and activated to begin making phone calls to these defendants. Phone contact takes place within 48 hours after the letters are mailed. Specialists also answer inquiry calls and process payments.
4. Outbound telephone call campaigns through our predictive dialer are initiated to provide a positive incentive to the defendant that payment must be made on the delinquent account. Some of the features of our predictive dialer include:
 - **Seamless Predictive Dialing** increases Specialists' productivity up to 400% over manual dialing by allowing Specialists to speak with live contacts virtually continuously. This technology means that the Collection Specialists will only be connected to live persons bypassing bad numbers, fax numbers, operator intercepts and busy signals.
 - **Call Recording, Monitoring, Coaching and Conferencing** lets our Specialists and management team know what is happening in real time and records and archives efficiently for future use, training and review. All calls are recorded, allowing MVBA management to instantaneously review calls.
 - **PC Based Telephony** puts our phone functions right on the computer screen allowing for greatest flexibility.
 - **Call Transfer** allows our Specialists to easily transfer calls and the screen pop to any other Specialists logged onto the system to any IVR script or campaign.
 - **Call and Agent Reporting** provides real-time reports by Specialists and/or campaign using industry standard Crystal Reports so adjustments and enhancements can be made.

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5. Our collection software provides our Specialists all the pertinent data on one screen for efficient reference.
 - **Multiple Simultaneous Campaigns** means we can run several outbound and/or inbound campaigns together to maximize the strengths of the Specialists and optimize the line usage.
 - **Administrator Features** provide the ability to set up collector logins and security rights, campaign management, change line allocation to maximize line usage, off-line reporting and more.
 - **Real-Time Collection Software Updates** allow for immediate cancellation of paid or recalled cases out of the dialer and prevents any unwarranted phone calls to a defendant that has paid the account.
 - **Immediate Screen Pop** provides defendant name, address, phone number, and collection account information when contact is made. In addition, the customized work plan for each court also pops up on any given individual's case. This allows the Specialists to promptly begin the collection process.
6. Once a contact has been made with a defendant, our Specialists verify the name, address, telephone number and relevant information regarding the account. Any changes that need to be made are done at this time. The Specialists then follow a talk off which asks the defendant to make immediate payment in full. The Specialist is trained to listen, be persuasive, courteous, and be empathetic for the defendant. Specialists are trained to assist defendants seek sources for payment. If the defendant claims they do not have the means to pay, or claim to be indigent, they are referred back to the court for other options to help dispose of their case. We have found this approach to be very effective in collecting delinquent cases.
7. Our Specialists understand payment agreements and promises to pay on an account. The collection software used by MVBA has the ability to input and track postdated payments, payment agreements, and promises to pay on a given date for defendants who cannot pay on the initial phone call. As the promised payment date approaches, our collection software monitors the event and prompts the collector to follow-up on the account to confirm that a payment will be made.
8. Accounts are placed in various sections for quick retrieval and follow up by the Specialist. For example: A defendant which states that a money order or cashier's check is being mailed is placed into a "Hot" section for quick follow up, where the "Night Call" section tracks defendants that are deemed to be more reachable in the evening hours (in accordance with all Federal and State laws).
9. MVBA's accounting department posts and accounts for all monies received by our office and produces reports twice daily which are delivered by fax or e-mail to the appropriate client. This department also produces checks payable to the client weekly with a report which details defendant's name, account number, date of payment, amount paid and an invoice for MVBA's fee. Should MVBA receive a payment for a Pay to Court only client, we forward the negotiable

instrument to the client immediately, or if the City prefers we are able to ACH funds from our Iolita account directly to the City's allocated depository the same day.

10. In the event a contact is not made, one of the following will occur depending on circumstances:
 - Answering machine: The Specialist will leave a message requesting a return phone call. The account is coded as leaving a message and a dated call back reminder is entered into the system.
 - No answer: The Specialists will code the account as no answer and a dated call back reminder is entered into the system.
 - Busy: The Call Center System will automatically call this number back within set intervals designed by our firm. The account is coded as being busy.
 - Disconnected Number: The phone number is coded as disconnected. If another number is available, the next number will be called. In the event no number exists, the account will be forwarded to our skip tracing department for further research.
 - Wrong Number: The phone number is coded as being a wrong number and the next number is tried. If no number is available, the account is sent to our skip tracing department for further research.
 11. Return mail is processed electronically and the account is updated. These accounts are coded as undeliverable in the system and then forwarded to our skip-tracing department for further research.
 12. Skip-tracing is an integral part of our collection process. We take the unreachable account and begin batch processing and manually researching the defendant in question. Once the defendant is found, the new data is automatically documented in the system. A new address will trigger the account to get a new letter and a new phone number will trigger the account to be placed back into the dialer campaign.
 13. Training of personnel is a key component of our collection program. Our Collection Specialists are required to maintain a working knowledge of the Fair Debt Collections Practice Act (FDCPA), State law compliance; effective telephone techniques and client account management. Our management team facilitates this training to provide the highest level of competency and consistency for our clients. All MVBA Collection Specialists and administrative staff are required to maintain certification through American Collectors Association International as a Certified Collection Specialist.
 14. Internal review and productivity goals are another facet of our program. The MVBA floor supervisor routinely audits Specialist's accounts and recorded calls to ensure proper procedures are being followed and that the defendant is being treated fairly. If the Specialist is not following MVBA's collection methodology, the Specialist is immediately re-trained and coached on becoming compliant with our collection approach. We also set collection goals for each Specialist. This allows the management team to evaluate collection results and the effectiveness of each Specialist. MVBA provides an incentive program directly related to Specialists collection performance.
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ADDRESS RESEARCH AND SKIP-TRACING

Address Research

- Cases may be delinquent because the address of the defendant is not current. A successful debt collection program requires an exhaustive address research effort. Many delinquent cases are collected when proper attention is given to finding the correct address of a defendant. Upon receipt of delinquent case files, MVBA identifies cases with multiple offenses and also links any other outstanding cases within our database.
- Upon receipt of a file of delinquent cases/accounts, MVBA processes the names of defendants through various electronic data research programs to obtain the latest address information.
- A case with an incorrect address is identified on our computer record so that it will receive special attention.
- Through the use of these sources of information, MVBA is very successful in locating the correct addresses of defendants and obtaining payment. Skip tracing is initiated on returned notices using licensed Internet Search Engines to obtain Social Security Numbers, Driver's License Numbers, phone numbers, and other pertinent information to locate defendants.

Skip-tracing

Skip tracing is one of the most important tools used to ensure successful recoveries. Cases are worked through an automated skip trace "waterfall" process. In the waterfall process, cases flow through a progressive series of pre-qualified steps to determine the best address and phone number to contact the defendant. In addition, MVBA has a staff of five Information Specialists dedicated solely to locating defendants where electronic tools have failed to yield a good address. All new information is immediately "attached" to the account via a "back screen." Our collectors have a "hot key" so that all skip trace updates are just a keystroke away. Information updates include: The actual address and owner for each phone number supplied to us by the City, telephone numbers and owners associated with each address, names, addresses, and phone numbers for nearbys; and names, addresses, and phone numbers for "surname" matches by region.

MVBA uses numerous licensed information sources. Some of those used include; TransUnion TLOxp, Lexus Nexus, IDI Core, Accumail, Choice Point, National Change of Address database, and Credit Bureau headers.

DEFENDANT NOTIFICATION

Written Notification

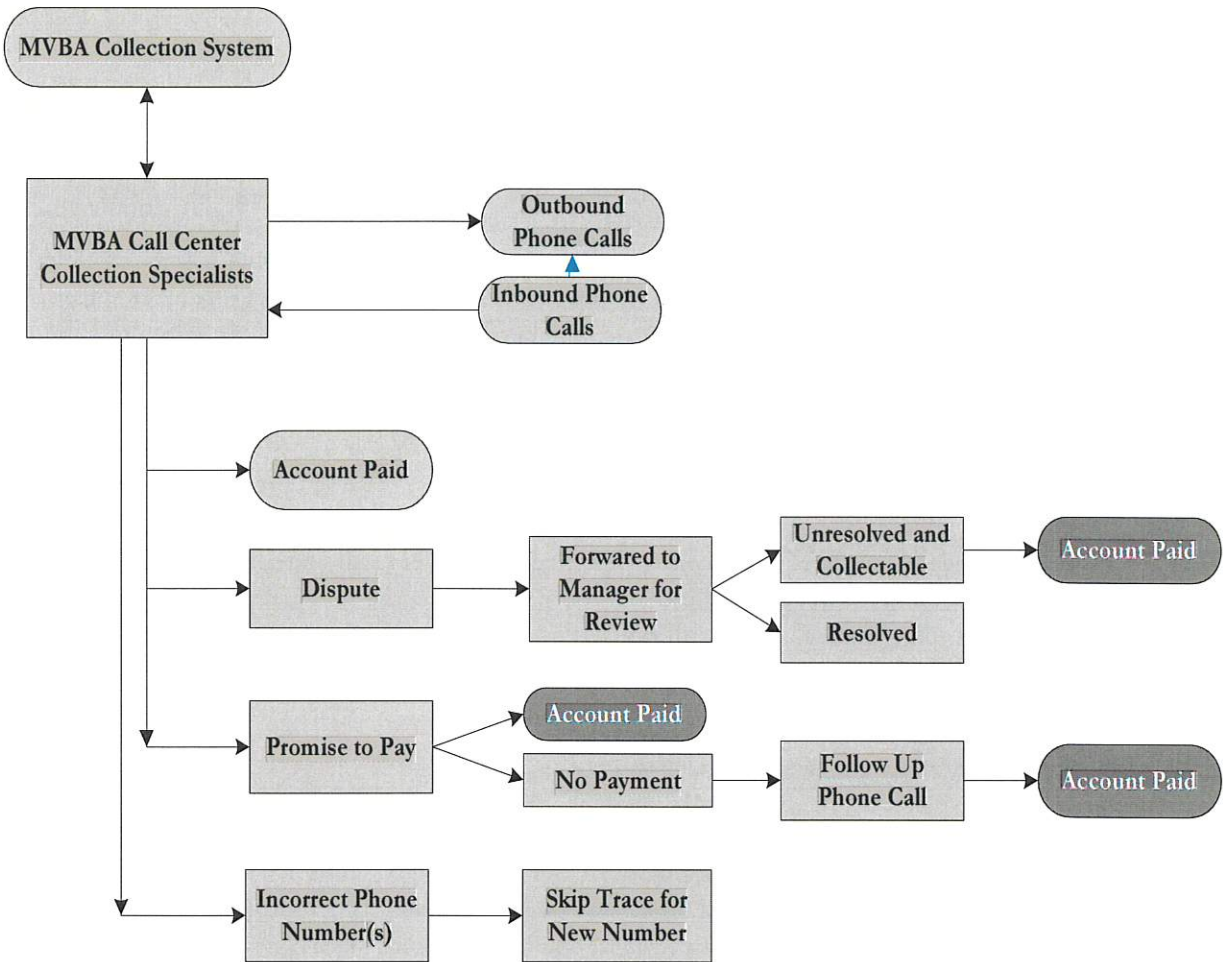
- Written notices, duplexed in English and Spanish, are mailed to defendants informing them that McCreary, Veselka, Bragg & Allen, P. C., Attorneys at Law, has been retained to collect the debts listed, apprise the defendant of their obligation and provide information for making payment.
- Written notices contain a unique reference number and defendants can go to MVBA's 24/7 website to make inquiries, where they are directed to the Court's website for payment options.
- MVBA monitors delinquent notices to ensure deliverability by the Post Office. Additional research is conducted on returned mail and new notices are promptly sent when new addresses are located.

Please see Exhibits 2 and 3 respectively for sample collection letters and the telephone scripts used by MVBA. Letters are made available to the Judge/Court for inspection and approval prior to implementation. MVBA is able to customize these letters.

Telephone Notification

- MVBA's computerized Call Center enables our trained professional staff, through the use of our predictive dialer, to contact defendants. Utilizing this technology, our call specialists are able to increase actual contacts by up to 400%, thereby, increasing case resolution and revenue for our clients.
- MVBA provides a toll-free phone number to defendants seeking additional information or information on how to make payment.
- The call center operates Monday through Friday from 8 am to 7 pm.
- When a new telephone number is identified it is immediately placed back into the dialer queue and added to the dialer campaign schedule.
- MVBA provides bilingual collection specialists.
- MVBA's Latitude software automatically monitors all accounts for current activity, maintains appropriate collection activity files, and systematically follows up on unpaid accounts.

FINES AND FEES CALL CENTER FLOWCHART



c. RESPONDING TO DEFENDANT INQUIRIES

Letters always result in numerous phone calls from defendants. MVBA provides a toll free number for the defendant's use. MVBA staff members will answer defendant telephone calls and respond to the most common questions and concerns. Attorneys are available to speak with any defendant who has a question beyond the experience or knowledge level of our professional staff.

Defendant disputes shall abide by the policy of your court. MVBA provides defendants with the Firm's address and toll-free phone number enabling them to contact us to discuss the notice. Each defendant is treated with respect and courtesy. The defendant is asked to provide proof when they state that they have paid or made restitution for an offense. Files are noted with a "dispute status" and the defendant is given an opportunity to provide the information. Written correspondence relating to a dispute is forwarded to the court for their records. In some cases additional information may be asked for to provide the defendant. Should the City remove the balance due from the case, the information is posted to the computer file and the case is closed in our system. There are no fees due MVBA on cases where money has not been collected. Persons who indicate they are indigent are referred to the Court for community service and/or other court ordered means for clearance.

While administering an effective aggressive collection program, the Firm's philosophy is predicated on ensuring that each defendant is treated with courtesy and respect. Every call and letter will be answered. All help and assistance, short of legal advice, will be provided to the defendant. Collections are the major goal of our efforts, but good relations with the defendants are essential to enhancing your collections and creating a spirit of mutual respect and cooperation between the defendant and the City.

COMPLAINT RESOLUTION

MVBA understands that exceptional service applies to the defendant as much as it applies to the City. In the rare instance that a complaint is received regarding our collection activity, MVBA will immediately suspend all collection activity and present the account to management for review. The complaint will be appropriately logged and entered into our Professional Practice Management System (PPMS). The pertinent activity reports, letters, and collector notes will also be attached to the database log as part of the City complaint file. Senior Management is responsible for any complaint received, whether such complaint is valid or not, and will follow through with the City to assure that the matter is resolved to both the City's and the defendant's satisfaction, using both written and verbal communications.

Each and every phone call into or outbound at the MVBA Call Center is recorded. This is part of our ongoing commitment to transparency. Should the City request a recording of a call, we can provide you a copy of the recording almost instantaneously in a .wav file or other standard file format.

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d. NON ENGLISH SPEAKING DEFENDANTS

Defendants who do not speak or understand the English language will be assisted by a staff member who is fluent in the Spanish language. MVBA's call center is ninety percent (90%) bi-lingual. Our Call Center Supervisor, Cathleen Smith, is multi-lingual speaking five languages including Spanish. In addition MVBA employs bi-lingual (Spanish) attorneys, client service coordinators and administrative staff. This ensures there are no language barriers when communicating with MVBA.

MVBA's staff in Round Rock has sixteen who are fluent in English and Spanish:

Noe Reyes, Attorney

Yessica Monagas, Attorney

Cathleen Smith, Call Center Supervisor

Ivy Arroyo, Client Services Coordinator

Marc Salinas, Client Services Coordinator

Katherine Torrence, Client Services Coordinator

Melanie Hernandez, Accounting Associate

Miriam C., Collection Specialist

Michelle N., Collection Specialist

Yadira I., Collection Specialist

Nayely T., Collection Specialist

Ilia C., Collection Specialist

Mercedes C., Collection Specialist

Frank L., Collection Specialist

Frances M., Collection Specialist

Mary Jane A., Collection Specialist

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e. SAMPLE CORRESPONDENCE

Letters are mailed on the law firm's letterhead and are designed to immediately grab attention. All collection letters are duplex, with English on the front and Spanish on the back. Letters are subject to the approval of the Court. MVBA is able to customize letters to meet each client's specific needs.

Delinquent notices:

- Identify the client with whom the defendant has an outstanding offense
- Inform the defendant their matter has been referred to our law firm pursuant to Article 103.003 of the Criminal Code of Procedure
- List all outstanding cases, nature of each offense and each offense amount and the total amount due
- Provide information on how to contact the firm with questions via our toll-free number and;
- Provide information on how to make payment and;
- Provide MVBA hours of operation

Please see Exhibit 2 of this proposal for sample letters. Letters are subject to the approval of the Court. MVBA is able to customize letters to meet each client's specific needs.

f. TELEPHONY TECHNOLOGY

PREDICTIVE DIALER AND INTERACTIVE VOICE RESPONSE (IVR)

Through our LiveVox software and our advanced dialing technology, our collection specialists can successfully complete up to 250 calls per shift. In addition, the software has the ability to complete up to 12,000 calls per day, relaying operator intercepts, busy signals to retry, and marking notes accordingly on each account in MVBA's Collection Software. Our system screens out busy signals, no answers, operator responses, and updates the cases for call backs at another time. It anticipates how long an operator will be on each call, and has the next caller on the line when the call is completed. Unlike telemarketing firms, algorithms are utilized so that the outbound dialing speed is automatically adjusted to be sure there are no "dead zones" when the called party answers, thereby eliminating hang-ups and increasing productive contacts.

One of the most productive aspects of our dialing technology architecture is that the system is co-resident with our Latitude Software. Every collector is connected to the dialing software through our collection system which eliminates any restrictions on the number of collection specialists allowed on a call campaign at one time.

All phone numbers provided by client are scrubbed to determine whether they are a landline or cell phone. All phone numbers discovered while skip tracing are also verified as either landline or cell phone. We use state of the art dialing technology for all of the landlines. Cell phones are placed in this technology once consent is received from the defendant. There are no "Robo Calls". All calls are attended by a professional collection specialist and once a number is answered, either live or voicemail, the specialist takes the call over to talk with the individual or to leave the message. There is no wait time between the time the call is answered and the time the specialist takes over the call.

Cell phones with no consent are manually dialed by the collection specialist during designated daily campaigns. All calls are compliant with the Fair Debt Collection Practices Act (FDCPA) and Telephone Consumer Protection Act (TCPA) as well as Texas Debt Collection Act and other state laws. Professional Collection Specialists receive regular refreshers on all applicable laws or changes as well as professional techniques.

SAMPLE PHONE SCRIPTS

MVBA has provided a sample of our telephone script found in the Exhibits of this proposal. While phone scripts are useful in standardizing the approach of verifying information and following regulatory guidelines, our philosophy is predicated on coaching the defendant in finding the means to resolve their outstanding case with the City. Our Collection Specialists receive extensive training in how to help defendants resolve their pending cases. All courts are different in their policies and procedures and MVBA has quality control checks in place that ensure we are acting as an arm of the court and communicating each court's specific instructions.

Upon implementation of our services, your MVBA Project Manager consults with Court staff and creates a customized work plan based on the court's policies and preferences. This information is carefully documented and reviewed with our Collection Specialists *before* phone calls are initiated. When our Collection Specialists receives an inbound call or initiates an outbound call, the defendant's case information pops up on their screen. Along with all the pertinent data regarding the delinquent case, the specific court's work plan appears on the screen. This ensures that our Collection Specialists are always providing defendants with correct information in their options to resolve their case.

Below is an example of one court's work plan and what appears on the Collection Specialist's screen. As much information as the client requires is included in the work plan for the Collections Specialists. The Collection Specialist relays this information to the defendant, and then provides the telephone number and/or website information of the court should they accept payment online. MVBA Specialists can also process payment on behalf of the defendant on the court's payment website while the defendant is on the phone.

Latitude - Account Work Form - Account Lookup Mode

Work Plan Info *

Call Center Instructions:

OMNI: Yes

Payment Policy:

PAY THE COURT ONLY!
COURT DOES NOT
ACCEPT PAYMENT
PLANS ON ACTIVE
WARRANTS - MUST PAY
IN FULL

0641 - City of Georgetown Municipal Court

Status: ACT

Queue: 15min Reminder

Customer Account Number: E000261401

Branch: 00001

Desk: 00126

TX: 78613-7074

More Info

Good Address

Date Info:

Rec'd: 1/17/2012

Work: 6/19/2014

Links

Balance Info:

Net Orig: \$523.90

Acctd: \$0.00

Paid: \$0.00

Current: \$523.90

CS LP

Act Reported: Client does not allow credit bureau reporting

Show Linked Notes

Please see Exhibit 3 of this proposal for sample phone scripts.

g. WARRANT ROUND-UP METHODOLOGY

MVBA has extensive experience in working with our clients in warrant round-ups as well as amnesty programs. MVBA assists all clients annually who decide to participate in the Great Texas State-wide Round-up as well as localized warrant round-ups or amnesty programs. Your MVBA Project Manager and Client Service Coordinators meet with the City personally to coordinate with the Court and identify specific opportunities for enhancing your warrant round-up.

Historically over the years, MVBA's Warrant Round-up methodology has followed the guidelines as set forth annually by the City of Austin. We have followed the calendar of events set forth including announcements, press releases, and date of initial mailings. In 2018 the City of Austin elected to discontinue its involvement and leadership role in this event. Many of our clients elected to not participate in this annual event as a result. North Texas was not affected much with this change and continued to move forward as a leader and MVBA followed their calendar of events in coordinating our mailings and phone campaigns. We proactively sent out pre-warrant round up memos to clients with target dates for mailings and surveyed all clients as to whether they are participating or whether they wished to be excluded from our mailings and phone campaigns.

Each year we mail special letters and conduct telephone campaigns that have greatly increased collections for the courts. These specialized mailings and telephone campaigns are used to supplement the efforts of each court and generate a greater response. Additionally, to further reduce costs accrued and to help increase efficiencies, MVBA can also mail round-up postcards on behalf of our clients, at no charge, for cases that have *not yet* been placed for collections. MVBA assists clients seeking assistance in getting the word out through various media streams including; local publications, billboards, door hangers or other tools.

MVBA assists our clients that initiate their own Warrant Round-up or Amnesty programs. Our methodology is directed by the specifics of the localized round-up. Custom letters are created and mailed in direct correlation to the calendar of the local round-up. In both the Statewide Round-up and localized round-ups or amnesty campaigns, MVBA provides these services at no cost to the City:

- ***Post cards and letters on collection accounts***
- ***Post card mailings on pre-collection cases***
- ***Skip-tracing done beforehand on all mailings***
- ***Updated address lists provided to client***
- ***Phone campaigns***
- ***Media blasts***

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MVBA understands that the main objective of a round-up is to increase case closures by payment or court appearance in an effort to resolve cases. Our objective is to make contact with the defendant and help motivate them to satisfy their commitment to the court ***before an arrest occurs***.

MVBA mails notifications and initiates dialer campaigns for our clients. Typically, we stagger 3 mailings (two mailings before the round-up and one immediately after the round-up begins). Our computer system flags cases that are not in warrant and only sends notices on cases that are in active warrant status. Before and during the Warrant Round-up, we continually run phone campaigns to get the word out and encourage defendants to avoid arrest and pay their warrant or appear before the court before the round-up period begins.

MVBA also provides pre-collection notifications on our clients' behalf on cases not yet turned over to MVBA for collection. MVBA absorbs all costs for these notices including material, postage, and production. This service is offered to help alleviate the financial burden, as well as personnel resources required, for courts sending notices in-house - thus reducing costs and increasing efficiencies. This service has proven very effective for our clients. When MVBA provides this service your cases are automatically skip-traced before the notices are mailed, thereby reducing the amount of return mail and increasing the chances of the notice reaching the intended defendant.

MVBA works with each client who needs assistance with media blasts and provides the resources to assist in getting the word out. Some of these campaigns include; newspaper and/or other publications, billboards, and many other various media streams.

COORDINATION WITH CITY MARSHALS AND/OR WARRANT OFFICERS

MVBA is the first and longest standing sponsor of the Texas Marshals Association. We understand the coordination between the Marshal or Warrant Officer and MVBA, as well as the court and MVBA, is vital in creating a successful collection program. The collection program is designed to work in conjunction with the Marshals/Warrant Officers existing policies and procedures.

Specialized Skip-Tracing Services

MVBA recognizes that in certain circumstances, our clients may need assistance in locating defendants who have not yet been placed for collection. In addition, clients have access to MVBA's Client Web Access, which is your window into our system to view current, real-time information on your defendants. Reports with updated address information are easily downloaded for the Court or City Marshals/Warrant Officers office.

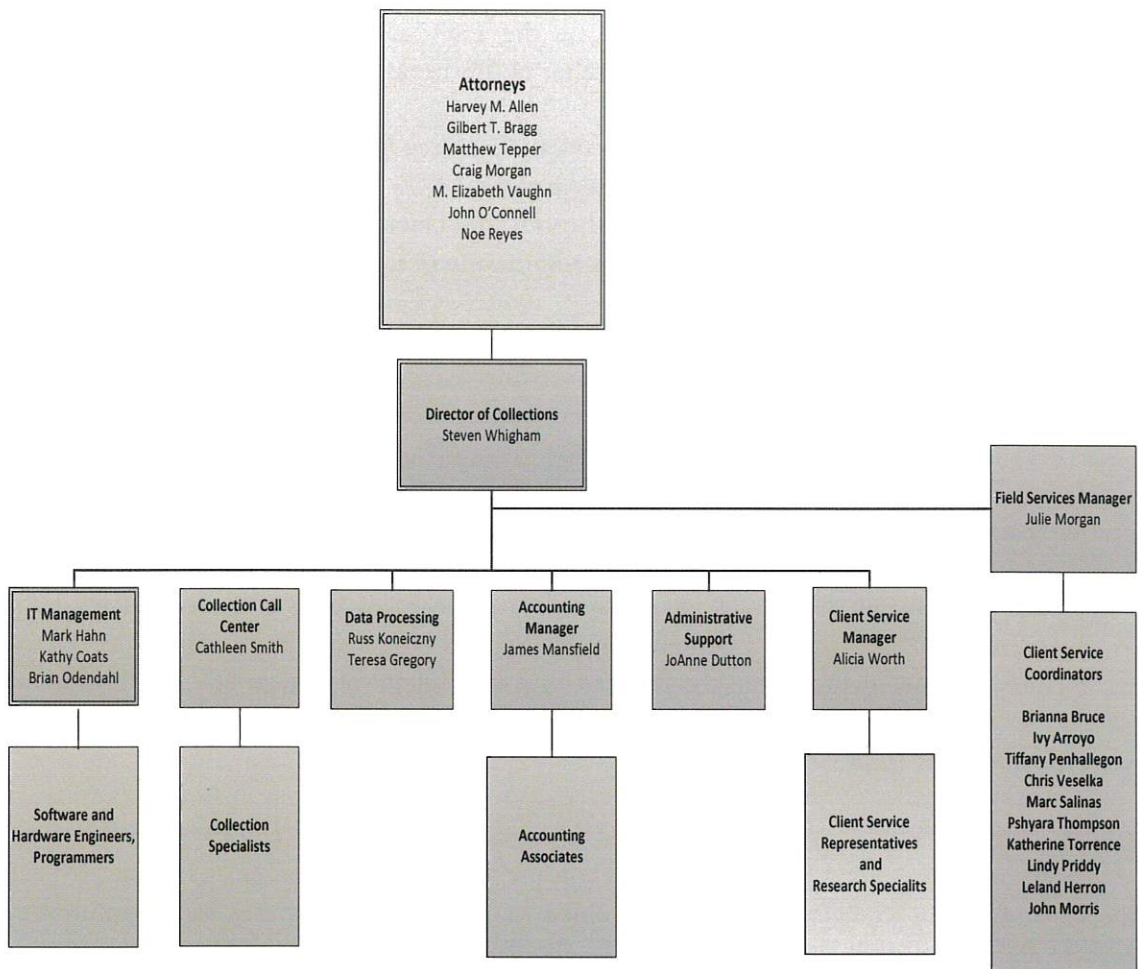
Specialized Mailings

MVBA is able to accommodate our clients with specialized or targeted mailings unique to each client. MVBA works with many clients in assisting with mailings to conduct localized round-ups, amnesty programs or seasonal and/or specialized target campaigns.

C. COLLECTION STAFFING & SYSTEMS

a. FINES AND FEES KEY PERSONNEL FLOWCHART

This chart depicts the MVBA Fines & Fees Key Personnel that is assigned to oversee and manage the collection program for the City of Manor Project.



EXECUTIVE COMMITTEE - BOARD ATTORNEYS

Harvey M. Allen, President, is the attorney responsible for the Debt Collections program. Mr. Allen is available to consult with City officials and staff regarding the status of the collection program. He has been a member of the Firm since 1981. Mr. Allen serves as a legal counsel and administers the Debt Collection Program and is also a Certified Public Accountant. Mr. Allen is a member of the State Bar of Texas and is admitted to practice in Federal Courts. Mr. Allen is the attorney responsible for the delinquent tax collection programs in Williamson County, Midland Central Appraisal District, Bowie Central Appraisal District, and the Tax Appraisal District of Bell County, among others. He is active in all phases of MVBA's work, including trial and appellate practice involving both collection and appraisal matters. A certified public accountant, Mr. Allen formerly worked on the audit staff of one of the major Certified Public Accounting firms in Houston. Mr. Allen is a member of the Texas Society of Certified Public Accountants.

Mr. Allen attended Baylor University and obtained a B.A. degree in 1975. He entered graduate school and received a Masters in Business Administration degree in 1977. After working in public accounting, he returned to Baylor University School of Law and received a Doctor of Jurisprudence degree in 1981. Mr. Allen is a member of the State Bar of Texas and is admitted to practice in Federal Courts.

Gilbert T. Bragg, Secretary-Treasurer, is available to consult with City officials and staff regarding the status of the collection program. Mr. Bragg has over thirty-eight years experience in collection law. He is the managing attorney for the MVBA delinquent tax collection programs in Comal and Hays counties. He has been a member of MVBA since 1978. Over the years Mr. Bragg has worked with virtually all of the Firm's clients, providing legal advice and representation in all phases of delinquent tax collection litigation. He is a member of the State Bar of Texas and its committee on Ad Valorem Taxation.

Mr. Bragg attended Baylor University on a United States Air Force ROTC scholarship. He received a B.B.A. degree in 1972 along with a commission as a Second Lieutenant in the Air Force. He received his Doctor of Jurisprudence degree from the Baylor University School of Law in 1973. After graduation from law school, he was promoted to the rank of Captain. He was a Judge Advocate in the United States Air Force from 1974 until 1978.

Matthew Teppner, Vice President, is available to consult with City officials and staff. Mr. Teppner assists Mr. Allen in the management of the debt collection program. Mr. Teppner serves as the **Project Attorney** for the City of Manor Project. Mr. Teppner joined MVBA in 2005, and has handled numerous cases in Texas state and federal trial and appellate courts. He provides legal representation in the areas of appraisal district litigation, property value study litigation and general litigation. Prior to joining MVBA, Mr. Teppner was an Assistant Attorney General for the State of Texas where he litigated civil rights, tort, and employment lawsuits on behalf of the state's law enforcement agencies and officers.

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Mr. Tepper attended the Baylor University School of Law and received a Doctor of Jurisprudence degree in 2000. He is a member of the State Bar of Texas, the Bar of the United States District Court for the Western District of Texas, and of the Fifth Circuit Court of Appeals.

Craig Morgan, Managing Attorney, is available to consult with City Officials and staff. Mr. Morgan joined MVBA in July 2006. He is the managing attorney that oversees the delinquent tax collection efforts in Denton, Williamson County, and Milam Counties. Mr. Morgan serves on the St. David's Round Rock Medical Center Board of Trustees, is a current member of the Rotary Club of Round Rock, and currently serves as Mayor of Round Rock.

Prior to law school and coming to MVBA, Mr. Morgan was employed as the Tourism Development Director for the State of Texas. In this capacity, he traveled throughout the State of Texas speaking to groups ranging in size from 10-300, testified before several Texas Legislative sub-committees, and wrote many wide-ranging reports on tourism/economic development issues. While in this position, he represented the Tourism Division on several boards.

M. Elizabeth “Liz” Vaughn, Shareholder, is available to consult with City officials and staff regarding the status of the collection program. Ms. Vaughn joined the firm in 2008 and has practiced in this field for over twelve years. She is the managing attorney in our Longview office handling all aspects of delinquent property tax matters. Ms. Vaughn has practiced in this field since 2000 and has experience representing a varied group of taxing entities, large and small, rural and metropolitan.

Ms. Vaughn received her Bachelor of Arts degree in Business Administration from Austin College in Sherman, Texas in 1994. After doing post-baccalaureate work at Baylor University in Waco, Texas, she received a J.D. from St. Mary's University School of Law in 1999, and simultaneously completed her M.B.A. there.

John O’Connell, Shareholder, is available to consult with City officials and staff. Mr. O’Connell is the managing attorney for the firm’s Abilene office. He is responsible for the administration of the collection programs for various taxing jurisdictions throughout an eleven-county region. He is a member of the State Bar of Texas and Abilene Bar Association.

John was born in Columbus, Georgia and attended high school in Albuquerque, New Mexico. He entered the United States Military Academy at West Point in 1994 and graduated with a Bachelors of Science in 1998. Following graduation, John was commissioned as a Second Lieutenant in the Infantry and assigned to the Second Battalion, Eighth Infantry Regiment, in which he served as a rifle platoon leader and battalion adjutant. John is a veteran of Operation Iraqi Freedom

Noe Reyes, Shareholder, is available to consult with City officials and staff. Mr. Reyes practices in the area of ad valorem tax and appraisal district litigation. Mr. Reyes joined MVBA in 2006 and advises clients in all matters relating to ad valorem tax law.

Prior to joining MVBA, Mr. Reyes worked in public policy in Dallas, Texas in the area of transportation. As a public policy consultant, Mr. Reyes advocated the interests of municipalities, counties and non-profit corporations before senior-level state and federal officials in the legislative and executive branches of government. Much of his work included tracking federal and state legislation, preparing testimony for presentment in Congressional hearings, developing legislative and regulatory strategies, and coordinating briefings with legislators at the state and federal level.

After some time in public policy, Mr. Reyes entered the practice of law in the area of insurance defense litigation. As an insurance defense attorney, Mr. Reyes handled a large case docket and gained invaluable experience in all phases of the litigation process, including the preparation of pleadings, conducting discovery, depositions, alternative dispute resolution, negotiating settlements and extensive motion practice. Mr. Reyes is a graduate of Baylor University (BBA '00) and the Baylor Law School (JD '02).

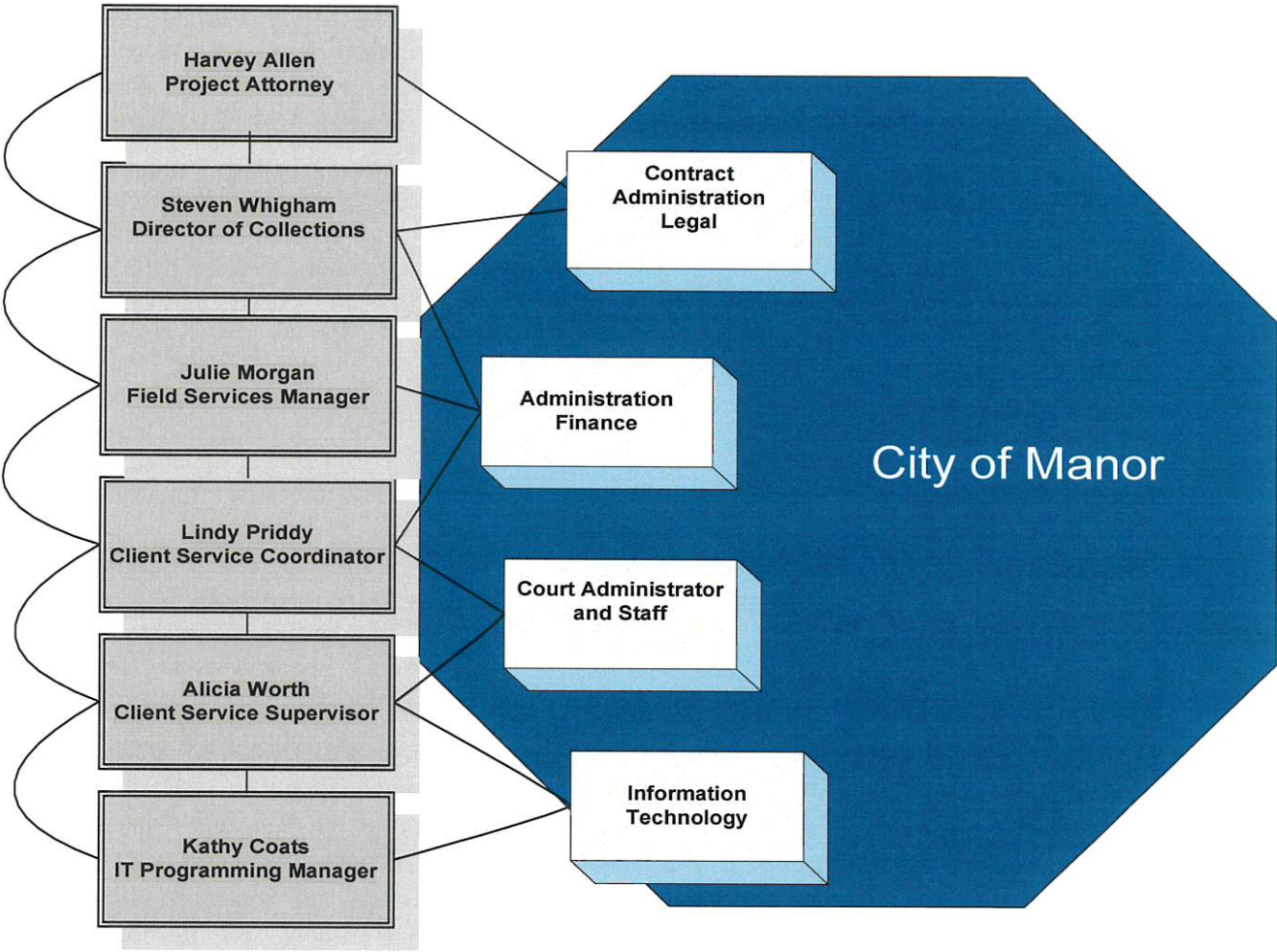
b. KEY MANAGEMENT AND LEAD STAFF

PROJECT MANAGEMENT TEAM

The City of Manor has an experienced and qualified Project Management Team that consists of:

- Project Attorney
- Director of Collections and Operations
- Field & Communications Manager
- Client Service Coordinator/Project Manager (dedicated on-site support)
- Internal Client Service Supervisor
- Dedicated IT Program Manager and Systems Analyst

MANOR PROJECT MANAGEMENT TEAM FLOWCHART:



MANAGEMENT TEAM QUALIFICATIONS

DIRECTOR OF COLLECTIONS & OPERATIONS

Steven Whigham is Director of Collections & Operations and supervises all work to be performed under this contract. Mr. Whigham has over 32 years experience with the Firm and was critical in launching our Fines & Fees division in 2001. He became Director of Client Services in 2004 and in 2008 he became Director of Collections. Mr. Whigham manages all aspects of administration, operations and compliance of the Fines & Fees Division. Mr. Whigham is the recent past President of the American Collectors Association of Texas. Prior to becoming its President, he served a Unit Director for the American Collectors Association of Texas and served on the American Collectors Association International (ACA) Membership Committee; Public Relations Committee; and Legislative Committee. Through ACA International he is certified as a:

- Certified Professional Collections Specialist
- Certified Credit and Collection Compliance Officer
- Certified Healthcare Collection Management Professional.

COMPLIANCE DIRECTOR

Tara LeDay is Associate Attorney and Compliance Director. Ms. LeDay joined MVBA in 2012. She earned her BA in Sociology at Southwestern University and went on to earn her JD from the Baylor University School of Law.

Ms. LeDay joined our MVBA team of attorneys in 2017. In 2018 Ms. LeDay was designated as the Director of Compliance for the Fines and Fees Department. Her role includes establishing compliance strategies by contributing information, analysis, and recommendations in order to better align the department with organizational objectives and federal regulations; ensures that department policies are accurate, current and in compliance with federal and state regulations, while also reviewing and updating policies as the laws change; develops/modifies company forms and contracts used in the business operations; develops, plans, and hosts regulatory and compliance training; and interprets and disseminates information on regulatory matters.

FIELD SERVICES & COMMUNICATIONS MANAGER

Julie Morgan is Field Services & Communications Manager. Ms. Morgan has thirty years experience in receivables management services including twenty years experience in municipal, county, and justice court collections. After studying Marketing and Communications at Southwest Texas State University, she launched her financial management career with Dun & Bradstreet Business Credit Services/NA obtaining certification in Dun & Bradstreet's Credit and Financial Analysis education programs. After ten years as a D&B Consultant, Ms. Morgan was recruited by Gila Corporation where she managed a staff of eight Client Services Representatives and a portfolio of over 800 government clients.

Ms. Morgan began her tenure with MVBA in 2004. Ms. Morgan leads and supports a team of ten Client Service Coordinators. She uses her knowledge of receivables management and court processes to assist clients in implementing and maintaining innovative collection solutions that enhance performance. As a qualified manager in product, personnel, project management and communications, Ms. Morgan possesses excellent communication skills and continually provides insight into developing new services and products to provide enhanced services to our clients. Ms. Morgan is well versed in all major software export programs and has a comprehensive understanding of MVBA's collection software and processes.

CLIENT SERVICES COORDINATORS (CSCs)

Personal service has been the hallmark of MVBA since 1961. Our Client Services Coordinators (CSCs) are on-site with our clients and assist in the technical implementation and education of our program. They are very knowledgeable in operations and trained in the collection export procedures of client software programs. They are continually on-site with clients to implement and monitor the collection program. MVBA has ten CSCs that serve our fines & fees clients in the State of Texas.

We have expanded our field staff in direct proportion to our growth, this ensures that our clients receive the quality of service they deserve and all CSCs have a manageable workload that never impedes on their ability to service our clients quickly and effectively. One of our CSCs is a former court administrator and is a Level II Certified Court Clerk. One CSC is a former Chief Justice Court Clerk with fifteen years court experience and teaches for the Texas Justice Courts Training Center. Two CSCs are former peace officers with collectively over 30 years experience as City Marshals. This group of qualified professionals provides day-to-day on-site support to you and your staff.

MANOR CLIENT SERVICE COORDINATOR AND PROJECT MANAGER

Lindy Priddy, Client Service Coordinator, serves as the dedicated *on-site service coordinator* for the City of Manor project. Ms. Priddy graduated from Tarrant County College with an Associates of Applied Science Degree in Merchandising.

Ms. Priddy joined MVBA in 2013 as an internal Client Service Representative and in 2018 advanced to Client Service Coordinator. Prior to joining MVBA, Ms. Priddy worked in the financial field of accounting for ten years. Ms. Priddy is well versed in all major court management software programs, and is extremely knowledgeable in MVBA's internal collection processes. She regularly meets with the City/Court to monitor the success of the collection program.

CLIENT SERVICE SUPERVISOR

Alicia Worth is Client Service Supervisor and Client Service Liaison. She serves as the dedicated internal Client Service Representative for the City. She manages the technical functions of MVBA's telephony technology, client web access, statistical reporting and data management flow. She assists clients with day-to-day questions and issues. Ms. Worth supervises a staff of five internal Customer Service Representatives and Information Research Specialists. Ms. Worth has nine years experience with the firm.

INFORMATION TECHNOLOGY

MVBA's Information Technology Management Team consists of a Network & Systems Administrator, Data & Security Architect, System Analysts, and Hardware and Software Programmers and Developers.

Kathy Coats is a System Analyst/Programmer with over twenty-seven years experience. She has been with MVBA since 2003 and is a vital part of the MVBA team. She is the Fines and Fees Division's data base manager and is assigned the City of Manor project to oversee all data compatibility issues.

DATA MANAGEMENT

Russ Konieczny is the Data Administration Manager. He coordinates, processes, and manages data files and provides MVBA computer support to clients. Mr. Konieczny has over twelve years experience in data file management and collections and has been with the firm for over twelve years. He is a Certified Professional Collections Specialist by ACA International.

Teresa Gregory is the Data and Software Associate. She coordinates, processes, and manages data files and provides MVBA computer support to clients. Ms. Gregory has over fourteen years of experience in instruction and data file management and has over nine years experience with the firm. She is a Certified Professional Collections Specialist by ACA International.

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ACCOUNTING

James Mansfield is the Accounting Manager. He maintains all client funds in the MVBA Trust Account, posts payments to the collection system, and invoices clients for fees due the Firm. He also supervises the work of four associates. Mr. Mansfield has over nine years experience with the firm. He is a Certified Professional Collections Specialist by ACA International.

COLLECTION CALL CENTER

Cathleen Smith is the Collections Center Supervisor. Ms. Smith joined MVBA in 2003 and has over twenty years of call center/collections management experience. She manages the call center staff in the communications with defendants and monitors collections. Ms. Smith is multi-lingual - speaking five languages fluently, including Spanish. She is a Certified Professional Collections Specialist. Ms. Smith supervises twelve Collection Specialists.

ADMINISTRATION

JoAnne Dutton is the Administrative Assistant and Lead Research Coordinator. Ms. Dutton manages all disputed matters and is the Administrative Assistant to the Director of Collections and Field Services Manager. Ms. Dutton has nearly twenty two years experience in office administration and has been with MVBA since 2002. She is a Certified Professional Collections Specialist by ACA International.

c. PROFESSIONAL COLLECTION STAFF

MVBA has forty-five employees that are directly committed to the collection of delinquent fines, fees, and accounts receivable. Of this number, thirty-six employees are directly involved in the daily collection of the delinquent cases for the City of Manor Project. This staff is composed of a diverse and qualified group of men and women that includes bi-lingual speaking representatives; enabling our firm to effectively communicate and collect funds from a varied population.

Fines & Fees Personnel Training:

Personnel training is a key component of our collection program. As a member of American Collectors Association (ACA) International, the organization that provides instruction, seminars and continuing education on all the governmental regulations related to the collection industry, MVBA staff receives training that is relative to all aspects of debt collections. The management of MVBA is an active participant in the ACA educational programs and provides continuing education to the collection staff.

All MVBA Collection Personnel are required to obtain and maintain Certification through ACA as a Certified Professional Collections Specialist. Our Certified Collection Specialists are required to maintain a working knowledge of Public Law 95-109, Fair Debt Collections Practice Act (FDCPA); review and understanding of Public Law 103-322, the Driver's Privacy Protection Act (DPPA); State law compliance; effective telephone techniques and client case management. Our management team facilitates this training to provide the highest level of competency and consistency possible for our clients.

In addition to training in all aspects of State and Federal law regarding debt collections, the following is an example of additional training classes provided to collection specialists:

- Company Policy
- Professional Phone Collections Techniques
- Promises that Pay
- Effective Leadership
- Collection Software
- Money Gram Collections
- Effective Skip Tracing Techniques
- ACH Rules
- Dispute Resolution
- Talk off responses

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Ongoing Training: Other collection training includes ACA video training, audio tape library, real-time training with each Collection Specialist and monthly management meetings which include orientation, training and individual collector reviews.

Our Team of Certified Collection Specialists has collectively over 140 years of collections experience, and collectively over 60 years court collection experience.

d. INCODE INTERFACING

MVBA has two IT Managers that oversee the network and security of all systems and one IT Manager is dedicated to all programming and data compatibility issues as well as two Data Managers that actively handle data import and export files to and from the City and MVBA. In addition MVBA has a staff of six Programmers and Engineers.

MVBA has an excellent working relationship with Tyler Technologies and interfaces extremely well with each of their court software collection programs (Incode and Odyssey). We have been successfully interfacing with Incode since 2003. Over eighty percent (80%) of our municipal court clients utilize Incode as their court management software. All MVBA Client Service Coordinators and Internal Client Service Specialists are trained in and familiar with the export modules and the export processes within the software. MVBA works easily and seamlessly in their various platforms and already has programming in place to manage the City's case load when electronically uploading new cases and transferring data.

e. COMPUTER NETWORK

MVBA has the most advanced hardware and software available for use in a Debt Collection Program. Dell Inc. servers and PCs using Microsoft Windows XP Professional Operating System provide the open architecture that is compatible with the City's software vendor. MVBA uses a national debt collection software package that has been customized to MVBA specifications to receive; data mine, process, and disseminate the information provided by clients in a variety of letters, reports, legal proceedings, and electronic medium. MVBA software interfaces with Incode Software.

Our computer resources enhance communications with clients through the Internet or modem. The preferable delivery method for data transfer is email or SFTP. MVBA's secure network allows each client to send and receive information frequently as they desire.

Software: Latitude Software is an advanced Collection Management System developed from today's standards in Information Technology. It delivers powerful features and functions standard in a true windows environment.

Latitude Software includes an intuitive, easy-to-use GUI interface that allows you to perform cross queries by client/product/date received ranges/pay date ranges/work date ranges/good & bad addresses/best time to contact ranges/balance ranges/collector queues/etc. Once the City criteria are isolated, we can then move/export/ document /etc. the City's cases, managing the City's inventory. The Latitude Collection System provides the flexibility necessary to best serve our government client base.

Data security is maintained by defining what features employees see and how they use them. The user defines how long an case is active, frequency of contacts, how and when they must pay, and when they are purged. Client billing, payment, and reporting cycles are established on a client-by-client basis.

Real-time Changes and Status Reports: We have the ability to make changes to cases immediately as well as view current status reports. This provides the opportunity to maintain accurate records and alerts us to any needed changes to the collection program. For example, when an case is paid online or we are notified by the City that an case has been paid, the case is immediately updated and removed from collection activity, including a dialer campaign.

IT Staff: MVBA has two full-time network administrators, one dedicated Fines and Fees Systems Analyst, two data information managers and 6 programmers on staff as well as our collection software vendor to analyze and implement enhancements to our collection program.

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Hardware: The IT staff at MVBA employs the latest in technology for their networking and storage architecture. The computers and servers in the central Round Rock office run over gigabit ethernet via DELL switches. Our branch offices and disaster recovery site are networked to the central office via secure IPSEC VPN to VPN connections over a 2xT1 WAN link using Cisco PIX firewalls. Connections to the internet at the Round Rock office are filtered using a Cymphonix Composer firewall device that allows the network administrators to filter web content, prioritize bandwidth, control applications for faster performance, monitor user activity and stop internet threats.

MVBA runs MS Windows Server 2003 on all production servers in a virtualized environment utilizing an EMC Clariion CX310 processor and SAN with 2 Terabytes RAID 5 and 1/0 storage. VMWare ESX server software runs the virtual servers on three DELL PowerEdge 2950 servers; each have 12 GB of RAM and 2 quad core Xeon 2.66 Ghz processors. The PowerEdge servers are connected to the SAN via redundant Brocade switches. The configuration of these servers provide complete failover in the event of a hardware failure; virtual servers will “migrate” to one of the other servers with absolutely no downtime or interruption to the users connected and zero loss of data. The virtualized environment runs on a fiber optic backbone running at 2 GB. Critical data is mirrored/replicated using EMC RepliStor over the internet WAN link to our disaster recovery site so that there will be no loss of data. In the event of a complete crash of the collections data server, we can fail-over to a “mirrored” server at the disaster recovery site in less than 10 minutes with no loss of data. Data is also backed-up throughout the day to tape and carried off-site to a secure location each day. The IT staff is on-site from 8 to 5, Monday through Friday, with the exception of holidays. However, our servers are monitored 24/7 for breaches of security and potential problems.

f. ELECTRONIC DATA TRANSFER

MVBA collection software is built on the latest Microsoft.Net® development and SQL Database technologies. Our software interfaces with all major court software vendors. It automates and supports all aspects of our collection program. This includes skip tracing, the call center, payment processing, reporting, accounting, invoicing, and data file transfers.

MVBA currently handles data provided in all the Incode platforms and versions including version 10. We have been successfully interfacing with Incode for almost fifteen years. MVBA absorbs any costs associated with the programming and interface of this export and update modules.

MVBA receives data from the court by placement on our secure file transfer protocol (SFTP) site. Court staff can utilize this SFTP site to transfer cases for collection securely and with confidence. MVBA will provide data files that are required by the City via SFTP in the format that is needed by the Court. Project data is accepted in any format via SFTP. MVBA works with each client to design an import program that will enhance the efficient flow of data to both organizations. Data is loaded into our system the day it is received and verified, thereby detecting any error at the very beginning of the process. Once the data is loaded into the MVBA system, various integrity checks are performed to verify the data received. The Court is then provided an “inventory” of the information received to allow for verification by the Court.

Once the data is loaded and verified into our system, it is given, electronically and in batch, to one of our national skip-trace partners to validate and update address and telephone information. This information is received in an electronic format and brought back into the MVBA system in batch for nearly instantaneous update of the files. The cases are then prepared to be processed for letters and any case with a phone number is placed in the dialer queue so phone calls can begin once letters are mailed. The language indicator on the case will be noted in order to forward the case to a bilingual Collection Specialist.

This process repeats itself upon the receipt of all new cases. A similar process occurs when information concerning previously referred case is received from the Court staff. This information is loaded into the system so collection activity can be altered or stopped altogether.

g. CLIENT WEB ACCESS – SECURE ACCOUNT MANAGER

With MVBA'S Web Access the City can see exactly what has been accomplished on your the cases **"real time"** and at your convenience. Security is guaranteed with your secure login. The City may have an unlimited number of secure user logons.

Online, you can review collection activity reports, view call center activity, access individual defendant information, and much more. We view this system as an online audit tool for our clients to track and monitor our activities providing transparency of our activities while also providing valuable data for your Court staff. Every activity that has occurred on an account is documented.

Some of the features include:

- Accessible via a link directly from MVBA's website
- Search by Name, Case Number or Phone Number
- View pertinent details including case number, our unique reference number, newest address, phone numbers, payments or adjustments, balance, collector notes, number and dates letters mailed
- All reports may be downloaded in Excel or PDF formats, some of these reports include;
 - Invoices
 - Statements
 - Statistical reports
 - New defendant address information
 - Status reports
 - Paid in full cases
 - Partial payments
 - Default on payments
- Messaging and tracking system – allows you to send and track messages to MVBA on any particular case or send a general message

h., i. RECORD MAINTENANCE AND RETENTION

MVBA has the ability to maintain all collection information, from placement to reporting, within Latitude, the collection software we presently utilize. Our system is designed with excess capacity which enables us to continue to add new placements and the corresponding transactions and history while increasing the efficiency of the entire system. This information is part of a daily, weekly, and monthly backup routine which safeguards the information in case of a system crash or some type of disaster. The daily transactions and collections information is also incrementally backed up several times a day to assure immediate recovery of the current transactions. The placements and the corresponding history of activity, recovery or collection are not the only information that is routinely maintained in our system.

Each and every incoming and outgoing phone call that is handled in our call center is recorded. These calls are moved off of the server early each morning and archived on a remote server. These calls are immediately accessible should an occasion arise that a client would like to review a particular conversation with a defendant. These calls are part of the same backup routine as all other data. Our records are retained on our backups and, in the case of the phone calls, eventually burned to a DVD or some other media that can be easily accessed. Placement, collection and recovery data is easily accessible at all times.

SECURITY

Security is an important focus at MVBA and is part of our core culture, whether physical, network, or data security. MVBA considers security to be an important part of the daily management of client's accounts; therefore, only select administrative personnel have security clearance to make changes to defendant's account or to import a client's file. These individuals establish security levels for each employee which access our computer system on a need to know basis. Our computer system generates an audit trail of changes and notes made to an account from the moment we receive your imported files and no individual can manipulate this audit trail.

Physical Security

MVBA places a high priority in securing the physical location in Round Rock, Texas. There is only one door which the public may enter and each visitor must register with the receptionist and wear a "Visitor" badge at all times. All other entrances to the office require an electronic key card or pass code; these codes are changed periodically to maintain a secure facility. Video surveillance is also used to record all entries into the Firm's office. Access to network administrators and the computer room require an electronic key card. After hours access to our building is only allowed using an electronic key card and/or a physical key and knowing the appropriate codes to disable the alarm system. The alarm system is independently monitored and alerts any intrusion or fire on the premises.

Network/Data Security

Leading firewall and virus protection technology is deployed to protect our computer network and systems from potential intruders and viruses. Our network administrators use specialized software to constantly monitor the traffic patterns to and from the network to insure the integrity of the system.

All computer system admission is protected by a multiple password scheme. When connecting to the system from outside of MVBA, a password is required to get to normal user log-on. Therefore, an outsider would not know what type of system he/she is trying to access without first knowing the system password. Once access to the system has been granted, the user must then enter a user name/password to actually access system resources. This combination is unique to each user, and identifies to the collection system what capabilities that particular user is allowed to have. The system is designed to allow clients access and monitor only their own cases.

All routers and firewalls are upgraded regularly and all data is 128 bit encrypted; however encryption is only one tier in MVBA's approach to a multi-tiered security solution. Security is not just about protecting our network from outside threats; it is also about protecting from threats from within. The weakest link in any Information Technology security chain is the human element. In order to maintain a genuine security culture everyone in the organization from top to bottom must be informed and motivated about information security.

The first step in internal security is awareness. All our employees are aware and trained to recognize and protect against potential threats. Education and awareness empowers each employee with the knowledge of his/her role in protecting our organization's network, which facilitates the mitigation of risk.

MVBA's Acceptable Use Policy (AUP) is a key element of our training for each employee. Our AUP covers Email Usage, Privacy, Passwords, Laptops, Client Data, and Containment (no collector is permitted to work from home, or remove transportable storage devices such as CD-ROM, USB key, or floppy from the facility, or to transfer data from work to home). No personal files (such as MP3s) are permitted on MVBA's network.

Workforce training is not a single event. Security awareness requires commitment to a continuous program of employee communications and training. Properly trained employees are a core component of any enterprise security program. Training includes:

- 1) MVBA policy and procedure documents regarding computer usage, especially regarding Internet and email limitations are a prime element of employee training and reinforced periodically for all employees.
- 2) We also teach employees "best practices" when using the Internet or email (for example not opening attachments from unknown senders and keeping passwords private). Other information security issues such as spam, the dangers of accidentally downloading spy ware, and phishing expeditions are covered.

Unless employees are 100% certain that a communication is legitimate, they assume it is not. In addition to Internet security training and regular briefings, memos are distributed companywide when new threats arise alerting all staff as to the threat, how to identify it, and what to do if it is encountered.

3) All employee computers and laptops are equipped with the latest security tools, and require two levels of passwords for access. Each employee is educated as to the application and use of each of the tools available, and the computer system constantly scans for viruses. No individual may gain access to our system via an insecure Internet connection.

4) MVBA makes sure all employees are aware of the risks associated with internal breaches of security. All staff members are constantly reminded of the importance of reporting unusual or potentially harmful activity amongst other employees.

The integrity of hard copy files cannot be overlooked. Many times hard copy information displays content deemed to be confidential in nature; therefore, employees are trained to discard this information in secure receptacles and shredded by MVBA's bonded on-site shredding company. Our layered, multi-tiered approach to security provides both MVBA and our clients with maximized security solutions that enhance our client's confidence in MVBA.

DISASTER RECOVERY

At MVBA, we recognize that there is a big difference between a backup plan and a recovery plan. Our recovery plan does not deal solely with disaster recovery. We also have procedures in place for common data loss, such as an employee deleting the wrong file, or a missing email.

In order to do a Business Impact Assessment (BIA) our Information Technology staff interviewed each department head to determine what data they need to continue their work, why they need it, and what they would do if that data were lost, quantifying the dollars and person-hours such a loss would entail. We then ranked the data and made backup decisions based on that rank. Once completed, we went through and tested various recovery scenarios and assigned values to different types of data (email is more important than five year old Word documents that are backed up off-site, just as the last six months email is more important than email from three years ago).

Email is a critical recovery priority, along with debtor information, payment histories, partial payment contracts, collector notes, skip-trace data, remittance data and inventory data.

All recovery efforts are accomplished through software and our Information Technology Department. Our Recovery procedures and systems are tested on a regular basis. In the event, a third party vendor is needed to help facilitate recovery efforts; this vendor will sign a Non-Disclosure Agreement.

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All switch and router settings, passwords, and device baseline information is all stored off-site. All servers, firewalls, and routers are upgraded on a regular basis by our Information Technology Department.

Software procedures back up hard drive sectors instead of simply copying individual files. This allows our IT administrators to make exact copies of the disks for faster restoration to a “bare metal” system if necessary.

All of our Direct Access Storage Devices (DASD) are redundant. We maintain a complete backup of live data. In addition, we do a complete backup nightly, to DDS-4 data cartridges. The daily tapes are archived for three weeks, the weekly tapes are archived for a month, and the monthly tapes are archived for a year. All data storage is safely vaulted off-site

D. MONTHLY ACTIVITY REPORTS

AUDIT AND COOPERATIVE EFFORT

It is agreed that should MVBA be awarded this contract, we shall maintain and make available for inspection, audit and/or reproduction by authorized representatives of the City or an external auditor representing the City, the books, documents, and other relevant information pertaining to the collections carried out for the City and the expenses of this contract. MVBA will respond immediately to any auditor inquiries.

MVBA provides the City with multiple reports to monitor the progress of the collections program and can provide these reports as frequently as the City requires. Your MVBA Project Manager works closely with you to determine what reports are most meaningful to you and the frequency with which they are provided. We are committed to open communication and collaboration to and from our organizations to ensure all the City's reporting needs are met at the frequency the City requires.

REPORTING OF COLLECTION RESULTS

MVBA provides several reports that document our collection results. These reports are automatically generated and sent to the City at the frequency the City requests, but at the minimum, quarterly. These Reports, called **C-Stat Reports** include the current fiscal year's activity as well as prior fiscal years activities. They can also be run for any specific timeframe the City requests. They document:

- Number Cases Placed
- Total Dollars Placed
- Number Cases with Partial Payment
- Dollars of Partial Payments Reported
- Cases Paid in Full
- Dollars Paid in Full
- Number Cases Cancelled by the Court
- Dollars Cancelled by the Court
- Total Number Cases Resolved
- Total Dollar Amount Resolved
- Number Cases still in Collection
- Dollars Still in Collection
- Number Letters Mailed
- Number Postcards Mailed

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COLLECTION ACTIVITY REPORTS
Sample C-Stat Reports

FY: October September	FY 2013 & Prior	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	Total	%
Cases Placed	106,812	4,545	5,479	4,531	4,455	367	126,189	
Dollars Placed	\$30,617,236.29	\$1,710,762.88	\$2,104,185.23	\$1,755,420.76	\$1,699,679.91	\$140,997.83	\$38,028,282.90	
Cases With Partial Payment	1,829	342	260	225	483	102	3,241	
Partial Payments Reported	\$202,622.84	\$65,476.99	\$51,679.34	\$38,435.54	\$78,460.24	\$13,460.24	\$450,135.19	
Cases Paid in Full	19,860	2,367	2,259	1,749	2,723	264	29,222	23.16%
Dollars Paid in Full	\$4,620,186.33	\$661,578.72	\$645,810.49	\$492,482.93	\$683,729.53	\$31,814.36	\$7,135,602.36	18.76%
Cases Cancelled By Court	29,886	1,109	1,195	1,478	2,048	170	35,886	28.44%
Dollars Cancelled By Court	\$9,106,871.72	\$385,761.47	\$442,848.64	\$529,473.04	\$699,267.83	\$54,594.24	\$11,218,816.94	29.50%
Cases Resolved	60,213	3,491	3,458	3,238	4,381	334	75,115	59.53%
Amount Resolved	\$17,665,879.89	\$1,194,127.11	\$1,259,239.59	\$1,162,858.25	\$1,548,253.96	\$117,785.44	\$22,948,144.24	60.34%
Cases Still in Collection							51,074	40.47%
Dollars Still in Collection							\$15,080,138.66	39.66%

For Fiscal Year 2017	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Cases Placed	1,360	1,010	882	1,203
Dollars Placed	\$510,468.05	\$399,698.32	\$332,472.08	\$457,041.46
Cases With Partial Payment	71	165	115	272
Partial Payments Reported	\$11,219.98	\$27,360.24	\$14,436.65	\$38,219.34
Cases Paid in Full	391	990	578	769
Dollars Paid in Full	\$95,895.85	\$293,633.14	\$136,285.58	\$93,502.90
Cases Cancelled By Court	595	484	329	636
Dollars Cancelled By Court	\$201,694.53	\$181,455.37	\$121,752.44	\$193,253.62
Cases Resolved	989	1,475	844	1,074
Amount Resolved	\$344,043.00	\$535,755.53	\$310,141.62	\$359,716.27

For Fiscal Year 2017	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of Postcards	1,156	3,394	1,212	2,015
Number of Letters	13,929	12,267	30,711	20,776

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MANAGEMENT REPORTS

Standardized reports are available to the City and are automatically generated and delivered to the City by our Data Processing, Accounting and Client Services Departments. In addition, MVBA provides you **Client Web Access** to view your cases and allows staff (designated by the City) to view all collection activity for a defendant – real time as well as accessing numerous reports at your convenience. Our goal is to maintain as much transparency as possible enabling our clients to audit our efforts at their convenience. The City may access several reports at your fingertips and at your convenience via our Client Web Access.

Some of these reports include:

Acknowledgment Report/New Business Report - The acknowledgement report is generated each time MVBA receives a new submittal file of delinquent cases. It lists each case submitted along with the total amount submitted. This report offers the client an opportunity to verify the data submitted.

Invoice - MVBA's invoice provides a detailed list of cases paid to the court and to MVBA. Each payment is itemized and includes the defendant's name, client number, date paid, date the payment was posted, money paid to each party and the corresponding fee and current balance. This is delivered at the agreed upon invoicing period, weekly or monthly at the minimum.

Statement - This report is submitted monthly and is a listing of all invoices submitted reflecting the total collections for the month and total fees due that MVBA shows open and ready to be paid by the client.

Please review sample copies of these reports in Exhibit 2 of this proposal.

C-Stat Report - As seen in the example on page two of this section, this report provides total number letters mailed, cases referred, dollars referred, cases with collection, dollar amount collected, number cases cancelled or recalled by the Client, dollar amount cancelled and total cases resolved and total amount resolved. It can be run for any date range. This report is generated at the frequency required by the City and at a minimum quarterly.

FLEXIBILITY IN REPORTING NEEDS

MVBA attorneys and client service coordinators meet with City officials and staff members regularly to review the work performed and results obtained, apprise you of our activities, answer questions, and allow for input and direction to the Firm. MVBA can generate virtually any type of report that the City requires. Reports are customized based on a client's particular data element specifications. Through our proprietary software, Latitude, MVBA is able to data-mine and produce tailored reports to meet the City's needs at the frequency required.

E. COST/FEE CHARGED CITY

PROPOSED FEE FOR DELINQUENT FINES AND FEES

For the collection of delinquent Fines and Fees, MVBA proposes the following as compensation for professional services rendered:

1. For those Fines and Fees imposed against Unadjudicated Offenses that occurred before June 18, 2003, a fee of zero percent (0%) of the amount collected by the Court on those cases in which the data files are transmitted to MVBA by electronic media.
2. For those Fines and Fees imposed against Unadjudicated offenses that occurred on or after June 18, 2003, and for adjudicated offenses regardless of the date of occurrence, a fee of thirty percent (30%) of the amount of the Fines and Fees collected by the City, as provided by Article 103.0031 of the Texas Code of Criminal Procedure. MVBA understands all court costs due the State will be paid first.
3. In the event any case is disposed of by acquittal or dismissal, or if the fine, costs and/or fees are discharged through performance of community service, credit for jail time served, the discretionary removal of a collection fee by the Court or pursuant to §45.0491 of the Code of Criminal Procedure, no compensation shall be paid to MVBA by the City.

FEE CALCULATION

Per statute, thirty percent (30%) of the total amount due the court may be added to the defendant's case by the court. The client's court software adds this fee upon the export of a new collection file. Fee sequence within your software should be set to allocate the collection fee after State fees and Court costs. This ensures that MVBA's fee is applied last after all other mandatory fees have been allocated. This is particularly important in cases where defendants have a payment agreement and are making incremental payments to the court or MVBA.

Example:

Total outstanding amount before sent to collection vendor:

262.00

$\times 30\% = 78.60 + 262.00 = 340.60$ (Total amount due)

To calculate the fee due the collection vendor, the following formula is used to back out the fee:

Total amount due and collected:

340.60

$\times 23.07692\% = 78.60$ (Total fee due)

FEE CALCULATION PER TRANSACTION

The calculation of fees per transaction is contingent on each client's software and how the software allocates and applies the fee per transaction. MVBA is well versed in each type of court management software and allows ourselves flexibility depending on each client's software and how it allocates fees. These reports allow us to make any adjustments and to match the court's allocation of fees to the penny.

MVBA utilizes an Incode general ledger report called the CL Distribution Report monthly. It contains the amount collected and fee by transaction disbursement which allows us to match fees posted to the penny, thereby alleviating any potential invoice discrepancies.

INVOICE CALCULATION

MVBA's collection software, Latitude, automates the calculation of fees due. The same formula used to calculate fee is programmed within our software and is used in the calculation of fees due on each case collected. However, as noted in the above section regarding fee calculation per transaction, MVBA does not generate invoices based solely on what our system calculates but rather on what the court's system has allocated. By utilizing the CL Distribution report generated by the court for the prior month, MVBA is able to produce an invoice of all payments posted to the court's system. This includes any payments received by MVBA and remitted to the court weekly. This methodology ensures that amounts invoiced correctly match the court's disbursement of fees due MVBA.

INVOICE FREQUENCY

MVBA is able to invoice the City at the frequency the City requires. MVBA forwards all monies collected weekly either by ACH deposit or by check depending on the City's preference. These weekly funds are remitted to the court along with a deposit report. Invoice approval is utilized when clients accept funds via ACH. This ensures that that amounts collected are correct and provides for easiest reconciliation at the court. Sending funds weekly enables our clients to receive monies expeditiously and the court is able to receipt those funds quickly. Monthly invoices are generated for payments made directly to the court and/or MVBA. We ask that the City remit fees due MVBA monthly based on the invoice sent for that month. A statement is generated along with the monthly invoice and identifies any outstanding invoices.

Please see Exhibit 1 Sample Reports for a sample statement

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MONTHLY REMITTANCE – LATE CHARGES/INTEREST

MVBA asks that our clients submit fees due within 45 days after the close or end of the month after the invoice is generated for the month. Our accounting department sends reminders via email of any outstanding invoices monthly and a statement is sent each month identifying any outstanding invoices. MVBA does not charge our clients late fees or interest penalties due to untimely remittance.

SAMPLE INVOICE

Invoices are generated for payments paid to the court and MVBA directly and contain:

- Defendant Name
- Account number (court's ticket or docket number)
- Status (partial payment or paid in full)
- Date of assignment (date submitted to MVBA)
- Date Posted
- Date Paid
- Amount Paid
- Paid MVBA or Paid Court
- MVBA Fee
- Fee Rate
- Balance

Invoice Number: 15013
Page 1 of 1

McCreary Veselka Bragg and Allen

P.O. Box 1310

0000193 City of

Round Rock, TX 78680

Invoice Date: 9/2/2008

Name	Account Number	Date of Assignment	Date Posted	Date Paid	Paid to MVBA	Paid To Client	Our Fee	Fee Rate	Balance
GALBRETH, ALBERT L	4268801 Status: Paid In Full	10/26/2007	9/2/2008	9/2/2008	305.50	0.00	70.50	30%	0.00
MURPHY, OMAR S	3964401 Status: Paid In Full	12/4/2005	12/6/2006	11/21/2006	0.00	130.00	30.00	30%	0.00
MURPHY, OMAR S	3964401 Status: Paid In Full	12/4/2005	8/26/2008	8/26/2008	175.50	0.00	40.50	30%	0.00
ODINOT, CHERYL L	40824V01 Status: Paid In Full	6/24/2006	8/26/2008	8/26/2008	419.90	0.00	96.90	30%	0.00
ODINOT, CHERYL L	4082401 Status: Paid In Full	5/28/2006	8/26/2008	8/26/2008	273.00	0.00	63.00	30%	0.00
Invoice Totals					1,173.90	130.00	300.90		0.00

MVBA Fees Due: \$300.90
Total Collections: \$1,303.90
Our Check Attached for: \$1,173.90

VALUE ADDED SERVICE ENHANCEMENTS

Recently some law firms that routinely bid on collection services covered by this RFP include in their proposal an annual cash payment in an amount of \$25,000.00 to the prospective client. In evaluating an offer of a cash payment, Rule 7.03(c) of the Texas Rules of Professional Conduct as set forth by the State Bar of Texas states as follows:

A lawyer, in order to solicit professional employment, shall not pay, give, advance, or offer to pay, give, or advance anything of value, other than actual litigation expenses or other financial assistance as permitted by Rule 1.08(d), to a prospective client or any other person.

Accordingly, an offer of a cash payment by a proposal submitted by a law firm is in direct violation of Rule 7.03(c) of the Texas Rules of Professional Conduct of the State Bar of Texas.

Instead MVBA offers innovative service enhancements at no additional cost to the City. Through consistent communication and feedback from our clients, MVBA is continually pursuing opportunities to provide innovative service enhancements that increase efficiencies, expand resources and reduce costs for our clients. MVBA will beta test a new enhancement with a few clients, once we have determined the process or product is working seamlessly and is advantageous to clients, we roll out the new service announcement to all of our clients. Some of the enhanced services we currently offer at no additional charge to our clients include:

Show Cause Courtesy Notices and/or Judge Hearing Notices

File transfer is via SFTP. Flexible formatting options are available. MVBA handles all costs associated with the production and mailing of notices and adheres with the court's mailing calendar. All we need are the form fields in your letter and your letterhead with logo and the data in your letter form fields. Usually the fields are ***Name, Address, City, State, Zip, Court/hearing date*** but we will customize based on your court's specific fields. This service saves the court valuable production, material and postage costs.

Pre-Warrant Calls/Public Service Announcements

MVBA began providing this service to a large volume court in order to help achieve OCA compliance and decrease internal costs. This service has allowed them to increase efficiencies by freeing up a full time-employee. By utilizing MVBA's technology we are able to help increase court efficiencies and expand resources. The court provides a list of defendants requiring a courtesy call before issuing a warrant. MVBA calls the defendant on behalf of the court, and the defendant is instructed to contact the court. MVBA can also provide this technology for other city departments to help get the word out regarding water restrictions or other community related messages.

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RFP # 2020-08 Court Collection Services

Warrant-Round-up Services

We help with localized round-ups and/or amnesty programs by mailing on your behalf or any other type of program the court may offer. MVBA absorbs all production and mailing costs. We also help by getting the word out through your local publications and/or other media sources and can also help with door hangers or whatever your law enforcement officers may need.

Warrant Round-Up Pre-Collection Mailings

MVBA will handle the mailing of postcards on pre-collection cases on behalf of the Court. MVBA absorbs the cost of all printing and materials. The Court need only to provide a list of names and last address of record.

Specialized Skip-Tracing Services

MVBA recognizes that in certain circumstances, our clients may need assistance in locating defendants or debtors whom have not yet been placed for collection. In addition, clients have access to MVBA's Client Web Access, which is your window into our system to view current, real-time information on your defendants. Reports with updated address information are easily downloaded for the Court or Warrant Officers and/or Marshal's office.

Specialized Mailings

MVBA is able to accommodate our clients with specialized or targeted mailings unique to each client. MVBA works with many clients in assisting with mailings to conduct localized round-ups, amnesty programs or seasonal and/or specialized target campaigns.

Scofflaw Processing

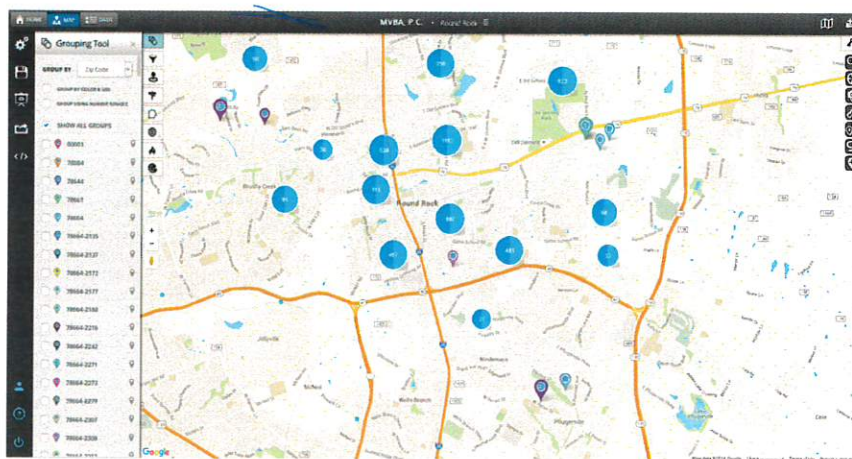
Vehicle Registration Hold - MVBA manages all processes for Scofflaw reporting including identifying, flagging and removing flags on the defendant's vehicle registration. MVBA absorbs all costs associated with the TxDot contract and handles all of the reports on the court's behalf based on the vehicle information we receive from the court's file. The City's County seat need not actively participate in Scofflaw. The court will benefit from larger jurisdictions that utilize the program for violators that have their vehicles registered in participating jurisdictions. This can be particularly helpful in cities where there are college campuses and/or military population.

City of Manor, Texas
RFP # 2020-08 Court Collection Services

GIS Mapping Tool

MVBA is able to provide an interactive mapping tool to assist Marshals or Warrant Officers or local City law enforcement, in locating defendants when attempting to serve warrants. The mapping tool increases efficiencies in the efforts of officers serving warrants. Some of the features include:

- *Most current information on defendants*
- *Ability to group and prioritize by balance and/or geographic location*
- *Case information on each defendant*
- *Directional instruction to each location*
- *Target mapping can be provided by MVBA staff*



NRVC Letter Processing

MVBA can enhance efficiencies and reduce the time associated with Non-Resident Violators Compact letter processing. We provide several options for processing.

EXHIBITS

EXHIBITS

- 1. Sample Reports**
- 2. Sample Letters**
- 3. Sample Telephone Scripts**
- 4. Third Party Debt Collectors Bond**
- 5. Certificate of Insurance**
- 6. Certificate of Account Status**
- 7. Member of the American Collectors Association of Texas**
- 8. Member of the American Collectors Association International**
- 9. Manor RFP # 2020-08 Court Collection Services**
- 10. Conflict of Interest Questionnaire**

EXPLANATION OF REPORTS

Acknowledgement Report

MVBA's Acknowledgement report is sent to the client within 7 days of receiving new cases in our system. This provides the client an opportunity to verify that MVBA received the cases that were intended to be sent.

Transaction History Report (If collected by MVBA)

MVBA Transaction History Report is used to notify the clients daily of payments taken at MVBA. The report provides the defendant name, payment amount, current balance, date paid and status of the case. The transaction report is faxed or emailed daily with all payment received or posted each day.

Collection Activity Report

MVBA Collection activity report provides a summary of letters mailed, phone calls made, cases referred to collections and the number and amount that have been paid. The report further provides the number and dollar amount of the cases cancelled/recalled as well as the total number and dollar amount of cases resolved. This report is broken down by year and quarter and also for the life of the contract and is emailed to our clients quarterly.

Invoice (If collected by MVBA)

MVBA's invoice provides a detailed list of cases paid to the court and to MVBA. Each payment is itemized and includes the defendant's name, client number, date paid, date the payment was posted, money paid to each party and the corresponding fee and current balance. On Monday the invoice is created and sent with a check (ACH available) to the client.

Statement

Monthly listing of all invoices submitted reflecting the total collections for the month and total fees due that MVBA shows open and ready to be paid by the client.

McCreary Veselka Bragg and Allen, P.C.
P.O. Box 1310
Round Rock, TX 78680
1 866-955-5455

Attn:
113 Nelson
TX 77995

Acknowledgement Report

March 8, 2016

<u>Our Number</u>	<u>Name</u>	<u>Your Number</u>	<u>Date Rec'd</u>	<u>Amount Placed</u>
9999999				
3732182	AROCHA, BRIANNA LYNN	H201518268	2/23/2016	235.30
3732183	CHAVEZ, STEPHEN	H201518270	2/23/2016	421.20
3725823	CORTEZ, REFUGIO ORTIZ	H201518201	2/11/2016	336.70
3725826	DOWELL, THOMAS MICHAEL	H201518230	2/11/2016	218.40
3732180	GARCIA, MARIA DE LA LUZ	H201518257	2/23/2016	410.80
3732181	GARCIA, MARIA DE LA LUZ	H201518258	2/23/2016	382.20
3725824	GONZALEZ, WILLIE	H201518205	2/11/2016	384.80
3725825	GONZALEZ, WILLIE	H201518206	2/11/2016	265.20
3732184	LONG, JAMES DONIVAN	H201518276	2/23/2016	282.10
3732185	MOORE, MARK DWAYNE	H201518277	2/23/2016	336.70
3725827	STOKER, WILLIAM EARL	H201518238	2/11/2016	335.40
3725828	STOKER, WILLIAM EARL	H201518239	2/11/2016	313.30
3732186	WILLIAMS, CORNELIUSAYODELE	H201518289	2/23/2016	421.20
3732187	WILLIAMS, CORNELIUSAYODELE	H201518290	2/23/2016	590.20
3732188	WILLIAMS, CORNELIUSAYODELE	H201518291	2/23/2016	843.70
Total Items			15	\$5,777.20

MVBA Transaction Report With PCC

Run Date: 03-08-2016

0000215

By Fax

Name	Batch Type	Account Number	File Number	Payment Amount	Total Paid	Current Balance	Transaction Entered Date	Status Description
JUAREZ, MARIA I	Paid Us	JP10502917	762335	\$138.00	\$338.00	\$0.00	3/7/2016	ACCOUNT PAID IN FULL
MARTINEZ, JORGE ALFONSO	Paid Us	JP10821248	1426388	\$270.40	\$270.40	\$0.00	3/7/2016	ACCOUNT PAID IN FULL
CARDENAS, ROBERT DANIEL	Paid Us	JP11142606	2175728	\$331.50	\$331.50	\$0.00	3/7/2016	ACCOUNT PAID IN FULL
CARDENAS, ROBERT DANIEL	Paid Us	JP11142607	2175729	\$325.00	\$325.00	\$0.00	3/7/2016	ACCOUNT PAID IN FULL
VALLES, JAIME JR	Paid Us	JP11567092	3274916	\$143.20	\$334.10	\$0.00	3/7/2016	ACCOUNT PAID IN FULL
GAMEZ, MARTIN	Paid Us	JP11567491	3310940	\$392.60	\$392.60	\$0.00	3/7/2016	ACCOUNT PAID IN FULL
ORTEGALUNA, ANTONIO	Paid Us	JP11569935	3695295	\$208.00	\$208.00	\$0.00	3/7/2016	ACCOUNT PAID IN FULL
ORTEGALUNA, ANTONIO	Paid Us	JP11569935F	3695340	\$334.10	\$334.10	\$0.00	3/7/2016	ACCOUNT PAID IN FULL

McCreary, Veselka, Bragg & Allen, P.C.
Collection of Delinquent Fines Fees

September 03, 2003 - March 08, 2016

	2011 & Prior	2012	2013	2014	2015	2016	Total	%
Cases Placed	8,031	1,606	1,067	1,226	621	190	12,741	
Dollars Placed	\$2,637,060.66	\$512,563.94	\$376,721.05	\$414,240.85	\$216,748.27	\$78,146.40	\$4,235,481.17	
Cases With Partial Payment	95	31	12	125	63	15	341	
Partial Payments Reported	\$15,285.05	\$5,132.83	\$2,078.89	\$24,782.45	\$13,005.06	\$2,196.25	\$62,480.53	
Cases Paid In Full	2,968	228	123	474	305	48	4,146	32.54%
Dollars Paid In Full	\$858,954.40	\$76,379.25	\$41,031.32	\$146,972.86	\$94,999.34	\$15,297.47	\$1,233,634.64	29.13%
Cases Cancelled By Court	1,677	876	588	440	52	11	3,644	28.60%
Dollars Cancelled By Court	\$514,810.87	\$250,813.43	\$227,730.05	\$154,477.59	\$19,048.38	\$4,085.51	\$1,170,965.83	27.65%
Cases Resolved	4,659	1,104	711	1,000	357	59	7,890	61.93%
Amount Resolved	\$1,426,601.56	\$329,825.20	\$269,806.15	\$335,263.88	\$115,744.03	\$19,291.51	\$2,496,532.33	58.94%
Cases Still In Collection							4,851	38.07%
Dollars Still In Collection							\$1,738,948.84	41.06%

McCreary, Veselka, Bragg & Allen, P.C.
Collection of Delinquent Fines Fees

September 03, 2003 - December 31, 2015

For Year 2015	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Cases Placed	111	154	177	179
Dollars Placed	\$37,304.81	\$50,714.55	\$63,447.18	\$65,281.70
Cases With Partial Payment	17	34	22	15
Partial Payments Reported	\$2,482.87	\$5,841.87	\$2,784.80	\$1,021.02
Cases Paid in Full	49	131	76	53
Dollars Paid in Full	\$14,039.04	\$41,059.49	\$21,530.20	\$15,794.37
Cases Cancelled By Court	21	2	23	17
Dollars Cancelled By Court	\$7,206.16	\$616.20	\$8,942.96	\$7,568.21
Cases Resolved	70	133	99	70
Amount Resolved	\$24,102.44	\$41,641.95	\$31,939.29	\$24,290.12

For Year 2015	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of Letters Mailed	3,940	466	2,121	407
Number of Calls Made	155,558	218,924	252,713	190,390

McCreary, Veselka, Bragg, and Allen, P.C.
P.O. Box 1310
Round Rock, Texas 78680

MVBA Invoice

Invoice: 114449

CHECK

Report Date: 11/09/2015

Name	Account Number	Date Posted	Date Paid	Paid to MVBA	Paid to Client	Fees	Balance
DUE, JOHN	987865	11/04/2015	11/04/2015	175.50	0.00	40.50	0.00
Report Totals				175.50	0.00	40.50	

MVBA Fees Due: \$40.50

Total Collections: \$175.50

CHECK to be Remitted: \$175.50

McCreary, Veselka, Bragg, and Allen, P.C.
P.O. Box 1310
Round Rock, Texas 78680

MVBA Invoice

Invoice: 114448

CHECK

Report Date: 11/09/2015

Name	Account Number	Date Posted	Date Paid	Paid to MVBA	Paid to Client	Fees	Balance
DOE, JANE	123456	11/04/2015	11/04/2015	0.00	286.00	66.00	0.00
Report Totals				0.00	286.00	66.00	

MVBA Fees Due: \$66.00

Total Collections: \$286.00

CHECK to be Remitted: \$0.00

Statement

Date _____

11/2/2018

Total Amount Due

\$1,239.61

City of Sample Municipal Court
123 Any Street
Anywhere, TX 12345

Date	Invoice Number & Description				Amount Due
10/01/2018	INV #177990. Orig. Amount \$213.60.				213.60
10/07/2018	INV #178376. Orig. Amount \$107.11.				107.11
10/14/2018	INV #178698. Orig. Amount \$284.40.				284.40
10/14/2018	INV #178699. Orig. Amount \$107.10.				107.10
10/21/2018	INV #179092. Orig. Amount \$206.10.				206.10
10/28/2018	INV #179408. Orig. Amount \$321.30.				321.30
	Current	31-60 Days	61-90 Days	Over 90 Days	Total Due
	1,026.01	213.60	0.00	0.00	\$1,239.61

Our records indicate these invoices are due. Please contact our office if you have any questions.

James Mansfield at 1-800-287-0013 x 208 or jmansfield@mvbalaw.com

DAYS OF OPERATION
MONDAY - FRIDAY



McCREARY VESELKA BRAGG & ALLEN P.C.
Attorneys at Law
P.O. Box 1310
Round Rock, TX 78680-1310
November 9, 2016

OFFICE HOURS
8:00 AM - 7:00PM
CENTRAL TIME

Jack Armstrong

XXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

NOTICE OF OUTSTANDING CITATION



Total Amount Due: \$3,372.20

According to the court(s) listed, you have an outstanding citation(s) that needs your immediate attention. The court(s) has referred this past due citation(s) to our law firm pursuant to Article 103.0031 of the Texas Code of Criminal Procedure.

<u>Docket</u>	<u>Reference</u>	<u>Jurisdiction</u>	<u>Offense</u>	<u>Balance</u>
600351-6003511	2905179	Town of Westlake Municipal Court	Fail To Display Driver's Licens	\$334.10
600351-6003512	2905180	Town of Westlake Municipal Court	Expired Driver's License	\$297.70
600351-6003514	2905348	Town of Westlake Municipal Court	Violate Promise To Appear	\$386.10
600351-6003515	2905349	Town of Westlake Municipal Court	Violate Promise To Appear	\$386.10
600351-6003516	2905350	Town of Westlake Municipal Court	Violate Promise To Appear	\$386.10
644655F01	3758836	City of Haltom City Municipal Court	FAILURE TO APPEAR	\$249.60
64465501	3758834	City of Haltom City Municipal Court	DRIVING WHILE LICENSE INVALID	\$356.20
64465502	3758835	City of Haltom City Municipal Court	FAIL TO MAINTAIN FINANCIAL RES	\$612.30

PLEASE BE ADVISED THAT YOU MAY HAVE ADDITIONAL CASES PAST DUE.

Not all citations may be listed above. Contact us for more information.

If you are represented in this matter, please forward this letter to your attorney so that your attorney may contact our firm. If you believe the amount due the court has been paid or otherwise satisfied by deferred disposition, community service, jail time served, or defensive driving course, please contact our office. If you have not responded to the citation, you have a right to plead not guilty, post bond and have a trial by jury on the citation by contacting the Court either in person or writing. On the other hand, payment in full of the amount shown above constitutes a plea of "no contest" pursuant to Article 27.14 of the Texas Code of Criminal Procedure and will dispose of the citation(s).

McCreary Veselka Bragg & Allen P.C.
P.O. Box 1310
Round Rock, TX 78680-1310

FOR QUESTIONS, PAYMENT OPTIONS OR TO MAKE A PAYMENT

Call: 1-866-955-5455

Online: www.paymvba.com

Mail: PO Box 1310, Round Rock, TX 78680

Cashiers Check or Money order; No personal checks accepted.

Write the Reference # on the cashier's check or money order to receive credit for your payment.



Jack Armstrong

XXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

DAYS OF OPERATION
MONDAY - FRIDAY



OFFICE HOURS
8:00 AM - 7:00PM
CENTRAL TIME

McCREARY VESELKA BRAGG & ALLEN P.C.
Attorneys at Law
P.O. Box 1310
Round Rock, TX 78680-1310
November 9, 2016

Aviso de saldo pendiente

Jack Armstrong

XXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXX

Importe total debido: \$3,372.20

Según la tribunal(es) notado, Usted tiene Un saldo citación que requiere su atención inmediatamente. La corte se ha referido este caso a nuestro bufete de abogados de conformidad con lo dispuesto en el artículo 103.0031 del Código de Procedimiento Penal de Texas.



<u>Cuenta</u>	<u>Referencia</u>	<u>Jurisdicción</u>	<u>Violación</u>	<u>Saldo</u>
600351-6003511	2905179	Town of Westlake Municipal Court	Fail To Display Driver's Licens	\$334.10
600351-6003512	2905180	Town of Westlake Municipal Court	Expired Driver's License	\$297.70
600351-6003514	2905348	Town of Westlake Municipal Court	Violate Promise To Appear	\$386.10
600351-6003515	2905349	Town of Westlake Municipal Court	Violate Promise To Appear	\$386.10
600351-6003516	2905350	Town of Westlake Municipal Court	Violate Promise To Appear	\$386.10
644655F01	3758836	City of Haltom City Municipal Court	FAILURE TO APPEAR	\$249.60
64465501	3758834	City of Haltom City Municipal Court	DRIVING WHILE LICENSE INVALID	\$356.20
64465502	3758835	City of Haltom City Municipal Court	FAIL TO MAINTAIN FINANCIAL RES	\$612.30

SEA NOTIFICADO QUE PUEDE TENER OTROS CASOS VENCIDOS APARTE DE ESTE

No todos los citación se pueden enumerar arriba. Póngase en contacto con nosotros para obtener más información.

Si están representados en este asunto, por favor envíe esta carta a su abogado para que su abogado puede contactar con nuestra empresa. Si usted cree que se ha pagado el monto de la corte o si no satisfecho por disposición diferida, servicio a la comunidad, tiempo en la cárcel sirve o curso de conducción defensiva, póngase en contacto con nuestra oficina. Si no han respondido a la citación, usted tiene derecho a no declararse culpable, depositar fianza y tener un juicio con jurado en la cita poniéndose en contacto con la corte ya sea en persona o escribir. Por otra parte, pago total de la cantidad indicada anteriormente constituye una declaración de "no contest" en virtud del artículo 27,14 del código de procedimiento penal de Texas y deshará la esa.

PARA PREGUNTAS, OPCIONES DE PAGAR O PARA PAGAR EL SALDO
Call: 1-866-955-5455

Online: www.paymvba.com

Mail: PO Box 1310, Round Rock, TX 78680

Chasiers cheque o giro postal; No se aceptan cheques personales.
Escriba la referencia # en el cheque o giro postal para recibir crédito por su pago.

Fines and Fees

F&F- Script#1- Outbound call: Contact made with defendant.

Hello, may I speak to DEFENDANT NAME. Good Morning/Afternoon Ma'am/Sir.

My name is COLLECTOR NAME and I am a non-lawyer specialist with MVBA. For security purposes can you please verify your Date of Birth.

FULL AND COMPLETE INFORMATION:

1. Verify defendant's mailing address.
2. Verify good contact phone number.
3. Verify alternate contact information. (cell ph, family members)

We are contacting you on behave of CLIENT regarding your passed due FINE/TICKET(S) in the amount of \$DOLLAR AMOUNT.

Would you like to take care of this matter today?

****pause****

DEFENDANT NAME, do you have something to write with?

ALL PAYMENTS go directly to the City of _____ You can contact them at _____.

F&F- Script#2- Inbound call: Contact made with defendant.

MVBA this is COLLECTOR NAME. How may I help you?

May I have your DL#/REF#/DOC#.

Is this DEFENDANT NAME? And for verification, what is your Date of Birth?

DEFENDANT NAME, let me update your file and see if we can help you get this matter resolved today.

FULL AND COMPLETE INFORMATION:

1. Verify defendant's mailing address.
2. Verify good contact phone number.
3. Verify alternate contact information. (cell ph, family members)

We are contacting you on behave of CLIENT regarding your passed due FINE/TICKET(S) in the amount of \$DOLLAR AMOUNT.

Would you like to take care of this matter today?

****pause****

DEFENDANT NAME, do you have something to write with?

ALL PAYMENTS go directly to the City of _____ You can contact them at _____.

F&F- Script#3- Leaving message with Other:

Hello, may I speak to DEFENDANT NAME.

May I leave a message for DEFENDANT NAME, Do you have a pen/paper avail?

My name is COLLECTOR NAME and I am calling with MVBA.

Our toll free phone # is 1-866-955-5455.

Our office hours are Monday-Friday from 8am to 7pm.

Please have DEFENDANT NAME contact me at their earliest convenience with Reference number 123456.

Thank you.

*You may speak to the 3rd party regarding this matter. Get their name and relationship.

Voicemail Messages:

Hi, this is COLLECTOR with MVBA calling for Defendants name reference number _____ in regards to a very important **legal matter**. Please return my call as soon as possible toll free at 866-955-5455.

Spanish:

Me llamo _____. Estamos llamando de la oficina de los abogados MVBA para _____ (defendant), numero de referencia #_____ referente a un caso legal que tiene pendiente en nuestra oficina. Por favor devuelva nuestra llamada lo más pronto posible al número de teléfono gratis 866-955-5455. Gracias.

RIDER

BOND NO. 775224817 TX

EFF. DATE OF RIDER: JANUARY 01, 2007

PRINCIPAL: MC CREARY, VESELKA, BRAGG & ALLEN, P.C. ATTORNEYS AT LAW

OBLIGEE: THE STATE OF TEXAS

DATE OF BOND: JUNE 01, 2003

This rider is to be attached to and form a part of the above described bond.

The surety hereby gives its consent to CHANGE PRINCIPAL BOND ADDRESS TO:

700 JEFFREY WAY, SUITE 100, ROUND ROCK, TX 78664

Nothing herein contained shall be held to vary, alter, waive or extend any of the terms, conditions, provisions, agreements or limitations of the above mentioned bond other than as above stated.

Signed and Dated on the 26 DAY OF FEBRUARY, 2007.

MC CREARY, VESELKA, BRAGG & ALLEN, P.C.
ATTORNEYS AT LAW

Principal

BY: 

TRAVELERS CASUALTY & SURETY COMPANY OF AMERICA
Surety

BY: 
LESLIE LUE SCHWANKL, Attorney-In-Fact

THIRD-PARTY DEBT COLLECTOR BOND

BOND NUMBER: 775224817 TX

KNOW ALL PERSONS BY THESE PRESENTS:

That, we MC CREARY, VESELKA, BRAGG & ALLEN, P.C. ATTORNEYS AT LAW, as Principal, whose address 5929 BALCONES DRIVE, SUITE 200, AUSTIN, TX 78731 and TRAVELERS CASUALTY & SURETY COMPANY OF AMERICA, as Surety, and being a surety company authorized to do business in the State of Texas, are held and firmly bound unto the State of Texas, in the sum of TEN THOUSAND DOLLARS AND NO/100 (\$10,000), payable to the State for the use and benefit of the State or any injured party, lawful money of the United States of America, the payment of which well and truly to be made, we and each of us, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly, and severally, firmly by these presents.

THE CONDITIONS OF THE ABOVE OBLIGATIONS ARE SUCH THAT:

Whereas, the above named Principal is engaged in the business of a third-party debt collector in accordance with the provisions of Texas Financial Code, §392.001 et seq.;

NOW, THEREFORE, if the Principal shall conduct the business of said Principal in accordance with the provisions of §392.001 et seq., and if said Principal in the course and scope of the business of said Principal shall not damage any person by any violation of the act, then this obligation shall be void, otherwise to remain in full force and effect.

THIS BOND IS SUBJECT TO THE FOLLOWING CONDITIONS:

1. This bond shall also be construed to be in favor of any person damaged by any violation of §392.001 et seq.
2. That an individual injured by a violation of this act may bring an action against principal and surety on this bond.
3. That the aggregate liability of the surety to all persons damaged by principal's violation of this act may not exceed the amount of the bond.
4. The bond shall not be subject to cancellation by either the principal or the surety unless written notice of intent to cancel is forwarded by the surety and/or principal to the Secretary of State, Statutory Documents Section, at least ninety (90) days prior to the effective date of the cancellation. If the cancellation is at the request of the surety, the surety shall also provide the principal with written notification at least ninety (90) days prior to the effective date of cancellation.

IN WITNESS WHEREOF, said PRINCIPAL and SURETY have been executed this bond, this 29 DAY OF MAY, 2003.

This bond is effective JUNE 01, 2003.

SURETY BY:

TRAVELERS CASUALTY & SURETY COMPANY OF AMERICA

Eleanore G. Woodward
(Signature)

ELEANORE G. WOODWARD
(Printed or Typed Name)

Title:

Attorney-In-Fact

Address:

ONE TOWER SQUARE, HARTFORD, CT 06183

Countersigned by:

N/A
(Signature)

N/A
(Printed Name)

PRINCIPAL: MC CREARY, VESELKA, BRAGG & ALLEN, P.C. ATTORNEYS AT LAW

Harvey M. Allen
(Signature)
President HARVEY M. ALLEN
(Printed Name & Title)

File completed bond form with:

Secretary of State
Statutory Documents Section
P.O. Box 12887
Austin, TX 78711-2887

(DCB/10/93)

**TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA
TRAVELERS CASUALTY AND SURETY COMPANY
FARMINGTON CASUALTY COMPANY
Hartford, Connecticut 06183-9062**

POWER OF ATTORNEY AND CERTIFICATE OF AUTHORITY OF ATTORNEY(S)-IN-FACT

KNOW ALL PERSONS BY THESE PRESENTS, THAT TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA, TRAVELERS CASUALTY AND SURETY COMPANY and FARMINGTON CASUALTY COMPANY, corporations duly organized under the laws of the State of Connecticut, and having their principal offices in the City of Hartford, County of Hartford, State of Connecticut, (hereinafter the "Companies") hath made, constituted and appointed, and do by these presents make, constitute and appoint: **Patrella L. Wolf, Eleanore G. Woodward,** of Minneapolis, Minnesota, their true and lawful Attorney(s)-in-Fact, with full power and authority hereby conferred to sign, execute and acknowledge, at any place within the United States, the following instrument(s): by his/her sole signature and act, any and all bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking and any and all consents incident thereto and to bind the Companies, thereby as fully and to the same extent as if the same were signed by the duly authorized officers of the Companies, and all the acts of said Attorney(s)-in-Fact, pursuant to the authority herein given, are hereby ratified and confirmed.

This appointment is made under and by authority of the following Standing Resolutions of said Companies, which Resolutions are now in full force and effect:

VOTED: That the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her.

VOTED: That the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary.

VOTED: That any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary, or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority.

This Power of Attorney and Certificate of Authority is signed and sealed by facsimile (mechanical or printed) under and by authority of the following Standing Resolution voted by the Boards of Directors of TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA, TRAVELERS CASUALTY AND SURETY COMPANY and FARMINGTON CASUALTY COMPANY, which Resolution is now in full force and effect:

VOTED: That the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such power of attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding upon the Company in the future with respect to any bond or undertaking to which it is attached.

STATE OF MINNESOTA)
COUNTY OF HENNEPIN) SS:

MAY 29 2003

On _____ before me, a Notary Public within and for said County and State, personally appeared ELEANORE G. WOODWARD known to me to be the Attorney-in-Fact of TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA, the corporation described in and that executed the within and foregoing instrument in behalf of said corporation and (s)he duly acknowledged to me that such corporation executed the same.



Angela Jill Luscomb

IN WITNESS WHEREOF, TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA, TRAVELERS CASUALTY AND SURETY COMPANY and FARMINGTON CASUALTY COMPANY have caused this instrument to be signed by their Senior Vice President and their corporate seals to be hereto affixed this 3rd day of December, 2002.

STATE OF CONNECTICUT

} SS. Hartford

COUNTY OF HARTFORD

TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA
TRAVELERS CASUALTY AND SURETY COMPANY
FARMINGTON CASUALTY COMPANY



By

George W. Thompson
Senior Vice President

On this 3rd day of December, 2002 before me personally came GEORGE W. THOMPSON to me known, who, being by me duly sworn, did depose and say: that he/she is Senior Vice President of TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA, TRAVELERS CASUALTY AND SURETY COMPANY and FARMINGTON CASUALTY COMPANY, the corporations described in and which executed the above instrument; that he/she knows the seals of said corporations; that the seals affixed to the said instrument are such corporate seals; and that he/she executed the said instrument on behalf of the corporations by authority of his/her office under the Standing Resolutions thereof.



Marie C. Tetreault

My commission expires June 30, 2006 Notary Public
Marie C. Tetreault

CERTIFICATE

I, the undersigned, Assistant Secretary of TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA, TRAVELERS CASUALTY AND SURETY COMPANY and FARMINGTON CASUALTY COMPANY, stock corporations of the State of Connecticut, DO HEREBY CERTIFY that the foregoing and attached Power of Attorney and Certificate of Authority remains in full force and has not been revoked; and furthermore, that the Standing Resolutions of the Boards of Directors, as set forth in the Certificate of Authority, are now in force.

Signed and Sealed at the Home Office of the Company, in the City of Hartford, State of Connecticut. Dated this _____ day of _____, 2003

MAY 29 2003



By

Kori M. Johanson
Assistant Secretary, Bond

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
■ Print your name and address on the reverse so that we can return the card to you.
■ Attach this card to the back of the mailpiece, on the front if space permits.

Article Addressed to:

SECRETARY OF STATE
STATUTORY DOCUMENTS
SECTION
P.O. Box 12887
Austin, TX. 78711-2887

2. Article Number

(Transfer from service label)

7000 1670 0009 7757 7382

PS Form 3811, March 2001

Domestic Return Receipt

COMPLETE THIS SECTION ON DELIVERY

A. Received By (Print Name Clearly) B. Date of Delivery
MAIL & MESSENGER SERVICE

C. Signature

X

JUN 06 2003

☐ Agent☐ AddresseeD. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

TBPC

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☒ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

102595-01-M-1424



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/3/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Whorton Insurance Services 11200 Jollyville Rd. Austin TX 78759-4813		CONTACT NAME: Lana Spires, CIC CISR AAI PHONE (A/C, No, Ext): (512) 338-1191 FAX (A/C, No): (512) 338-1196 E-MAIL ADDRESS: LanaS@Whortonins.com																						
INSURED McCreary, Veselka, Bragg & Allen PC, DBA: MVBA dba P O Box 1269 (700 Jeffrey Way Ste 100 78665) Round Rock TX 78680		<table border="1"><thead><tr><th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A:</td><td>Foremost Signature Insurance Co</td><td>41513</td></tr><tr><td>INSURER B:</td><td>Foremost Insurance Co Grand Rapids</td><td>11185</td></tr><tr><td>INSURER C:</td><td>Texas Mutual Insurance Co</td><td>22945</td></tr><tr><td>INSURER D:</td><td>Travelers Casualty & Surety Co of</td><td>31194</td></tr><tr><td>INSURER E:</td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td></tr></tbody></table>		INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	Foremost Signature Insurance Co	41513	INSURER B:	Foremost Insurance Co Grand Rapids	11185	INSURER C:	Texas Mutual Insurance Co	22945	INSURER D:	Travelers Casualty & Surety Co of	31194	INSURER E:			INSURER F:		
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INSURER E:																								
INSURER F:																								

COVERAGES

CERTIFICATE NUMBER: 17-18

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			PAS37614857	2/1/2017	2/1/2018	EACH OCCURRENCE \$ 1,000,000
			DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000				
			MED EXP (Any one person) \$ 10,000				
			PERSONAL & ADV INJURY \$ 1,000,000				
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						GENERAL AGGREGATE \$ 2,000,000
							PRODUCTS - COMP/OP AGG \$ 2,000,000
							Employee Benefits \$ 1,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			SBS41594723	2/1/2017	2/1/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
			BODILY INJURY (Per person) \$				
			BODILY INJURY (Per accident) \$				
			PROPERTY DAMAGE (Per accident) \$				
							Terrorism \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE			PAS37614857	2/1/2017	2/1/2018	EACH OCCURRENCE \$ 4,000,000
			AGGREGATE \$ 4,000,000				
			DED <input checked="" type="checkbox"/> RETENTION \$ 0				
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	TSF0001165274	2/1/2017	2/1/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
			E.L. EACH ACCIDENT \$ 1,000,000				
			E.L. DISEASE - EA EMPLOYEE \$ 1,000,000				
			E.L. DISEASE - POLICY LIMIT \$ 1,000,000				
D	LAWYERS PROFESSIONAL LIABILITY CLAIMS-MADE			105520005	10/31/2016	10/31/2017	EACH CLAIM/ALL CLAIMS \$ 2,000,000 DEDUCTIBLE \$ 125,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

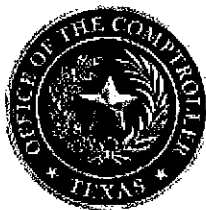
For Information Purposes Only

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Jim Whorton/MMIREL

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**Franchise Tax Account Status**

As of : 03/24/2020 09:32:34

This page is valid for most business transactions but is not sufficient for filings with the Secretary of State

MCCREARY, VESELKA, BRAGG, & ALLEN, P.C.**Texas Taxpayer Number** 17423054091**Mailing Address** 700 JEFFREY WAY STE 100 ROUND ROCK, TX 78665-2417**Right to Transact Business in Texas** ACTIVE**State of Formation** TX**Effective SOS Registration Date** 06/30/1981**Texas SOS File Number** 0090632002**Registered Agent Name** HARVEY M ALLEN**Registered Office Street Address** 700 JEFFREY WAY, STE 100 ROUND ROCK, TX 78664

Certificate of Membership

2017

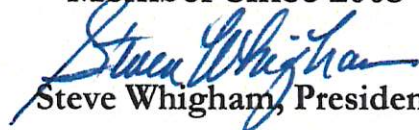
MCCREARY, VESLEKA, BRAGG & ALLEN, PC

ROUND ROCK, TEXAS

Member Number 13054873

Has pledged to maintain high standards of professionalism in serving credit grantors and consumers, to abide by federal and state laws and uphold the Code of Ethics and Rules and Regulations of this Association, and is hereby entitled to the rights and privileges as provided in the Bylaws of the American Collectors Association of Texas.

Member Since 2003


Steve Whigham, President



American Collectors Association of Texas



Certificate of Membership

2020

McCreary, Veselka, Bragg & Allen, P.C.

Round Rock, Texas

Company Member Number 13054873

has pledged to uphold and abide by the Code of Conduct of ACA International, the world's largest organization of accounts receivable management companies, and is hereby entitled to the rights and privileges of membership as provided in the Bylaws of ACA International, the Association of Credit and Collection Professionals.



CITY OF MANOR, TEXAS
REQUEST FOR PROPOSALS (RFP)

RFP # 2020-08

COURT COLLECTION SERVICES

PROPOSAL DUE DATE:
APRIL 3, 2020 AT 2:00 P.M. (CST)

ISSUED BY:

City of Manor, Texas
Finance Department



REQUEST FOR PROPOSAL
COURT COLLECTION SERVICES
(RFP # 2020-08)

A. INTENT

The City of Manor, Texas, hereinafter referred to as "CITY", is soliciting proposals for Court collection services. It is the CITY's desire to contract with one company to collect fees for City of Manor Municipal Court violations, those that are past due and/or in warrant status.

The applicant submitting the successful proposal must clearly demonstrate its ability to provide immediate and consistent efforts in collections and provide a timely return of the dollars collected.

B. PROPOSAL SUBMISSION PROCESS, DUE DATE, AND REQUIRED DOCUMENTS:

One (1) original and four (4) copies of the response and applicable supporting documentation are required. The original must be clearly marked "ORIGINAL" and the copies must be clearly marked "COPY".

Proposals are due no later than APRIL 3, 2020 at 2:00 p.m., Central Standard Time. The responses must be bound and sealed when submitted. The response material must be addressed and delivered to:

Lluvia Almaraz
City Secretary
City of Manor
105 E Eggleston Street
Manor, TEXAS 78653

Mailing Address
P.O. Box 387
Manor, Texas
78653

The outside of the sealed envelope or container must state:

RFP #2020-08 - COURT COLLECTION SERVICES



Responses received later than the above date and time will be rejected and returned unopened. Timely proposals will be opened on the date specified in the RFP and will be kept secret during the process of negotiations. All proposals that have been submitted shall be open to public inspection after the contract is awarded, except for trade secrets and confidential information contained in the proposals marked "confidential" by the proper responding party.

C. CLARIFICATION OF REQUIREMENTS

All requests for additional information or clarification concerning this Request for Proposals must be submitted, in writing, no later than 5:00 p.m. on March 27, 2020 and shall be emailed to Lluvia Almaraz, City Secretary at lamaraz@cityofmanor.org. It is the intent and purpose of the CITY that this RFP permits competitive proposals. It is the applicant's responsibility to advise the City Secretary for the CITY, if any language, requirements, etc., or any combinations thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source.

D. CONTRACT TERM

The initial contract shall be for a two (2) year period commencing on the date that the contract is executed by both parties. The CITY shall have the option to extend the term of the contract for three (3) additional one-year periods under the terms and conditions stated herein, unless either party gives prior notice of termination.

E. CANCELLATION

The successful applicant will be awarded a contract on an exclusive basis. The CITY has the option to terminate the contract during the first six (6) months of the contract if the successful applicant does not perform the contract to the CITY's satisfaction. Thereafter, either party may terminate the contract by giving the other party thirty (30) days prior written notice. Upon termination, the successful applicant shall have an additional thirty (30) days to collect the then outstanding billings. The successful applicant may not assign the contract to any other party without the prior written consent of the City of Manor City Council ("City Council").

F. QUALIFICATIONS OF APPLICANT

By submitting a proposal, the applicant certifies that they are duly qualified, capable, and otherwise bondable business that is not in receivership or contemplates same, nor has filed for bankruptcy. The applicant must not be indebted to the CITY and shall not owe any back taxes to the CITY. The applicant warrants that they are familiar with all laws, regulations, and customs applicable to the type of business required herein.

The contract will be awarded by the CITY to a responsible applicant only. In order to qualify as responsible, an applicant must meet the following qualifications as they relate to this RFP.



- Have adequate technical and financial resources for performance.
- Have the necessary experience, organization, and technical skill in the field of court collection service accounts.
- Have a satisfactory record of performance in court collection programs.
- Have a minimum of five (5) years of collection experience in the court service industry for similar or larger size cities such as the City of Manor, Texas.
- Must be able to provide collection reports on a monthly basis.

G. EXCEPTIONS

Any exceptions to the requirements stated herein must be stated, in writing, in the applicant's response. Explanation must be made for each item for which exception is taken, giving in detail the extent of the exception, and the reason for which it is taken, in order for consideration to be given to the proposal.

H. SELECTION AND AWARD PROCESS

1. Responses to this RFP will be reviewed by an evaluation committee, which may include senior management representatives, a financial officer, and/or an independent consultant. A short list of applicants will be identified and may be interviewed by the evaluation committee.
2. Selection shall be based on the evaluation factors published in this RFP. After the evaluation committee makes its initial selection, it shall proceed to negotiate a contract at a fair and reasonable price.
3. If the CITY is unable to negotiate a satisfactory contract with the most highly qualified applicant, the CITY shall formally end negotiations with that applicant and begin negotiations with the second most highly qualified applicant.
4. Negotiations shall be undertaken in this sequence until a contract is made. The evaluation committee may allow proposal revisions after submission in order to obtain the best final proposal. Following the interviews and negotiations, the evaluation committee will recommend an applicant to the City Council. The City Council will make the final selection of the contractor based on the evaluation committee's recommendation and whether the qualified applicant's proposal is determined to be the most advantageous to the CITY, considering the evaluation factors set forth in this RFP.
5. No individual CITY employee or any CITY Department has the authority to legally and/or financially commit the CITY to any contract or agreement for goods or services.

I. COLLECTION SERVICES

1. Background



The City of Manor Municipal Court ("Court") is responsible for the adjudication of Class C Misdemeanor violations (within the incorporated city limits) provided by State Law and CITY Ordinances. The Court processes approximately 5,600 cases annually. Of these cases, approximately 44% will have arrest warrants issued. The average warrant fine is \$100.00. Of the persons with an outstanding City of Manor warrant, approximately 24% are City of Manor residents, 75% reside outside the city limits but within the State and 1% reside out of State.

2. Nature of Services Required

- a. The Court will provide files electronically to the successful applicant (hereinafter referred to in this section as "Contractor") of those persons having outstanding Court cases. This information can include, but is not limited to the following:
 - i. Person's name, personal identifiers and driver license number, last known residential address, last known telephone number, citation number, alleged offense committed, offense date, amount of fine, amount paid (if any), amount due, and if applicable, date of warrant and amount of warrant fine.
 - ii. CITY will provide current file layouts. Electronic transfer of data must include the Contractor having a computer system that enables the CITY to E- mail an attachment or upload on the Internet via secure FTP. The Contractor must be able to receive and return files back and forth between CITY and Contractor.
 - iii. It will be the Contractor's responsibility to assure compatibility of CITY's data files and transmittal medium to the Contractor's computer system. The Contractor shall bear all costs, if necessary, for data conversion to make the CITY's computer system compatible with that of the Contractor's and any incidental costs related to the data transfer.
- b. Historically, the CITY sends various outstanding citations to the Contractor for collection services on a regular basis (i.e. daily, weekly, and/or monthly). These cases and warrants consist of the following types:
 - i. Active Alias Warrants -These are warrants in which no judgment has been entered assessing any sums due from the defendant in the case, but the defendant is subject to immediate arrest to answer for the pending criminal charge.
 - ii. Active Capias Pro Fine Warrants -These are warrants in which a judgment has been entered assessing a sum owed by the defendant in order to discharge the defendant from liability and the defendant is subject to immediate arrest.
 - iii. Outstanding Cases -These cases are outstanding citations for Class C



Misdemeanor violations that occurred in the city limits, including CITY Ordinance violations. These are cases that may or may not have appeared before the Court and may or may not have judgment entered against them. Therefore, the defendant is not subject to immediate arrest.

- c. The CITY will supply the Contractor with two separate listings. They shall be known as the History File and the Collect and Warrant File.
 - i. The History File shall be provided one time only. This file will contain the entire backlog of active warrants previously worked by the CITY's existing collection agency. The approximate number of outstanding cases for past collection is 12,823.
 - ii. The Collect and Warrant File shall be issued on a regular or as needed basis and shall contain those cases that are Outstanding Cases as well as Active Warrants that were processed by the CITY's Police Department. This file will contain unresolved cases not issued for warrant and the most recent past dues processed for warrant. The approximate number of new warrants and collect cases each month is approximately 295.
- d. Contractor agrees to perform the following:
 - i. Contractor will become familiar with the legal distinctions of each type of case and warrant submitted for collection effort and will develop a series of contacts with the defendant that do not violate the defendant's statutory and constitutional rights.
 - ii. Contractor will attempt to contact the defendant named in any case or warrant submitted for collection service at least eight (8) times in a 180-day period through a rotating telephone and letter cycle. Voice/telephone contact attempts shall be limited to between the hours of 8:00 A.M. and 9:00 P.M., Monday through Saturday. No Sunday contacts will be attempted.
 - iii. Contractor will submit written scripts for telephone contacts and written communications for approval by the CITY for each type of case and warrant submitted to Contractor for collection services. The Contractor shall pay all costs related to the telephone contact and written communications.
 - iv. Contractor will instruct all defendants to forward monies directly to the Court. Should the Contractor receive a payment from a defendant, the Contractor shall forward payment directly to the CITY in the form of the original negotiable instrument received.
 - v. Contractor shall use due diligence, reasonable and ethical methods, and employ lawful means to effect collection on the CITY's outstanding cases including adherence to all Federal and state laws



governing collections.

- vi. Contractor will guarantee that every defendant will be dealt with in a professional and courteous manner.
 - vii. The CITY may recall for collection efforts and Contractor will not be entitled to any fee for any money collected after any case has been recalled.
 - viii. Contractor will return information on cases submitted for collection services including all information developed by the Contractor regarding the defendant or his whereabouts, as requested by the CITY.
 - ix. Contractor will guarantee that a full-time customer service representative will be assigned to the CITY and available to address day-to-day issues.
- e. Additional written and/or telephone contacts may be made at the choice of the Contractor within the hours stipulated in d.ii. above.
- f. Contractor shall work with CITY to conduct Warrant Round-Up or Amnesty Programs as requested, requiring Contractor to send out additional notices and providing the CITY with an updated address list of defendants.
- g. All information supplied by the CITY to the Contractor shall be kept confidential and not disclosed to parties other than the Contractor's employees on a need-to-know basis for the purpose of contract performance and to the defendant. Contractor shall not disclose social security number, driver's license number or any other information deemed confidential by the CITY to anyone other than the defendant. CITY will notify Contractor of information deemed confidential, as appropriate.
- h. Both the CITY and the Contractor will jointly review the appropriate cases for which payment is due to the Contractor on a monthly basis.
- i. The Contractor will be paid a collection fee in accordance with Article 103.0031 of the Texas Code of Criminal Procedure, as amended.
 - ii. Contractor will not be entitled to reimbursement for expenses incurred under the Contract.
 - iii. The CITY shall not be liable under the contract for any services which are unsatisfactory or which the CITY has not approved.

J. EVALUATION FACTORS

1. Completeness

Each response will be reviewed before the selection process for completeness and adherence to format. A response will be considered complete if all requested sections are included in the proper order.



2. Formal Evaluation

a. Evaluation Process

The CITY will appoint a selection committee to formally evaluate each response. The evaluation process will objectively grade the responses on their merit and responsiveness. Responses will be evaluated based on the material and substantiating evidence presented in the response, and not on the basis of what could be inferred. The evaluation process will include verification of references, verification of project team resumes, confirmation of financial references, and may also request additional information as determined by the CITY in its sole discretion.

b. Scoring Format

Each section of the RFP response will be considered a separate selection criterion and will be scored individually. All scores will be summed to give the grand total score. The maximum possible grand total score for the RFP response is 100 points.

c. Point Values: Total 100 Points

I. applicant Qualifications:	25 Total Points
II. Collection Procedures	20 Total Points
III. Collection Staffing & Systems:	20 Total Points
IV. Monthly Activity Reports:	15 Total Points
V. Cost/Fee Charged to CITY:	20 Total Points

3. Oral Interview

After the formal evaluations, the CITY may decide on oral interviews to address specific issues with selected applicants.

4. Final Selection/Notification

Final selection will be made in accordance with Chapter 252, Texas Local Government Code. The evaluation of the RFP responses and the oral interview (if conducted) will be considered. The applicant with the highest overall evaluation score shall be recommended to the City Council for consideration. The selected contractor or firm will be notified by the CITY upon selection of the proposal by the City Council.

K. RESPONSE FORMAT AND PREPARATION INSTRUCTIONS

Applicants shall use the prescribed format outlined in this RFP to clearly describe their proposal.

Applicants shall provide one (1) original and four (4) copies of the response. Each



response will be reviewed to determine if it is complete before evaluation. The CITY reserves the right to eliminate from further consideration any response that is deemed to be unresponsive to this RFP. The intent of the CITY is that all responses follow the same format in order to evaluate each response fairly. Proposals will be evaluated based on the material and substantiating evidence presented in the proposal, and not on the basis of what could be inferred.

In order to simplify the review process and obtain the maximum degree of comparison, proposals are to be outlined in the manner described below. Be specific about the applicant's collection expertise in the sections that follow. Failure to provide a response, answer questions and/or provide documentation, as requested, will result in loss of points in that section.

A. Applicant Qualifications (25 Points)

- a) Experience in the area of court collections as it applies to the collection of outstanding Class C Misdemeanor cases and warrants. Specifically list public sector court clients and separate clients by a) Texas Municipal Courts and b) Texas County Courts.
- b) Experience in Texas courts (minimum of 5 with at least 2 of those courts having similar volume to CITY). List references from current clients in Texas courts. Preferably Municipal Courts. NOTE: All references requested in this proposal shall include the name of client, name of contact person, physical address, telephone number, and the email address of the contact person.
- c) Experience in receiving/transmitting data electronically.
- d) Experience and stability of key staff.
- e) Experience and performance results in conducting an Amnesty and/or Warrant Round-Up Program(s).

B. Collection Procedures (20 Points)

- a) Provide a summary of collection activities and techniques proposed to collect the CITY's outstanding cases and warrants.
- b) Provide detailed explanation of collection methodology including timetable of your work plan and expected rate of recovery.
- c) Describe the methodology for handling customer questions/problems.
- d) Describe the methodology for handling non-English speaking customers.
- e) Provide examples of correspondence that will be used for collecting delinquent fines.
- f) Describe the adequacy of your telephone resources. Provide examples of telephone scripts that will be used for collecting delinquent fines.
- g) Describe the methodology for conducting Amnesty and/or Warrant Round-Up



Programs.

C. Collection Staffing & Systems (20 Points)

- a) Identify and describe the qualification and length of service of the lead staff that will be assigned to coordinate and resolve all business matters between the CITY and the applicant.
- b) Identify and describe the qualification and length of service of the lead staff that will be assigned to oversee and manage the collection activities for the CITY.
- c) Describe the qualification and number of collection staff that will be assigned to the collection activities for the CITY.
- d) Describe experience working and interfacing with client's using INCODE software for court operations.
- e) Provide a brief description of the computer system used and its update capabilities. Describe the adequacy of your data processing resources.
- f) Describe the methodology and procedure for data transfers. Identify the form and frequency of electronic data transfers both to and from your company.
- g) Describe the type of access that will be made available to the CITY for on-line inquiry.
- h) Describe the ability to maintain records of placements, collections, recovery and producing reports, and billing of for an unlimited number of clients and debtors, and describe back-up capabilities.
- i) Describe the record retention capabilities.

D. Monthly Activity Reports (15 Points)

It is agreed that the successful applicant shall maintain and make available for inspection, audit and/or reproduction by authorized representatives of the CITY or any external auditor representing the CITY, the books, documents, and other relevant information pertaining to the collections carried out for the CITY and the expenses of this contract.

The applicant should acknowledge the need for a cooperative effort and open communication between the successful applicant and the CITY. The successful applicant will be required to provide monthly collection activity reports to the CITY.

Please provide the following:

- a) Examples of reports used to document collection results.
- b) Examples of monthly reports that will be provided to the CITY.
- c) Frequency of reporting and the content of data transmitted to the CITY.



- d) Flexibility in meeting the CITY's reporting needs.

E. Cost/Fee Charged to the CITY (20 Points)

The applicant's proposal must clearly explain the cost/fee structure and how the CITY will be invoiced for collection services. The proposal must include at a minimum the following:

- a) Cost/fee/rate for collection services that will be provided to the CITY.
- b) Explain clearly how the cost/fee/rate will be applied per transaction.
- c) Explain clearly how the invoice will be calculated.
- d) Frequency of billing (invoice) submitted to the CITY.
- e) Number of days allowed for payment.
- f) Explain if any late charges or interest would be applicable and how it will be calculated.
- g) Provide an example of the invoice/bill that will be used to bill the CITY.

L. RIGHT OF THE CITY TO REQUEST FURTHER DOCUMENTATION

The CITY reserves the right to request additional documentation that it deems appropriate and necessary for the review and award process during both the initial proposal review process and the negotiation/award/appointment phase.

Financial references are being requested to determine the eligibility of a bidder to receive a contract. Financial references shall include contact name, title, bank/CPA firm name, address and telephone.

M. RIGHT OF THE CITY TO CANCEL REQUEST FOR PROPOSALS, ELECT NOT TO AWARD, REJECT PROPOSALS, AND WAIVE INFORMALITIES OR IRREGULARITIES

The CITY expressly reserves the right to cancel this RFP at any time, to elect not to award any or all of the contracts cited in this RFP, to reject any or all proposals, to waive any informality or irregularity in any proposal received, and to be the sole judge of the merits of the respective proposals received.

N. EQUAL OPPORTUNITY IN CITY BUSINESS CONTRACTING

Race, religion, sex, color, ethnicity, and national origin will not be used as criteria in the CITY's business contracting practices. Every effort will be made to ensure that all persons regardless of race, religion, sex, color, ethnicity and national origin have equal access to contracts and other business opportunities with the CITY.

O. EXAMINATION OF DOCUMENTS AND REQUIREMENTS



Each applicant shall carefully examine all RFP documents and thoroughly familiarize itself with all requirements prior to submitting a proposal to ensure that the proposal meets the intent of this RFP.

Before submitting a proposal, each applicant shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and requirements affecting the requirements of this RFP. Failure to make such investigations and examinations shall not relieve the applicant from obligation to comply, in every detail, with all provisions and requirements of the Request for Proposal.

P. PROPOSAL COPIES

APPLICANT'S MUST SUBMIT THE ORIGINAL AND FOUR (4) COPIES OF THE SEALED PROPOSAL PRIOR TO THE DUE DATE/TIME DEADLINE AT THE FOLLOWING ADDRESS:

Lluvia Almaraz,
City Secretary
City of Manor
105 E Eggleston St
Manor, Texas 78653

FAILURE TO SUBMIT THE ADDITIONAL COPIES MAY RESULT IN THE PROPOSAL BEING DECLARED NON-RESPONSIVE. The original must be clearly marked "ORIGINAL" and the copies must be clearly marked "COPY".

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all electronic media, reports, charts, and other documentation submitted by applicants shall become the property of the CITY when received.

Q. PROPOSAL PREPARATION COSTS

Issuance of this RFP does not commit the CITY, in any way, to pay any costs incurred in the preparation and submission of a proposal. The issuance of this RFP does not obligate the CITY to enter into a contract for any services or equipment. All costs related to the preparation and submission of a proposal shall be paid by the applicant.

R. TRADE SECRETS, CONFIDENTIAL INFORMATION AND THE TEXAS PUBLIC INFORMATION ACT

If you consider any portion of your proposal to be privileged or confidential by statute or judicial decision, including trade secrets and commercial or financial information, clearly identify those portions.



Proposals will be opened in a manner that avoids disclosure of the contents to competing applicants and keeps the proposals secret during negotiations. All proposals are open for public inspection after the contract is awarded, but trade secrets and confidential information in the proposals are not open for inspection.

CITY will honor your notations of trade secrets and confidential information and decline to release such information initially, but please note that the final determination of whether a particular portion of your proposal is in fact a trade secret or commercial or financial information that may be withheld from public inspection will be made by the Texas Attorney General or a court of competent jurisdiction. In the event a public information request is received for a portion of your proposal that you have marked as being confidential information, you will be notified of such request and you will be required to justify your legal position in writing to the Texas Attorney General pursuant to Section 552.305 of the Government Code. In the event that it is determined by opinion or order of the Texas Attorney General or a court of competent jurisdiction that such information is in fact not privileged and confidential under Section 552.110 of the Government Code and Section 252.049 of the Local Government Code, then such information will be made available to the requester.

Marking your entire proposal CONFIDENTIAL/PROPRIETARY is not in conformance with the Texas Open Records Act.

S. CONFLICT OF INTEREST

The applicant shall not offer or accept gifts or anything of value nor enter into any business arrangement with any employee, official or agent of the CITY.

By signing and submitting the RFP, the applicant certifies and represents to the CITY the applicant has not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantage, information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

T. ANTI-LOBBYING PROVISION

During the period between proposal submission date and the contract award, applicants, including their agents and representatives, shall not directly discuss or promote their proposal with any member of the City Council/Court or CITY Staff except in the course of CITY-sponsored inquiries, briefings, interviews, or presentations, unless requested by the CITY.

This provision is not meant to preclude applicants from discussing other matters with the City Council/Court members or CITY Staff. This policy is intended to create a level playing field for all potential applicants, assure that contract decisions are made in public, and to protect the integrity of the RFP process. Violation of this provision may result in rejection of the applicant's proposal.



U. AUTHORIZATION TO BIND SUBMITTER OF PROPOSAL

Proposals must show vendor name and address of applicant. The original proposal must be manually signed by an officer of the company having the authority to bind the applicant to its provisions. Person signing proposal must show title or **AUTHORITY TO BIND THE APPLICANT IN A CONTRACT**. Failure to manually sign proposal will disqualify the proposal from being accepted by the CITY.

ABOUT THIS DOCUMENT

This document is a Request for Proposal. It differs from an Invitation to Bid in that the CITY is seeking a solution, as described in the General Information Section B, not a bid/quotation meeting firm specifications for the lowest price. As such, the lowest price proposed will not guarantee an award recommendation. Sealed proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award.

The proposal evaluation criteria should be viewed as standards that measure how well an applicant's approach meets the desired requirements and needs of the CITY. Those criteria that will be used and considered in evaluation for award are set forth in this document. The CITY will thoroughly review all proposals received. The CITY will also utilize its best judgment when determining whether to schedule a pre-proposal conference (before proposals are accepted), or meetings with applicants (after receipt of all proposals).

A Purchase Order/Contract will be awarded to a qualified applicant submitting the best proposal. The CITY reserves the right to select, and subsequently recommend for an award, the proposed service which best meets its required needs, quality levels, and budget constraints.

The final selection and award of a contract can only be authorized by the City Council.



APPENDIX A

CITY OF MANOR CONTRACTOR INSURANCE REQUIREMENTS

Contractors providing goods, materials and services for the City of Manor, Texas (the "City") shall, during the term of the contract with the City or any renewal or extension thereof, provide and maintain the types and amounts of insurance set forth herein. All insurance and certificate(s) of insurance shall contain the following provisions:

1. Name the City, its officers, agents and employees as additional insured as to all applicable coverage with the exception of workers compensation insurance.
2. Provide for at least thirty (30) days prior written notice to the City for cancellation, non-renewal, or material change of the insurance.
3. Provide for a waiver of subrogation against the City for injuries, including death, property damage, or any other loss to the extent the same is covered by the proceeds of insurance.

Insurance Company Qualification: All insurance companies providing the required insurance shall be authorized to transact business in Texas and rated at least "A" by AM Best or other equivalent rating service.

Certificate of insurance: A certificate of insurance evidencing the required insurance shall be submitted by the successful applicant prior to contract execution. If the contract is renewed or extended by the City a certificate of insurance shall also be provided to the City prior to the date the contract is renewed or extended. All coverage amounts listed shall be in United States dollars.

Type of Contract

Type and Amount of Insurance

Professional Services

General Liability insurance for Personal Injury (including death) and Property Damage with a minimum of \$1 million per occurrence and \$2 million aggregate, including Advertising Injury, Products Coverage.

Professional Liability Insurance with a minimum of \$1 million per occurrence and \$2 million aggregate.

Workers Compensation insurance as required by state law.



Notices

The Contractor shall notify the City in the event of any change in coverage and shall give such notices not less than thirty (30) days prior to the change, which notice must be accompanied by a replacement CERTIFICATE OF INSURANCE. All copies of the Certificates of Insurance shall reference the project name or RFP number for which the insurance is being supplied.

All notices shall be given to the City at the following address:

Lluvia Almanaz
City Secretary
City of Manor
P.O. Box 387
Manor, Texas 78653

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor or other person doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.

A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of person who has a business relationship with local governmental entity.

McCREARY, VESELKA, BRASS + ALLEN P.C.

2 ☐ Check this box if you are filing an update to a previously filed questionnaire.

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 Name of local government officer with whom filer has employment or business relationship.

N/A

Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

☐ Yes

☐ No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

☐ Yes

☐ No

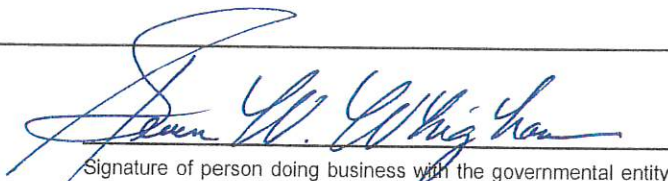
C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

☐ Yes

☐ No

D. Describe each employment or business relationship with the local government officer named in this section.

4


Signature of person doing business with the governmental entity

4/21/20

Date



McCreary Veselka Bragg & Allen P.C.
Attorneys at Law

Main Office | 700 Jeffrey Way, Ste. 100 | Round Rock, TX 78665

MVBALAW.COM





AGENDA ITEM SUMMARY FORM

PROPOSED MEETING DATE: June 3, 2020

PREPARED BY: Thomas Bolt, City Manager

DEPARTMENT: Administration

AGENDA ITEM DESCRIPTION:

Take action as deemed appropriate in the City Council's discretion regarding the City Council, Place 6 vacancy.

BACKGROUND/SUMMARY:

PRESENTATION: ☐ YES ☒ NO

ATTACHMENTS: ☒ YES (IF YES, LIST IN ORDER TO BE PRESENTED) ☐ NO

STAFF RECOMMENDATION:

PLANNING & ZONING COMMISSION: ☐ RECOMMENDED APPROVAL ☐ DISAPPROVAL ☐ NONE
