



**AGENDA ITEM EXECUTIVE SUMMARY**

Agenda Item number: 6.a

Title: Recommendation to authorize City staff to execute an Agreement with IT-Stability Systems for Dacra Software Upgrade and Hosting Services

Presenters: Erik Mahan, Deputy Police Chief

Meeting: Government Services Committee

Date: October 22, 2018

Proposed Cost: \$43,500

Budgeted Amount: \$25,000

Not Budgeted:

**Executive Summary** *(if not budgeted please explain):*

The City uses a parking ticket and adjudication management system called Dacra, which provides Police Department staff the ability to manage parking tickets from issuance through adjudication. The current version of Dacra has been in use since 2009. As a result, it is outdated and does not fit current Police Department needs.

The City approached IT-Stability Systems, the vendor of Dacra software, to determine if the latest version of their software met the City’s functionality requirements. Based on extensive demonstrations by IT-Stability, it was determined that the latest version of the software not only met the City’s requirements, but also provided options for additional functionality, such as mobile ticketing, that the City hopes to adopt in the near future. The update of this existing software is available only from IT-Stability Systems.

As a result, City staff asked IT-Stability to develop a plan and statement of work to upgrade Dacra software and host the software on their systems. IT-Stability responded to the City’s request by developing a scope of services that includes the following elements:

- Process Analysis and Data Gathering
- External Systems Integrations
- Validation and Training
- Go-Live Support

The proposed initial cost for the Dacra software setup, is \$7,500. Annual software use and hosting is \$18,000 (\$1,500 / month). Funds for the Dacra upgrade were budgeted in the Police Department budget for FY 2019. Plans are for IT-Stability and City staff to complete the upgrade and be operational with the current version of Dacra in early 2019.

Setup	\$7,500
Year 1	\$18,000
Year 2	\$18,000
<b>Total</b>	<b>\$43,500</b>

Attachments *(please list):*

- \* Dacra Agreement

**Recommendation/Suggested Action** *(briefly explain):*

Recommendation to authorize City staff to execute an agreement with IT-Stability Systems for Dacra software upgrade and hosting services.



## *Municipal Enforcement Software Agreement*



- Formal SaaS Agreement
- Software Pricing - Appendix A
- Scope of Service - Appendix B
  - System Features
  - Functionality Overview
  - Technical Specifications
  - Sample Project Schedule
  - Training, Service, and Support
- Illinois Compliance Affidavit - Appendix C
- Corporate Overview and References

Submitted: September 18, 2018

Expiration of Offer: December 31, 2018

Confidential - All Rights Reserved

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## **Dacra Municipal Enforcement Software Municipal Software as a Service Agreement**

This Dacra SaaS Agreement (“Agreement”) is made and entered into on this date, September 1, 2018, (the “Effective Date”) by and between IT-Stability Systems LLC (“IT-Stability” or a “Party”), an Illinois Limited Liability Company with its principal place of business at 1845 Grandstand Place, Elgin, IL 60123, and The City of St. Charles (“Client” or a “Party”), an Illinois municipal corporation with its principal place of business at 2 E. Main Street, St. Charles, Illinois 60174. IT-Stability and the Village shall be together referred to as the “Parties.”

Whereas IT-Stability designs, develops, licenses, and supports Dacra, which is an adjudication management and e-Ticketing software; and

Whereas, Client desires to enter into an agreement with IT-Stability for IT-Stability to set-up, license, and support Dacra for use by Client; and

Whereas, Client is authorized by the Illinois Municipal Code (65 ILCS 5/1 et seq.) to enter into contracts with parties to obtain goods and services; and

The Parties hereto agree as follows:

### **1. Contract Period**

The initial period of this Agreement begins when signed by Client and IT-Stability representatives and continues for two (2) years from that date. IT-Stability shall propose any requested modifications to the Agreement for subsequent Agreement periods, ninety (90) days prior to the current period expiration date.

### **2. Price, Billing and Payment**

In exchange for Client’s licensed use of Dacra software and features as outlined in Appendix B, IT-Stability will invoice for, and Client will pay, a setup fee and monthly software subscription fees as outlined in Appendix A of this agreement. All payments are due within 30 days of the invoice date. Dacra Licensed Services (“the “Services” “Software” or the “System”) may be suspended or terminated if payments are not received according to these terms as per Section 11. Any additional services shall be mutually agreed upon in writing prior to work being performed or invoiced.

### **3. Representations and Warranties**

**General.** Each Party represents and warrants that it has the right and authority to enter into this Agreement, and that by entering into this Agreement, it will not violate, conflict with or cause a material default under any other contract, agreement, indenture, decree, judgment, undertaking, conveyance, lien or encumbrance to which it is a party or by which it or any of its property is or may become subject or bound.

**Compliance with the Laws.** Each Party represents and warrants that no consent, approval or authorization of or designation, declaration or filing with any governmental authority is required in connection with the valid execution, delivery, and performance of this Agreement. Each Party shall, at its own expense, comply with all laws, regulations and other legal requirements that apply to it and this Agreement, including copyright, privacy and communications decency laws. IT-Stability agrees to the provisions and conditions of Compliance Affidavit Attachment C.

**Acceptable Use.** Client may use the Software and System only for purposes of issuing, managing, and adjudicating citations issued by the Client and for no other purpose. Any use of the Software shall remain subject to all terms and conditions of this Agreement. Client is solely responsible for the content of any postings, data, or transmissions using the Services, or any other use of the Services by Client or by any person or entity Client permits to access the Services. Client represents and warrants that it will: (a) not intentionally use the Services in a manner that: (i) is prohibited by any law or regulation, or to

facilitate the violation of any law or regulation; or (ii) will disrupt a third parties' similar use or Licensed Materials; (b) not violate or tamper with the security of any IT-Stability computer equipment or program. If IT-Stability has reasonable grounds to believe that Client is utilizing the Services for any such illegal or disruptive purpose IT-Stability may suspend the Services immediately with or without notice to Client. IT- Stability may terminate the Agreement as contemplated in Section 11 if Client in fact fails to adhere to the foregoing acceptable use standards.

THE WARRANTIES SET FORTH IN THIS SECTION 3, IN SECTION 10, AND ON ATTACHMENT C ARE THE ONLY WARRANTIES MADE BY IT-STABILITY. IT-STABILITY MAKES NO OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES, ANY RELATED SERVICE OR SOFTWARE. IT-STABILITY HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR IMPLIED WARRANTIES ARISING FROM A COURSE OF DEALING OR PERFORMANCE. NO ORAL OR WRITTEN INFORMATION GIVEN BY IT-STABILITY, ITS EMPLOYEES, LICENSORS, OR THE LIKE WILL CREATE A WARRANTY.

#### **4. Limitation of Liability**

EXCEPT AS PROVIDED IN THE ADDENDUM ON ATTACHMENT C AND IN THIS SECTION, UNDER NO CIRCUMSTANCES WILL IT-STABILITY OR ANYONE ELSE INVOLVED IN ADMINISTERING, DISTRIBUTING OR PROVIDING THE SERVICES, BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE USE OF OR INABILITY TO USE THE SERVICES, INCLUDING BUT NOT LIMITED TO LOSS OF REVENUE OR LOST PROFITS, OR DAMAGES THAT RESULT FROM MISTAKES, OMISSIONS, INTERRUPTIONS, DELETION OF FILES OR EMAIL, ERRORS, DEFECTS, VIRUSES, DELAYS IN OPERATION OR TRANSMISSION, FAILURE OF PERFORMANCE, THEFT, DESTRUCTION OR UNAUTHORIZED ACCESS TO IT-STABILITY'S RECORDS, PROGRAMS OR SERVICES, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN THE EVENT OF ANY BREACH BY IT-STABILITY OF THIS AGREEMENT, IT-STABILITY'S LIABILITY TO CLIENT FOR DAMAGES FOR ANY AND ALL ACTIONS ASSOCIATED WITH THE AGREEMENT OR THE SERVICES SHALL IN NO EVENT EXCEED THE LIABILITY LIMITS UNDER ANY INSURANCE PLACED OR PROVIDED PURSUANT TO THIS AGREEMENT UP TO THE FULL AMOUNT PAYABLE UNDER SUCH INSURANCE.

NO INFRINGEMENT: IT-Stability warrants the Licensed Material will not infringe any patent, trademarks, copyright or any proprietary rights of a third party or constitute a misuse or misappropriation of a trade secret. Client shall notify IT-Stability promptly in writing of any known action brought against Client based on an allegation that Client's use of any materials infringes any patent, trademark, copyright, or infringes any right of a third party, or constitutes misuse or misappropriation of a trade secret ("Infringement"). IT-Stability will defend, indemnify and hold Client harmless from any such action at IT-Stability's sole expense, provided that IT-Stability shall have the sole control of the defense of any such action, all negotiations and/or its settlement, and Client reasonably cooperates with IT-Stability in such defense. In the event that a final injunction is obtained against Client's use of the Services by reason of an Infringement or Client is otherwise prohibited from using same, IT-Stability shall to the extent possible and at its expense, within sixty (60) days, either (a) procure for Client the right to continue to use the Services that are infringing, or (b) replace or modify the Services to make its use non-infringing while being capable of performing the same function. If neither option is available to IT-Stability, then Client, at Client's option, may terminate this Agreement without penalty or further payment other than payment of fees for use of the Services prior to said termination.

#### **5. Confidential Information**

**Definition.** For purposes of this Agreement "Confidential Information" shall mean information including, without limitation, all Client data, computer programs, code, algorithms, names and expertise of employees and consultants, know-how, formulas, processes, ideas, inventions (whether patentable or not), schematics and other technical, business, financial and product development plans, forecasts, strategies and information marked "Confidential", or if disclosed verbally, is identified as confidential at the time of disclosure. In addition to the foregoing, Confidential Information shall include third party software, if any, that may be provided to Client under this Agreement, including any related source or object codes, technical data, data output of such software, documentation, or correspondence owned by the applicable licensor. Confidential Information excludes information that: (i) was or becomes publicly known through no fault of the receiving Party; (ii) was rightfully known or becomes rightfully known to the receiving Party without confidential or proprietary restriction from a source other than the disclosing Party; (iii) is independently developed by the receiving Party without the participation of individuals who have had access to the Confidential Information; (iv) is approved by the disclosing Party for

disclosure without restriction in a written document which is signed by a duly authorized officer of such disclosing Party; and (v) the receiving Party is legally compelled to disclose; provided, however, that prior to any such compelled disclosure, the receiving Party will (a) assert the privileged and confidential nature of the Confidential Information against the third party seeking disclosure and (b) cooperate fully with the disclosing Party in protecting against any such disclosure and/or obtaining a protective order narrowing the scope of such disclosure and/or use of the Confidential Information. In the event that such protection against disclosure is not obtained, the receiving Party will be entitled to disclose the Confidential Information, but only as, and to the extent, necessary to legally comply with such compelled disclosure.

#### **Nondisclosure**

During the term of this Agreement and for a period of two (2) years thereafter, each Party agrees to maintain all Confidential Information in confidence to the same extent that it protects its own similar Confidential Information, but in no event using less than reasonable care, and to use such Confidential Information only as permitted under this Agreement; Each Party agrees to only disclose the other Party's Confidential Information to its employees: (a) with a need to know to further permitted uses of such information; and (b) who are informed of the nondisclosure/ non-use obligations imposed by this §5. Both parties shall take steps each determines appropriate to implement and enforce such non-disclosure/non-use obligations.

**Injunctive Relief.** In the event of an actual or threatened breach of the above confidentiality provisions, the non-breaching Party will have no adequate remedy at law and will be entitled to immediate injunctive and other equitable relief, without bond and without the necessity of showing actual money damages.

#### **6. Client Responsibility**

Client is responsible for the supervision, management, and control of the Software that IT-Stability has enabled for the Client's use, and shall defend, indemnify and hold harmless IT-Stability from and against all liabilities and costs (including reasonable attorneys' fees) arising from any third-party claims by any person based upon the usage of the Software, including the Client's unauthorized release of any personally identifiable information as defined by federal and state law.

Client shall use the Services only for lawful purposes. To the extent deemed necessary by Client, Client shall implement security procedures necessary to limit access to the Services to Client's authorized users and shall maintain a procedure external to the Services for reconstruction of lost or altered files and data

Client is responsible for establishing designated points of contact to interface with IT-Stability, acceptable hardware, and a sufficient network environment such that Dacra can be effectively used as intended by the parties.

#### **7. Licenses**

IT-Stability hereby grants to Client a personal, nonexclusive, nontransferable license during the term of this Agreement to use, in object code form, all software and related documentation provided by IT-Stability ("Licensed Material"), which may be furnished to Client under this Agreement. Client is not permitted to resell or lease Dacra services to any third-party client.

Client agrees to use commercially reasonable efforts to ensure that its employees and users of all Licensed Material hereunder comply with the terms and conditions set out in this Agreement. Client also agrees to refrain from taking any steps, such as reverse assembly or reverse compilation, to derive a source code equivalent to the Licensed Material. All Licensed Material furnished to Client under this Agreement shall be used by Client only for Client's internal business purposes, shall not be reproduced or copied in whole or in part, and shall not be removed from the United States.

#### **8. Client Data**

IT-Stability is responsible for all data security and records retention as may be required by federal and state law for all citation and hearing data, which may include personally identifiable information that is stored on hosted servers. All citation and hearing data, is owned by Client and is to be held as confidential. Client may receive a backup of data four times a year, upon request in a .BAK format. The 5<sup>th</sup> and subsequent backup requests will be provided in exchange for a \$100.00 fee.

Upon termination of the Agreement, IT-Stability will provide a final back-up of client data. Sixty (60) days after delivery of the final back-up, IT-Stability will discard and delete all client data.

All right, title and interest in and to the Licensed Material, and all copyrights, patents, trademarks, service marks or other intellectual property or proprietary rights relating thereto, belong exclusively to IT-Stability. Any modification to the Software performed by Client directly or indirectly extending the current capabilities shall be the property of IT-Stability and all copyrights and other rights are hereby assigned to IT-Stability.

#### **9. CJIS Compliance**

Where necessary and practical, IT-Stability will be in compliance with all Criminal Justice Information Services (CJIS) requirements and certifications.

#### **10. Service Performance Guarantees**

IT-Stability guarantees 99.9% availability of Dacra services excluding brief scheduled maintenance. If an unplanned Dacra outage leads to a credit request, said request will be calculated by an hourly proration of the minimum monthly payment. IT-Stability approved credits will be deducted from the next monthly subscription invoice.

All claims are subject to review and verification by IT-Stability.

#### **11. Nonappropriation of Funds**

In the event sufficient funds are not appropriated for service fees or other contract payments to be made in a future fiscal year then the City at its sole discretion may terminate the Agreement at the end of the then current fiscal year, without penalty or additional expense of any kind whatsoever.

#### **12. Termination**

If a Party fails to perform or observe any material term or condition of this Agreement and the failure continues unremedied for thirty (30) days after receipt of written notice, the other Party may terminate this agreement.

This Agreement may be terminated immediately upon written notice by either Party if the other Party becomes insolvent or involved in a liquidation or termination of business, files a bankruptcy petition, has an involuntary bankruptcy petition filed against it (if not dismissed within thirty days of filing), becomes adjudicated bankrupt, or becomes involved in an assignment for the benefit of its creditors.

If Agreement is terminated, Client shall be responsible to pay IT-Stability all outstanding invoiced bills due and owing.

#### **13. General Provisions & Force Majeure**

(a) This Agreement, including any amendments and attachments hereto that are incorporated herein, constitute the entire agreement between the Parties and shall be binding on the Parties when accepted by Client. No modification, termination or waiver of any provisions of this Agreement shall be binding upon a Party unless in writing signed by an authorized officer of the relevant Party(ies). No provision of any purchase order or other document issued by Client, which purports to alter, vary, modify or add to the provisions of this Agreement, shall be binding upon IT-Stability or effective for any purpose, unless accepted by IT-Stability in writing.

It is further expressly understood and agreed that, there being no expectations to the contrary between the parties, no usage of trade or other regular practice or method of dealing either within the computer software industry, IT-Stability's industry or between the parties shall be used to modify, interpret, supplement, or alter in any manner the express terms of this Agreement or any part thereof.

- (b) Nothing contained in this Agreement shall be construed as creating a joint venture, partnership, or employment relationship between the Parties, nor shall either Party have the right, power, or authority to create any obligation or duty, express or implied, on behalf of the other.
- (c) The Licensed Materials shall not be exported or re-exported in violation of any export provisions of the United States or any other applicable jurisdiction.
- (d) This Agreement may not be assigned, sublicensed or transferred, in whole or in part, by Client without the prior written consent of IT-Stability. Any attempted assignment, subletting or transfer shall be void.
- (e) If any provision or provisions of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.
- (f) No delay or failure of IT-Stability or Client in exercising any right herein and no partial or single exercise thereof shall be deemed of itself to constitute a waiver of such right or any other rights herein. Any waiver by IT-Stability or Client of any breach of any provision of this Agreement shall not operate or be construed as a waiver of any subsequent or other breach.
- (g) In the event that either Party is unable to perform any of its obligations under this Agreement or to enjoy any of its benefits because of natural disaster, terrorism, fire, explosion, power blackout, earthquake, flood, the elements, strike, embargo, labor disputes, acts of civil or military authority, war, acts of god, acts or omissions of carriers or suppliers, acts of regulatory or governmental agencies, actions or decrees of governmental bodies or communication line failure not the fault of the affected Party or other causes beyond such Party's reasonable control (a "Force Majeure Event") the Party who has been so affected shall immediately give notice to the other Party and shall do everything possible to resume performance. Upon receipt of such notice, all obligations under this Agreement shall be immediately suspended. If the period of nonperformance exceeds fifteen (15) days from the receipt of notice of the Force Majeure Event, the Party whose ability to perform has not been so affected may by giving written notice immediately terminate this Agreement as provided in Section 11
- (h) On IT-Stability's request, no more frequently than annually, Client shall furnish IT- Stability with a signed certification verifying that the Licensed Material is being used pursuant to the terms of this Agreement and (ii) listing the locations where the Licensed Material is being used
- (i) This Agreement may be executed in two or more counterparts, each of which shall be deemed to be an original, and each of which together shall constitute a single instrument.
- (j) For a breach or default of this Agreement, the Parties may pursue any available remedy available at law or in equity. The non-prevailing party in any dispute under this agreement shall pay all reasonable costs and expenses, including expert witness fees and attorneys' fees, incurred by the prevailing party in resolving such dispute.
- (k) This Agreement shall be governed by, and construed under, the laws of the State of Illinois applicable to contracts made in and wholly to be performed in the State of Illinois without regard to conflicts of law.

*The authorized representative signatures below are full consent to the terms and conditions of this agreement.*

**For City of St. Charles:**

**For Dacra - IT-Stability Systems LLC:**

**By:** \_\_\_\_\_

**By:**

**Print:** \_\_\_\_\_

**Print:**

  
Zlatko Koprivec

Title: \_\_\_\_\_

Title: President

Date: \_\_\_\_\_

Date: July 24, 2018

**Dacra Municipal Enforcement Software Proposal  
Appendix A - Price, Billing, and Payment**

The purpose of this appendix is to outline the Client’s price, billing, and payment terms applicable for obtaining licensed Dacra subscription services for the initial period of this Agreement:

Price – Initial Set-Up Cost

In exchange for software set-up, training, and support services necessary to prepare system for Client’s licensed use of Dacra software and features, as defined in Appendix B, Client will pay a \$5,000.00 setup fee. Initial set-up services are defined as:

- Standard installation includes system set-up and configuration; does not include customization, interfaces, or data migration.
- Training will include full onsite training for agreed upon super-users as well as preparing and assisting super-users conducting training for all other staff on field entry of citations.
- Ongoing support may be provided to Client via remote access, email, and telephone during normal business hours.

Price – Importing and Conversion of Existing Records

In exchange for importing the basic citation data from Client’s legacy Dacra program, Client will pay a \$2,500.00 fee. Basic citation data is defined as any information present on the original ticket issued such as violation and violator information.

Price – Interfaces

In exchange for a LEADS 2000 interface with Dacra that autopopulates violator information, client will pay a \$2,500.00 fee.

Price – Monthly Subscription Fee

In exchange for the fully licensed use of Dacra software and features, as defined in Appendix B, Client will pay the Minimum Monthly Fee -or- the Monthly Usage Fee, whichever is greater:

- *Minimum Monthly Fee* is \$1,500.00.
- *Monthly Usage Fee* is calculated by totaling the following:
  - \$2.00 per adjudication citation and administrative tow ticket processed in the system
  - \$2.00 per Finding, Decision, and Order “FDO” processed in the system.

Billing – Initial Set-Up Cost

The initial set-up cost, legacy data conversion, and interface fees shall be invoiced upon signing of the contract by Client and IT-Stability representatives.

Billing – Monthly Subscription Fee

The monthly subscription service shall begin upon go-live or on XXX, 2018 if IT-Stability is prepared to go-live and has delivered notice of such intent to the Client.

In the event that the Client provides all necessary data by XXX, 2018 as per section 6 of this agreement, and the service is not installed and running on XXX, 2018, the subscription services shall begin upon the date that the service is installed and running.

Payment

Invoices will be sent on the first business day of the month for the prior month’s service. All payments are due thirty (30) days after the invoice date. If payment is not received, services may be suspended or terminated as per section 11 of this agreement.

## Additional Services

Any additional services shall be mutually agreed upon in writing prior to work being performed and/or invoiced.

# **Dacra Municipal Enforcement Software Proposal** **Appendix B - Scope of Services/System Features**



## *Key Features of Your Dacra Municipal Enforcement System*

### **Full E-Citation Capabilities**

- **State Tickets:** State tickets are printed for the respondent, and transferred electronically to your RMS as well as to the Circuit Clerk with requisite transfer sheets. State tickets meet the standards of the Illinois Conference of Chief Circuit Court Judges, and are AOIC compliant.
- **Local Ordinance Tickets:** Available local ordinance citations including animal, parking, and property code violations with customized “back page” text for each citation type.
- **Administrative Tow Tickets:** Administrative tow impound citations and associated notices are created and printed in the system.
- **Warning Tickets:** Warning tickets for both adjudication and state violations can be created, producing a record of prior offenses which gives officers important information when dealing with violators.
- **Must Appear Violations:** Citations can be set automatically by violation or via officer discretion as “must-appear” requiring the violator to be present for the administrative hearing.
- **Juvenile Violations:** If the violator is underage at the time of the citation, the system will automatically identify it as a “juvenile violation” thus ensuring exclusion from public reports or FOIA requests.
- **Racial Profile Reporting:** Dacra requires racial profiling data be completed for applicable state and adjudication violations with auto-population to reduce completion time.
- **Pedestrian Stop Cards:** Dacra enables automated entry of state-mandated pedestrian stop profiling data and generates the required pedestrian receipt.
- **Night Parking Permission Management:** Permissions are managed via online self-reporting on your municipal website to automatically provide permission to park. The system alerts the officer when a vehicle was exempted from the ban.

### **Integrated Officer Safety Features**

- **Previous Violator History:** The system automatically shows the number of previous warnings and citations for the violator and allows auto-completion of data fields from those previous tickets.
- **LEADS Data Integration:** Full LEADS integration with many vendors allows officers to auto-populate driver and vehicle data.
- **Companion Tickets:** Additional “companion” violations for the same violator are easily completed.
- **Night Mode:** Night mode reduces overall screen brightness from day mode.

### **Tow and Impound Management Tools**

- **Abandoned Vehicle Tracking:** Issues and tracks abandoned vehicle notices and creates reports that assist in conducting follow-up on all complaints.
- **Police Tow Inventory Management:** Create and process tow receipts, vehicle search logs, concerned party notices, tow yard inventory audit logs, and Certificates of Purchase.
- **Administrative Tows:** Dacra transfers the tow data from the issuance of an administrative hold, through payment, and into the hearing ensuring due process.

- **Tow Holds:** Tow “holds,” can be identified, restricting the release of a vehicle until the investigative, insurance, DUI and other holds are removed.

#### **Police Record Keeping and Compliance Features**

- **Enhanced Search Capability:** Extensive search capabilities allow for complex, multi-rule data searches for comprehensive analysis.
- **Compliant with State Adjudication Laws:** Hard coded business logic is compliant with statutes regulating citation issuance, notices, and hearing processes with “proof of compliance” for appeals.
- **External Connectivity to RMS:** Citation and violator data can be electronically pushed to an external records management system with an additional interface.
- **Citation Change Auditing:** Automatically audits changes to a citation after it has been issued, recording both original and changed values, the logged in user, and date and time of the change.
- **Address Range Validation:** Dacra tracks the valid upper and lower address ranges of every street, restricting address entry to those ranges.
- **Pedestrian Stop Data Transmission:** Generates a pedestrian stop receipt and enables the automatic transmission of mandated pedestrian stop data to the state.
- **Racial Profiling Reports:** Generates all mandated racial profiling state reports for uploading; additionally, racial profiling data can be data-mined for analysis and internal precautionary reports produced.
- **Violator Data Expungement:** Effectively manages Illinois state expungement rules for certain violations to ensure compliance.
- **Data Security is Critical:** Through sound architecture, agency data is secure and kept shielded from hackers by connecting a SQL back end to a Web front end via entity structures.
- **Web Based Product:** Dacra is a hosted service with back-ups located off-site in a backup data center.
- **CJIS Compliance:** Dacra is a fully CJIS compliant software presuming a municipality elects to use all CJIS recommended security features.

#### **Administrative Adjudication Hearing Management**

- **Multiple Hearing Locations and Times:** Citations can be automatically assigned to a particular local hearing date, time, and location based on a predetermined algorithm.
- **Must Appear Violations:** Must appear citations are specifically highlighted to the Hearing Officer to simplify the hearing process.
- **Individual Dispositions:** The software allows the hearing officer to enter detailed case history notes and reasoning for dispositions, as well as issuing on the spot Findings, Decisions, and Orders.
- **Batch Processing:** Default liable dispositions and findings are efficiently issued by the hearing officer via batch processing for all no-shows.

#### **Payment and Collections Management**

- **Ticket Payment Entry:** Dacra uses a web interface for ticket payment entry as well as generation of respondent receipts. With an additional interface, it can support integration with municipal finance/ERP systems to streamline data entry and ensure validity.
- **Automated Fine Escalation:** The system automatically monitors unpaid citations and escalates fines according to local ordinance fine escalation schedule.
- **Parking Scofflaw Boot/Impound:** Dacra tracks vehicles with multiple unpaid violations and allows boot or impound notice for all vehicles associated with that violator per municipal ordinance.
- **DL Suspension:** The system tracks violators with 10 unpaid violations and can generate all state required notices to suspend a driver’s license per state statute. Reinstatement notices are issued by the software upon payment.
- **Collections Vendor Integration:** Interfaces available for collections vendors to automate the data transfer for unpaid debts to and from collections agencies.

# Dacra Municipal Enforcement Software Proposal

## Appendix B - Scope of Services/Functionality Overview

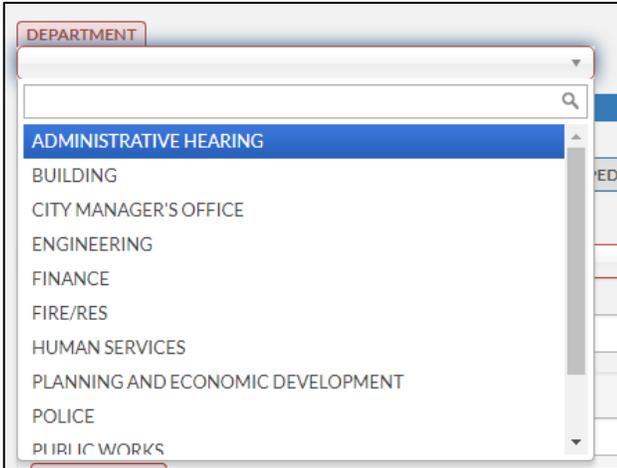
### Dacra Ticket Creation Functionality

Dacra provides a state-of-the-art, real-time web interface for electronically issuing and printing municipal enforcement citations. Dacra can cover all enforcement from a basic warning ticket to state traffic and local ordinance citations, abandoned notices and receipts, and administrative tow seizure orders and receipts. Local ordinance tickets for parking, property, animal, and compliance violations are then seamlessly processed through the administrative adjudication system.

Dacra auto generates consecutive citation numbers built with descriptive identifiers. The auto generation process ensures that citation numbers are never duplicated. To further protect the integrity of the process, users cannot delete a citation. An authorized user is able to “void” or “non-suit” a citation and remove it from the adjudicative process but the citation’s record and audit trail remain.

Integration with your preferred LEADS (Law Enforcement Agencies Data System) provider greatly speeds up citation data entry, reduces process steps and eliminates errors by automatically filling violator and vehicle information from the Secretary of State. Citations can also be automatically populated from previous tickets and warnings.

The screenshot displays a web form for creating a citation. At the top, there are checkboxes for 'WARNING?', 'EVIDENCE CHECK SHEET COMPLETED?', and 'ASSOCIATED PED STOP?'. The 'ASSIGNED COURT DATE' is set to '03/14/2018 - 15:00 PM'. The 'VIOLATION CODE' is a dropdown menu. 'EASY SEARCH' is another dropdown. 'ISSUE DATE' is 'FRIDAY 02/23/2018' and 'ISSUE TIME' is '09:28'. 'WRITTEN IN BEAT' is 'C' and 'REPORT #' is 'CAD'. The 'Location' section includes 'DIRECTION', 'LOT LOCATION' (selected as 'ANN STREET PARK - 250 ANN ST, SOUTH ELGIN, IL 60177'), and 'LOT DESCRIPTION' (250 ANN ST, SOUTH ELGIN, IL 60177). There are also fields for 'PIN STREET # SEARCH', 'PIN STREET SEARCH', and 'PIN'. A 'ROADSIDE CHECK?' checkbox is present. The 'Vehicle' section has fields for 'YEAR', 'MAKE', 'MODEL', 'COLOR', 'PLATE #', 'VIN', and 'PLATE TYPE' (selected as 'PASSENGER CAR'). The 'Respondent' section includes 'Owner Info' with checkboxes for 'BUSINESS?' and 'UNDER 18?'. Fields include 'LAST NAME', 'FIRST NAME', 'MIDDLE', 'PHONE#', 'DL#', 'DL STATE' (IL), 'ADDRESS', 'UNIT', 'CITY', 'STATE' (IL), 'ZIP', and 'DATE OF BIRTH'.



Dacra provides multi-department functionality to manage your entire municipal enforcement needs. No longer will you need to track multiple software and paper-based systems to determine the full picture of enforcement for your community.

Dacra recognizes that code enforcement departments have additional ticketing needs and provides features that allow citations to be grouped into a single “case” for organized enforcement follow-up. Citations can be associated and tracked by individual properties and PIN numbers, and multiple inspectors can be associated with a ticket.

Expanded functionality allows for easy addition of evidence files such as photographs, videos, and documents. Simply drag-and-drop onto the ticket interface and they are linked to the citation, providing strong evidence to back up the case.

#### *Multiple-County Support Through a Unified Platform*

For municipalities that straddle multiple counties, Dacra provides a unified interface for local and state violation citations that are sent to the circuit courts. There is no need to have a separate citation system for each county - the officer just selects the county to which the ticket will be sent, and Dacra does the rest. Dacra shows the officer the relevant violations and court key assignments for that county, prints the citation in that county’s specification, and creates all court transmittal documents for each county. *All from a single interface.*

There are other benefits to a single citation system not the least of which is state mandated reporting requirements. Dacra automatically aggregates racial profiling and pedestrian stop data from all county and adjudication citations and exports the data in the state-required format. No need to manually compile this data from multiple systems each month.

Dacra is approved, and in use, in multiple Illinois counties including Cook, DuPage, Kane, DeKalb, and Tazewell. For Cook and DuPage, Dacra is approved for full electronic data submission, and is certified for IUUCS/LEADER.

#### **Dacra Batch Processing Functionality**

A critical component of a properly functioning municipal enforcement system is ensuring all state statutory requirements are met in order to protect due process. Dacra has extensive functionality to help a municipality ensure that they are efficiently meeting those requirements. Using Dacra’s batch processing, communities send all state required notices, with all mandated information, and within the timeframes required by the state, to alleged violators. These communications, such as Notice of Violation, Administrative Tow Notices of Hearing, Findings Decisions and Orders, and Final Determinations are quickly generated in a batch process. A copy of the communication is saved in the



## **Dacra Tow Management/Administrative Tow Functionality**

Towing vehicles creates a liability for any law enforcement agency. Dacra aims to reduce that exposure. Our comprehensive tow management tools provide officers with on-street tow needs such as issuance of tow receipts and seizure notices. Detailed information on violator, violation, vehicle, property inventory, concerned parties and tow yard can be manually entered or auto-filled from LEADS. Vehicles can be put into various hold statuses, such as DUI, insurance, investigative, or administrative. If the vehicle has been ordered “held” Dacra provides appropriate notification to the vehicle owner and prevents the release of the vehicle until the hold is removed. For communities that have administrative tow ordinances in place, the system provides full management of notices of seizure and any emergency hearings and then integrates with the administrative hearing module for adjudication. Dacra also issues release forms authorizing the tow company to release the impounded vehicle with proof that the citizen has paid any necessary fines. Dacra continues to track the vehicle until its final disposition.

The screenshot displays a web-based form for entering tow and violation data. At the top, there are checkboxes for 'EVIDENCE CHECK SHEET COMPLETED?' and 'ASSOCIATED PED STOP?'. A date field shows 'ASSIGNED COURT DATE' as '03/14/2018 - 15:00 PM' with a 'MUST APPEAR' indicator. The main section is divided into several input areas: 'VIOLATION CODE' (76.10(1) - VEHICLE SEIZURE AND IMPOUNDMENT - SUSPENDED OR REVOK...), 'ISSUE DATE' (02/25/2018), 'ISSUE TIME' (15:20), 'EASY SEARCH' dropdown, 'WRITTEN IN BEAT' dropdown, 'REPORT #' (CAD), and 'DESCRIPTION' (VEHICLE SEIZURE AND IMPOUNDMENT - SUSPENDED OR...). Below this is a 'Location' section with 'DIRECTION', 'STREET NAME 1' (ADAM DR --- [LIMITS: 300 - 350]), and 'STREET NAME 2' (CHAMPAGNE LN --- [LIMITS: 1400 -]). There are also fields for 'PIN STREET # SEARCH', 'PIN STREET SEARCH', and 'PIN'. A 'ROADSIDE CHECK?' checkbox is present. The 'Vehicle' section includes 'LEADS' and fields for 'YEAR', 'MAKE', 'MODEL', 'COLOR', 'PLATE #', 'VIN', 'PLATE TYPE', 'STATE' (IL), and 'EXP MO / YR'. The 'Respondent' section includes 'Driver LEADS' and 'Owner Info' with fields for 'LAST NAME', 'FIRST NAME', 'MIDDLE', 'PHONE#', 'DL#', 'DL STATE' (IL), 'ADDRESS', 'UNIT', 'CITY', 'STATE' (IL), 'ZIP', and 'DATE OF BIRTH'.

Additionally, an abandoned vehicle tracking module is included allowing “abandoned warning tags” to be quickly converted to a ticket and tow if not removed in the appropriate time frame. Instant reporting and tracking allow police staff to give feedback to concerned citizens on when they can expect a vehicle to be removed. Dacra’s tow reporting provides instant tracking of any vehicle in your custody and care, all the way through to the final issuing of a Certificate of Purchase ensuring no vehicle is left unaddressed.

The screenshot shows a 'TOW INFO' section with a 'CONCERNED PARTIES' tab. It features two 'ADMIN HOLD' status indicators, one set to 'YES' and one to 'NO'. Below these are fields for 'REASON FOR ADMIN HOLD' (WARRANT FOR FAILURE T...), 'VIOLATION CODE' (76.10(8)), and 'ADMIN ON BEHALF OF OFFICER'. There are also fields for 'ADMIN HOLD REMOVED DATE' (11/14/2016) and 'ADMIN HOLD REMOVED TIME' (11:24). A 'SUPERVISOR HOLD' indicator is set to 'YES'. An 'INVENTORY NOTES' field contains the text 'LARGE QUANTITY OF CHANGE, JBL BLUETOOTH, BICYCLE, E-CIG, CLOTHING'. On the right side, there are fields for 'TOW NOTICE SENT DATE', 'VEHICLE RELEASE DATE', and a 'COP' dropdown menu with a 'TITLE SURRENDERED' checkbox and a 'RELEASED OTHER' dropdown.

**HANOVER PARK POLICE DEPARTMENT  
TOW RECEIPT**

Officer Name/Badge # User, T #1010  
 Tow Date/Time 10/24/2014 2:43 PM Report # HP14-012345  
 Location of Tow: THISTLE CT & GREEN BRIDGE LN

---

**VEHICLE DESCRIPTION**  
 Year: 2014 Make: LINCOLN Model: NAVIGATOR Color: WHITE  
 Plate: FAST1 Plate State: IL VIN: 1A2B3C4D5E6F7G8H9

Reason for Tow: Arrest  
 Towed to: Redmon's  
 1275 Spaulding Rd.  
 Elgin, IL 60120  
 847-895-6162

---

**INSURANCE HOLD**  
 MUST PROVIDE PROOF OF INSURANCE TO TOW COMPANY PRIOR TO RELEASE

**ADMINISTRATIVE TOW HOLDS**  
 DL Exp Greater than 1 Year  
 MUST POST \$500 CASH BOND AT POLICE STATION PRIOR TO RELEASE - SEE BELOW  
 SUPERVISORY HOLDS

Supervisor Authorization \_\_\_\_\_ Badge: \_\_\_\_\_

If your vehicle has been impounded pursuant to Village of Hanover Park Municipal Code Section 62-5-001, your vehicle is eligible for release upon posting a \$500.00 administrative cash bond at the HANOVER PARK POLICE DEPARTMENT, 2011 Lake Street, Hanover Park, IL 60133, 24 hours a day. AFTER paying the applicable charges to the tow company your vehicle can be released to the registered owner.

To request a preliminary hearing, you must file a written appeal with the Chief of Police within twenty-four (24) hours of the time that the vehicle was seized. A hearing on said appeal will be held within forty-eight (48) hours from the time the vehicle was seized excluding Saturdays, Sundays, and holidays. If after a hearing is determined that the driver was not in violation of the above offense, the vehicle will be returned without penalty or fees.  
THIS HEARING IS NOT IN LIEU OF GOING TO COURT.  
 If the citation issued for this offense is a "MUST APPEAR," IT WILL REQUIRE AN APPEARANCE IN COURT for the case to be heard and decided upon by the sitting judge at that time.

**VIOLATION  
SOUTH ELGIN POLICE DEPARTMENT  
PARKING VIOLATION NOTICE**

TICKET NUMBER	ISSUE DATE / TIME	FINE AMOUNT
P0034-000009	6/23/2016 2:52 PM	\$0.00

**VIOLATION LOCATION**

1655 SHANAHAN DR

**VIOLATION**

70.01 625 ILCS 5/11-1301. UNLAWFUL STOP STAND OR PARK ON A ROADWAY OUTSIDE OF A BUSINESS OR RESIDENTIAL DISTRICT

**FURTHER ORDINANCE DESCRIPTION**

LICENSE	PLATE TYPE	STATE	EXP DATE
	PASSENGER CAR	IL	01 / 17

VEHICLE MAKE	VEHICLE MODEL	VEHICLE COLOR
TOYOTA	SEQUOIA	WHITE

# \_\_\_\_\_  
 5TDZT34A055249346

Jones, R #34

**THIS IS A WARNING CITATION ONLY**



**VIOLATION**

**HANOVER PARK POLICE DEPARTMENT  
NOTICE OF VEHICLE SEIZURE**

Report # HP14-012345 Citation # T0012-000001  
 Vehicle Info: 2014 / LINCOLN / NAVIGATOR / FAST1  
 Driver Info: **DOE, JOHN A -**

The aforementioned vehicle has been seized because there is probable cause to believe that the vehicle was used in violation of section 62-5-001 of the Village of Hanover Park Municipal Code as the driver was arrested.

**62-5-001(a)(4)**

**Vehicle Seizure And Impoundment** NO DL or DL Exp Greater than 1 Y

**Emergency/Preliminary Hearing**  
 The owner of record of any vehicle seized pursuant to violation of section 62-5-001 of the Village of Hanover Park Municipal Code has the right to appeal seizure of this vehicle. To request a preliminary hearing, you must file a written appeal with the Chief of Police within twenty-four (24) hours of the time that the vehicle was seized. If after the hearing it is determined that there is probable cause to believe the motor vehicle was used in violation of section 62-5-001 of the Village of Hanover Park Municipal Code, the vehicle will remain impounded unless the necessary bond is posted. If it is found that there is no such probable cause, the vehicle will be returned.

**Final Hearing**  
 If after a hearing it is determined by a preponderance of evidence that the motor vehicle was used in the commission of the aforementioned violations, the vehicle shall continue to be impounded. If the owner is found not liable, the vehicle shall be returned without penalty or other fees. If the owner fails to appear, the case will continue and the owner may be found liable.

Your final hearing will be at Hanover Park Village Hall on:  
 Tuesday, November 18, 2014 at 02:00 PM

**IF YOU HAVE ALREADY POSTED YOUR BOND AND DO NOT WISH TO CONTEST THIS VIOLATION YOU DO NOT NEED TO APPEAR AT THIS HEARING.**

For release of the vehicle, you must post a \$500.00 administrative bond with the Village of Hanover Park. The administrative bond must be paid in cash, 24 hours per day, seven days per week, at the Hanover Park Police Department, 2011 Lake Street, Hanover Park, IL 60133. All towing and DAILY storage fees must then be paid directly to the towing company.

---

I certify that I personally handed a copy of the above notice to the driver identified above at the time of the alleged violation.  
 Officer Name/Badge # test, t #12 Date: 10/24/2014

**Dacra Hearing/Municipal Court Management Functionality**

Dacra provides powerful, yet simple to use tools to effectively manage the adjudication hearing process. Pre-hearing, hearing, and post hearing processes are clearly and logically delineated. Dockets are created with one click. Respondents that appear at the hearing are checked in and prioritized for the hearing. Check-in sheets organize each case for effectively management of the hearing. Respondents at the hearing immediately receive their findings, decision, and orders. After the hearing, the system quickly generates all required notices for defaulting respondents, which can be printed and mailed, or sent as a batch PDF to a fulfilment center to print and mail. All notices sent are automatically entered into the ticket history. After-hearing reports document the dispositions of all cases, as well as the financial impact of the hearing.

**Pre and Post Hearing Management Tools**

AH Procedures Menu DISPLAY ALL SESSIONS

03/01/2018 - 9:00 AM 09:00 AM

ALL SESSIONS FOR THIS DATE

**PRE HEARING**

GROUP BY CATEGORY

Print Docket  
 Docket Check In List

Create Check In Sheet

RESPONDENT NAME

CITATION NUMBER

AUTO-OPEN CHECK IN SHEET

Check Selected In

Rental Reassignment

PROBABILITY VILLAGE HALL, 1840 Grandview Pl, Suite 201, Elgin, IL 60120

**POST HEARING**

PRINT DATE  
 02/24/2018

DISPOSITIONS  
 Select Some Options

CONTEST BY MAIL ONLY

Batch Print FDOs 7

USE COURT DATE FOR DATE OF SERVICE

Findings, Decisions & Order Updates

Post Docket Report

Hearing Report

Sample Docket

**Village of South Elgin Docket for 1/10/2018, 3:00 PM Hearing Officer: *Henry A. McCullough***

Ticket # Handwritten #	Issue Date Report #	Respondent Name	Address	Violation and Violation Text	Bal Due	
A C0053-000190 *	11/14/2017	ANGELA BROWN	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/12-503(A) <b>Must Appear</b>	TINTED WINDSHIELD OR FRONT SIDE WINDOWS	\$0.00
A P0064-000131	12/9/2017	MARISA BRUCE	477 STELLA DRIVE, ELGIN, IL 60120	70.01 625 ILCS 5/11-1303(A)(1)(I)	STOPPING, STANDING OR PARKING WHERE SIGNS PROHIBIT STOPPING, STANDING OR PARKING	\$125.00
P C0030-000624	12/21/2017	AUGA DUCHENE LUIS ARRANCO	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/12-603.1	FAILURE TO WEAR PROPERLY ADJUSTED SEAT BELT	\$0.00
P P0030-000035	12/22/2017	AUGA LUIS	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/11-1304.5	PARKING A VEHICLE ON A PUBLIC STREET, HIGHWAY OR ROADWAY WITH AN EXPIRED ILLINOIS REGISTRATION STICKER	\$0.00
A P0053-000071	12/10/2017	SHERRYLLE BRILL A	37 FINE STREET, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/11-1304.5	PARKING A VEHICLE ON A PUBLIC STREET, HIGHWAY OR ROADWAY WITH AN EXPIRED ILLINOIS REGISTRATION STICKER	\$125.00
A C0053-000207	12/6/2017	DAVID THOMAS W	111 BELMONT BLVD, SPT JOL, ROCKFORD, IL 61102	70.01 625 ILCS 5/12-603.1	FAILURE TO WEAR PROPERLY ADJUSTED SEAT BELT	\$125.00
A C0053-000208	12/6/2017	DAVID THOMAS W	111 BELMONT BLVD, SPT JOL, ROCKFORD, IL 61102	70.01 625 ILCS 5/3-413(F)	OPERATING A VEHICLE WITH EXPIRED REGISTRATION	\$125.00
A P0030-000032	12/7/2017	DEBORAH BRUCE	26 WINDSOR DR, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/11-1304.5	PARKING A VEHICLE ON A PUBLIC STREET, HIGHWAY OR ROADWAY WITH AN EXPIRED ILLINOIS REGISTRATION STICKER	\$125.00
NS C0202-000633 80113	12/6/2017	MICHAEL BRAD	400 VALLEY PARK AVE, SOUTH ELGIN, IL 60120	150.40	WORKING WITHOUT A PERMIT	\$0.00
P C0039-000076 17-013645	12/20/2017	KEVIN TORRES	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	136.22(B)	DISOBEYED A SIGN PROHIBITING SMOKING	\$0.00
A C0039-000078	12/21/2017	BLAKE MICHAEL JOHN	281 LINDSEY ROAD, SHELBYVILLE, IL 62952	132.04	TRUANCY FROM SCHOOL BY A MINOR	\$125.00
A c0202-000621 80068	8/17/2017	CAROLAN BAUM	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	150.40	WORKING WITHOUT A PERMIT	\$50.00
Corrected ticket number from c0202-000621 to c0202-000621						
A C0039-000069 19691	11/29/2017	CAROL BAUM	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	132.04	TRUANCY FROM SCHOOL BY A MINOR	\$125.00 Under 18
NS C0030-000528 *	10/31/2017	DAVID BRUCE W	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/12-503(A) <b>Must Appear</b>	TINTED WINDSHIELD OR FRONT SIDE WINDOWS	\$0.00
A C0039-000071 19693	12/7/2017	CLEVELAND BRILL	16 THOMAS ST, SPT JOL, ROCKFORD, IL 61102	132.01(B)	DISORDERLY CONDUCT - FIGHTING (ASSAULT OR BATTERY)	\$125.00 Under 18
NS C0053-000163 *	10/26/2017	DEBORAH BRUCE	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/12-503(A) <b>Must Appear</b>	TINTED WINDSHIELD OR FRONT SIDE WINDOWS	\$0.00
A P0050-000043	12/27/2017	DEBORAH BRUCE	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/11-1304.5	PARKING A VEHICLE ON A PUBLIC STREET, HIGHWAY OR ROADWAY WITH AN EXPIRED ILLINOIS REGISTRATION STICKER	\$125.00
P C0202-000642 80120	12/21/2017	DEBORAH BRUCE	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	51.33	WATER METER REQUIRED	\$0.00
P C0202-000643 80121	12/21/2017	DEBORAH BRUCE	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	51.48	CROSS CONNECTION CONTROL	\$0.00
A P0072-000043	12/20/2017	DAVID TORRES W	140 WINDSOR DRIVE, SOUTH ELGIN, IL 60120	70.01 625 ILCS 5/11-1304.5	PARKING A VEHICLE ON A PUBLIC STREET, HIGHWAY OR ROADWAY WITH AN EXPIRED ILLINOIS REGISTRATION STICKER	\$125.00
A C0053-000209	12/6/2017	DAVID THOMAS W	111 BELMONT BLVD, SPT JOL, ROCKFORD, IL 61102	70.01 625 ILCS 5/12-610.2(B)	UNLAWFUL USE OF ELECTRONIC COMMUNICATION DEVICE/HAND-HELD USE/TEXTING	\$125.00
P C0202-000632 80110	12/4/2017	DAVID THOMAS W	111 BELMONT BLVD, SPT JOL, ROCKFORD, IL 61102	50.11	OBSTRUCTION OF A PUBLIC WAY	\$0.00

Administrative Hearing Management Tools

Respondents: **5** Citations: **10**

**HEARING**

HAS DISPOSITION ONLY

MUST APPEAR ONLY

RESPONDENT NAME ONLY

Enter Dispositions

No Show Report

Default Upheld Updates

Hearing officers are able to view the original citation data, any supporting evidence such as documents, photographs, and videos, and previous violator history including previous citations, warnings, and unpaid tickets.

Cases are clearly delineated as those respondents present, checked in, contest-by-mail cases, and must appear cases. Hearing officers are presented with fine information, and court costs can be assigned manually or automatically, or waived at the discretion of the hearing officer. The hearing officer can adjudicate the liability and/or continue the case to a future hearing, while entering detailed notes to support his/her decision on the case. No-show violators can be automatically adjudicated as default liable in a batch process. A finding, decisions, and orders document can be printed on the spot and handed to the violator, or created in a batch process after the hearing. All case history for each citation can be quickly exported on each citation to document and support the decision in case of an appeal to a higher court.

**IN THE VILLAGE OF SOUTH ELGIN**  
**DIVISION OF ADMINISTRATIVE HEARINGS**

VILLAGE OF SOUTH ELGIN, An Illinois Municipal Corporation  
 Petitioner

v.

Respondent: [Redacted]

Citation #: [Redacted]  
 Vehicle Make: CADILLAC  
 Violation Date: 12/09/17 11:51:00 AM  
 Violation Location: IL ROUTE 318/OWES

Plate: [Redacted]



**FINDINGS, DECISIONS AND ORDER**

This cause coming to be heard for hearing on the defendant's liability for the violation notice, this administrative tribunal having jurisdiction over the parties and subject matter, due notice having been given, Respondent failing to appear, and the Hearing Officer having reviewed the evidence presented and otherwise being fully advised in the premises, IT IS ORDERED as follows:

Violation	Finding/Reason	Fines
70.01 625 ILCS 5/12-603.1	Default Upheld (Default Entered) Failure to Appear	\$50.00
FAILURE TO WEAR PROPERLY ADJUSTED SEAT BELT		
<b>JUDGMENT TOTAL:</b>	<b>COURT COSTS:</b>	<b>PAID:</b>
	\$50.00	\$0.00
		<b>BALANCE DUE:</b>
		\$75.00

The fines and penalties contained in this order are a debt due and owing Village of South Elgin and said total of fines and penalties must be paid. Payment of fines and penalties operates as a final disposition of the violation.

- To pay online: Currently Unavailable
- To pay in person, bring the violation notice or this Order to Village of South Elgin Village Hall front counter, 10 N Water St, South Elgin, IL 60177. Village Hall hours are: Monday - Friday 8:30am to 5:00pm. Drop in the Village drop boxes located in the turn around in Patton Mill Park or the vestibule of Village Hall.
- Forms of payment accepted at the Village Hall: Cash, Check, Money Order, Cashier Check, VISA, MasterCard.
- To pay by mail, mail the violation with a check or money order payable to the "Village of South Elgin". Please include the ticket number on the check or money order.

Failing to pay the indicated fine within (21) days of the issuance of this determination of liability and the exhaustion of or the failure to exhaust any administrative review procedures as set forth in Section 2-745 of Article XVII of the Village Code, shall result in the imposition of a late payment penalty fee, in addition to the fine, resulting in the following total due:

The Village of South Elgin may use all lawful means of collecting this judgment, including but not limited to suspension of Respondent's driver's license for failure to pay fines and penalties, impound or boot Respondent's vehicle.

If any person accumulates ten (10) or more final determinations of liability for standing and parking violations, for which the fines and penalties remain unpaid, the Secretary of State may suspend his or her driver's license.

Call SOUTH ELGIN POLICE DEPARTMENT at (847) 741-2151 if you have any questions regarding this notice.

This administrative order is authorized by Village of South Elgin ordinance and State of Illinois statute. You have the right to appeal this decision pursuant to the Illinois Administrative Review Law, 735 ILCS 50-101, et seq., by filing a proper lawsuit against the Village of South Elgin and other necessary parties within 35 days of a final order. If you fail to pay fines, the Village may proceed to collection.

ENTERED: January 10, 2018  
 [Signature]  
 Administrative Hearing Officer

### Previous Violations By Respondent

Violator Name (1 of 2): [Redacted] Plate: null Report Date: Saturday, February 24, 2018

Copy CSV Excel PDF Print

SHOW 10 ENTRIES

Ticket #	Respondent	Date	Violation Code	Description	Last AH Date	Balance Due	Status
CO202-000442	[Redacted]	12/21/2017 1:35 PM	51.33	WATER METER REQUIRED	1/10/2018	\$0.00	P
CO202-000643	[Redacted]	12/21/2017 1:37 PM	51.48	cross connection control	1/10/2018	\$0.00	P
CO202-000049	[Redacted]	3/29/2016 11:11 AM	150.40	WORKING WITHOUT A PERMIT		\$0.00	P
CO202-000634	[Redacted]	12/4/2017 4:08 PM	51.48	cross connection control		\$0.00	P
CO202-000635	[Redacted]	12/4/2017 4:10 PM	51.33	WATER METER REQUIRED		\$0.00	P

Showing 1 to 5 of 5 entries

Previous 1 Next

### Attach Evidence Files

Edit - C0699-000100 Assign Citation to Group \*Fields marked in red are required

Print Violator Print PD Copy 4X11

Submit / Close Save Cancel Changes

Original Citation# C0699-000097

Ticket Info Evidence Links Payment History History Correspondence Dated Notes Compliance

Add New Evidence

FILENAME: [Redacted].PDF NOTE: [Redacted]

DATE ADDED: 02/22/2018 02:39 PM

View File Attach File Delete

FILENAME: [Redacted].PDF NOTE: [Redacted]

DATE ADDED: 02/22/2018 02:44 PM

View File Attach File Delete

FILENAME: [Redacted].PDF NOTE: [Redacted]

DATE ADDED: 02/22/2018 03:19 PM

View File Attach File Delete

FILENAME: [Redacted].PDF NOTE: [Redacted]

DATE ADDED: 02/22/2018 03:56 PM

View File Attach File Delete

### **Dacra Citation Payment Enforcement Functionality**

A significant challenge faced by municipalities is holding violators accountable to complying with local ordinances as well as paying fines when cited for their violations. Dacra provides a number of tools to assist in enforcing the payment of these violations:

- Dacra automatically escalates unpaid fine amounts per municipal ordinance for unpaid violations with highly customizable escalation rules.
- Violations are tracked by vehicle and violator, allowing Dacra to identify habitual scofflaws. Each vehicle is then flagged as eligible for boot/impound per municipal ordinance, and the entire impound process is managed by the software.
- At 10 unpaid vehicular/parking violations, Illinois violators are eligible to have their driver's license suspended. Dacra manages this process, identifies eligible drivers by multiple criteria and produces all state-mandated notifications for suspension and reinstatement.
- For communities that require property transfer stamps upon the sale or transfer of a property, Dacra can integrate with the municipal ERP/financial system to enforce the payment of all outstanding fines before issuing the property transfer stamp.
- For communities with ordinances that deny city services for violators with too many outstanding citations, Dacra can flag such violators and track all outstanding fines.
- For communities that take advantage of the Illinois Office of the Comptroller's (IOC) Illinois Debt Recovery Offset Portal (IDROP). Dacra creates the export files for uploading to the IOC to automate a normally complex procedure.
- Dacra interfaces with commercial collection companies to easily export and import debt files, automating the process and ensuring accurate citation record keeping.

These powerful tools effectively streamline the fine enforcement process, reduce the workload on the municipal staff, and increase the rate of collection on the unpaid tickets.

### **Dacra Database Search Functionality**

Our powerful search capability will assist in both managing the citation through its lifespan and guiding your investigative research. The user interface for searching allows date range parameters on any combination of citation fields, including ticket status, issuing officer, issuing department, RMS or dispatch report number, violation code, warning tickets, voided tickets, juvenile tickets, etc. Searches can be exact or partial data searches, and can also further include:

*Violation Searches:* Any combination of violation, violation type, violation location, report number, lot location, business tickets, and even whether physical evidence was collected

*Vehicle Searches:* Any combination of vehicle year, make, model, color, plate, vin, state, and plate expiration date

*Violator Searches:* Any combination of name, address, city, state, zip, date of birth, DL#, and DL State

## Sample Search Screen

Adjudication Ticket Search fields Any combination of fields will be used - at least one field is required [collapse] [reset]

TICKET TYPE:  TICKET STATUS:  COMPLETION STATUS:  PLATE:

CITATION NUMBER:  HANDWRITTEN #:  OFFICER:  VIOLATION CODE:

ISSUE DATE START:  ISSUE DATE END:  LAST NAME:  FIRST NAME:  CUSTOMER ID:

QUICK TICKET: YES  NO  UNDER 18: YES  NO  WARNING: YES  NO  VOID: YES  NO

Advanced Search Options

Violation

WARNING?  PHYSICAL EVIDENCE INVENTORIED?  BUSINESS?

BEAT:  REPORT #:

DIRECTION:  STREET #:  STREET NAME 1:  STREET NAME 2:

LOT LOCATION:  LOT DESCRIPTION:

Results displayed can be narrowed further with a “contains” sub-search. Still need to work the results? Dacra has you covered. Just copy the data to your clipboard for export to Microsoft Excel, csv file, or your external software. Of course, you can always just print your data or save it as a PDF.

Adjudication Ticket Search fields Any combination of fields will be used - at least one field is required [expand] [reset]

Adjudication Tickets(s)

SHOW 10 ENTRIES

Citation #	Citation Date	Violator	Plate	Issuing Officer	Violation
P0049-000058	02/22/2018 13:44	...	...	...	70.01 625 ILCS 5/11-1304.5
P0066-000131	02/21/2018 03:48	...	...	...	70.01 625 ILCS 5/11-1304.5
P0071-000021	02/20/2018 03:41	...	...	...	70.01 625 ILCS 5/11-1304.5
P0064-000180	02/19/2018 22:37	...	...	...	72.01(B).
P0072-000133	02/17/2018 22:48	...	...	...	72.01(B)
P0049-000055	02/17/2018 13:52	...	...	...	70.01 625 ILCS 5/11-1304.5
P0049-000053	02/17/2018 12:53	...	...	...	70.01 625 ILCS 5/11-1303(A)(2)(C)
P0071-000020	02/14/2018 23:10	...	...	...	70.01 625 ILCS 5/11-1304.5
P0059-000126	02/11/2018 22:57	...	...	...	70.01 625 ILCS 5/11-1304.5
P0053-000291	02/11/2018 11:10	...	...	...	72.08(A)

Showing 1 to 10 of 300 entries Previous

With appropriate permissions, a ticket in the search results can be examined and edited right from the results screen. Should you choose, search results can be shown in a heat-map for visual representation.

## **Dacra Database Reporting Functionality**

Dacra has powerful built-in reporting capability. The provided reports are based upon the direct input and feedback from our clients over the last twenty years. All reports have multiple criteria that can be selected, issuing department, officers, date ranges, violations, and much more. To keep your agency compliant with redaction rules and to comply with state privacy statutes, juvenile violations can be excluded from all reports.

Reports By Date Range

BEGIN: 01/25/2018

END (THROUGH): 02/24/2018

**Adjudication Only**

- General
- Summary & Disposition (by Hearing Officer)
- Hearing Report (by Hearing Date)
- AH Session Citations and Respondents
- Cash Reporting
- Bond
- Status Summary
- DACRA Hosting
- Payment
- DMV List
- DMV Request File
- Status Change
- Status / Disposition Detail
- Admin Tow
- GROUP BY OFFICER

**Adjudication and State**

- Void
- Violation Report (by Issue Date)
- Violation Summary
- INCLUDE MONEY
- GROUP WARNINGS

**Officer Activity**

STREETS: Select Some Options

LOTS: Select Some Options

SUMMARY ONLY  INCLUDE VOID  INCLUDE TOW   
HIDE VIOLATOR NAME  IGNORE DATE RANGE

All our reports are html web-based and can be printed or saved as a PDF. We also regularly build custom reports for clients, and when we do, we add them to the subscription based system so all of our clients can benefit. Because the Dacra database engine is Microsoft SQL, it supports the ability for clients to build their own custom reports utilizing reporting tools such as Microsoft SQL Reporting Services, Crystal Reports, and others.

A Few Sample Reports:

### Cash Reporting - 01/25/2018 - 02/24/2018

Citation #	Name	Paid Date	Current Pmt	Amount Due	Reduction	Collection Fee	Balance Due
<b>Category: C</b>							
C0699-000085	SPRINKLER SERVICE	02/09/2018	\$50.00	\$825.00	\$0.00	\$50.00	\$675.00
C0699-000085	SPRINKLER SERVICE	02/09/2018	\$100.00	\$825.00	\$0.00	\$50.00	\$675.00
<b>C Totals:</b>			\$150.00	\$1,650.00	\$0.00	\$100.00	\$1,150.00
<b>Category: P</b>							
P0699-001303	RETIRED/ALLIANCE SERVICES	02/09/2018	\$10.00	\$50.00	\$15.00	\$0.00	\$25.00
P0699-001304	RETIRED/ALLIANCE SERVICES	02/10/2018	\$10.00	\$125.00	\$0.00	\$0.00	\$115.00
P0699-001311	RETIRED/ALLIANCE SERVICES	02/21/2018	\$10.00	\$50.00	\$0.00	\$0.00	\$40.00
<b>P Totals:</b>			\$30.00	\$225.00	\$15.00	\$0.00	\$180.00
<b>Category: T</b>							
T0004-000008	RETIRED/ALLIANCE SERVICES	02/21/2018	\$100.00	\$600.00	\$0.00	\$0.00	\$0.00
T0699-000085	RETIRED/ALLIANCE SERVICES	02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
T0699-000078	RETIRED/ALLIANCE SERVICES	02/13/2018	\$1.00	\$601.00	\$0.00	\$0.00	\$0.00
T0699-000079	RETIRED/ALLIANCE SERVICES	02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
T0699-000080	RETIRED/ALLIANCE SERVICES	02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
T0699-000082	RETIRED/ALLIANCE SERVICES	02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
<b>T Totals:</b>			\$2,101.00	\$3,201.00	\$0.00	\$0.00	\$0.00
<b>Grand Total:</b>			\$2,281.00	\$5,076.00	\$15.00	\$100.00	\$1,330.00

### Violations by Date Range - 01/25/2018 - 02/24/2018

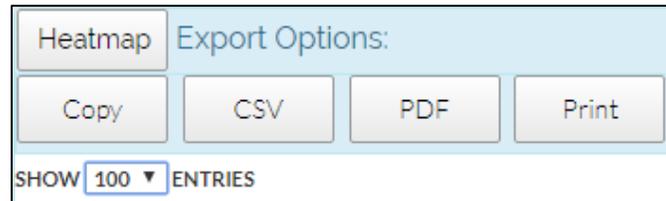
Citation Number Handwritten#	Name/Company	Location	Date / Time	Amt Due	Pd Amt	Bal Due
<b>Adjudication Tickets</b>						
C0699-000098	RETIRED/ALLIANCE SERVICES	107 OAK	02/13/2018 11:18 PM	\$175.00	\$0.00	\$175.00
C0699-000102	RETIRED/ALLIANCE SERVICES	107 OAK	02/14/2018 10:29 AM	\$0.00	\$0.00	\$0.00
Violation: 10-18(a)(4).		(CLASS AA OR AAA) UNLAWFULLY PERMITTED THE SALE, OFFERED FOR SALE, GAVE AWAY OR DELIVERED ANY ALCOHOLIC LIQUOR EXCEPT THAT THE SALE OF ALCOHOLIC LIQUOR IN THE ORIGINAL PACKAGE FOR CONSUMPTION OFF THE PREMISES OUTSIDE PERMITTED HOURS.				
C0699-000099	RETIRED/ALLIANCE SERVICES	107 OAK	02/13/2018 11:18 PM	\$0.00	\$0.00	\$0.00
C0699-000101	RETIRED/ALLIANCE SERVICES	107 OAK	02/13/2018 11:18 PM	\$0.00	\$0.00	\$0.00
Violation: 10-24(a).		UNLAWFULLY WORK IN OR ABOUT ANY PREMISE OR TO ENGAGE IN ANY WAY IN THE HANDLING, PREPARATION OR DISTRIBUTION OF SUCH LIQUOR IF THE PERSON IS AFFLICTED WITH OR IS A CARRIER OF ANY CONTAGIOUS, INFECTIOUS OR VENEREAL DISEASE.				
C0699-000100	RETIRED/ALLIANCE SERVICES	107 OAK	02/13/2018 11:18 PM	\$0.00	\$0.00	\$0.00
Violation: 110 - 6.2.4(e)(1)		VEHICLE FOR SALE IN NON RESIDENTIAL AREA				
P0699-001306	RETIRED/ALLIANCE SERVICES	ABERDEEN	02/13/2018 05:54 PM	\$50.00	\$0.00	\$50.00
P0699-001309	RETIRED/ALLIANCE SERVICES	ABERDEEN	02/19/2018 11:59 PM	\$0.00	\$0.00	\$0.00
P0699-001310	RETIRED/ALLIANCE SERVICES	ABERDEEN	02/20/2018 12:21 AM	\$50.00	\$0.00	\$50.00
P0699-001311	RETIRED/ALLIANCE SERVICES	ABERDEEN	02/20/2018 12:46 AM	\$50.00	\$10.00	\$40.00
P0699-001312	RETIRED/ALLIANCE SERVICES	ADAMS	02/21/2018 02:00 PM	\$0.00	\$0.00	\$0.00
Violation: 110 - 6.2.4(e)(2)		VEHICLE PARKED ON UNPAVED SURFACE				
P0699-001303	RETIRED/ALLIANCE SERVICES	ABERDEEN	02/08/2018 11:24 AM	\$50.00	\$25.00	\$25.00

### Payment Made Within Range - 01/25/2018 and 02/24/2018

Violation	Paid Date	# Tickets	Orig Fine	Final Amt Due	Reduction	Coll Fee	Net Pmt	Bal Due
<b>Category: C</b>								
59-383	02/10/2018	1	\$0.00	\$825.00	\$0.00	\$50.00	\$150.00	\$575.00
UNLAWFULLY ENGAGE IN PEDDLING/SOLICITATION ACTIVITIES WITHIN THE VILLAGE WITHOUT FIRST OBTAINING A PERMIT TO DO SO.								
							Cash Totals:	\$50.00
							Money Order Totals:	\$100.00
<b>C Totals:</b>		1	\$0.00	\$825.00	\$0.00	\$50.00	\$150.00	\$575.00
<b>Category: P</b>								
110 - 6.2.4(e)(1)	02/21/2018	1	\$50.00	\$50.00	\$0.00	\$0.00	\$10.00	\$40.00
VEHICLE FOR SALE IN NON RESIDENTIAL AREA								
110 - 6.2.4(e)(2)	02/09/2018	1	\$50.00	\$50.00	\$15.00	\$0.00	\$10.00	\$25.00
VEHICLE PARKED ON UNPAVED SURFACE								
44444	02/10/2018	1	\$25.00	\$125.00	\$0.00	\$0.00	\$10.00	\$115.00
IMPORTING VIOLATION CATEGORY P VIOLATION WITH A SET FINE AMOUNT FIXED ESCALTION								
							Cash Totals:	\$10.00
							Money Order Totals:	\$30.00
<b>P Totals:</b>		3	\$125.00	\$225.00	\$15.00	\$0.00	\$50.00	\$180.00
<b>Category: T</b>								
11.40.056/A1	02/13/2018	1	\$500.00	\$601.00	\$0.00	\$0.00	\$1.00	\$0.00
Vehicle Seizure And Impoundment/DWLS - Suspended/Revoked								
11.40.056/A1	02/21/2018	4	\$2,000.00	\$2,100.00	\$0.00	\$0.00	\$1,600.00	\$0.00
Vehicle Seizure And Impoundment/DWLS - Suspended/Revoked								
							Cash Totals:	\$1,601.00
							Money Order Totals:	\$500.00
11.40.056/A10	02/21/2018	1	\$500.00	\$500.00	\$0.00	\$0.00	\$500.00	\$0.00
Vehicle Seizure And Impoundment/DL Exp Greater than 1 Year								
							Cash Totals:	\$500.00
<b>T Totals:</b>		6	\$3,000.00	\$3,201.00	\$0.00	\$0.00	\$2,101.00	\$0.00
<b>Grand Totals:</b>		10	\$3,125.00	\$4,251.00	\$15.00	\$50.00	\$2,281.00	\$755.00

## **Dacra Data Exporting Capability**

Dacra has extensive data export capabilities built in that can be utilized by the system users without any programming experience. This includes comma-separated text files (CSV), Copy and Paste to Excel, PDF, and Google Maps Heatmap data. The user can just click on to the required export format:



Exports to external software systems are available. A number of interfaces have already been built for communication to external software systems via XML, our preferred export method.

There are also certain pre-formatted export files that comply with external state requirements, such as Illinois Department of Transportation Racial Profiling requirements and Illinois Comptroller's Office Debt Recovery Offset Portal (IDROP) requirements. Collections company export files are in Excel format.

Exports of citation data to be submitted to circuit courts are set up in the custom format requirements demanded by individual counties such as Cook and DuPage (IUCS/LEADER).

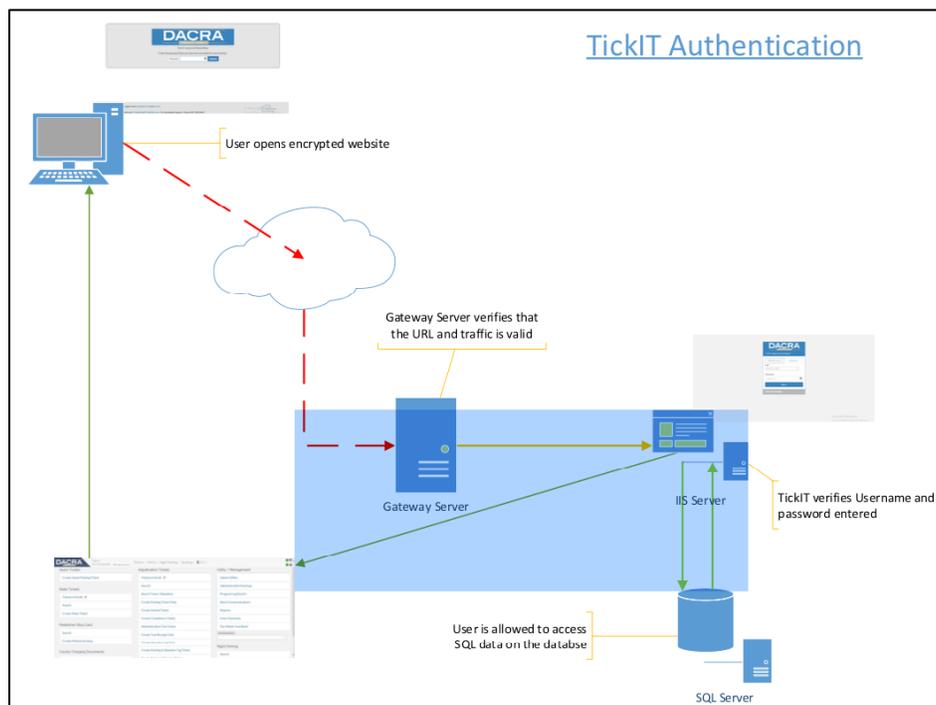
The moving violation data structure is submitted to circuit courts in either Cook County or, for all other counties, Administrative Office of the Illinois Courts (AOIC) formats.

## Dacra Municipal Enforcement Software Proposal Appendix B - Scope of Services/Technical Specifications

### **Dacra Security Architecture**

Dacra is designed for the highest levels of security and is fully compliant with the FBI's Criminal Justice Information Services (CJIS). All requirements of the latest 2017 CJIS Security Policy v5.6 are supported and exceeded. The Dacra security capabilities are modular and multi-levelled, and include extensive built-in auditing features. Security capabilities are managed at the web service level, the SQL database level, and at the application level.

*Connectivity to Dacra Web Service:* Connectivity for accessing the Dacra web service on a Microsoft IIS web service is controlled via Microsoft Active Directory and accessed via an SSL IPsec tunnel per CJIS encryption requirements. This allows for highly granular access control policies, time out restrictions, password security policies, advanced user authentication such as biometric two-factor authentication, detailed auditing, and information security event logging.



*Data Encryption:* Dacra supports encryption for the connectivity of the client to the server, called Data in Transit, as well as the server itself, called Data At Rest. The Data in Transit between the client front end and the server back end supports FIPS 140-2 certified encryption with a key of at least 128 bit strength. The Data at Rest encryption supports FIPS 197 (AES) certified encryption with at least 256 bit strength and is accomplished via Microsoft BitLocker.

*Partitioning of User Interface and Database:* The Dacra system partitions the front-end user interface from the back-end database and supports independently controlled security mechanisms at the IIS level, Active Directory service account and user level, at the SQL Server level, and internal application level containing roles and features assigned per department or user, as well as custom roles.

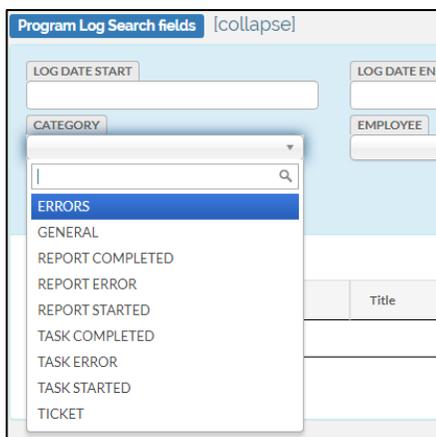
**Entity Framework Modularity:** Dacra is built with Microsoft’s .NET Entity Framework technology. This means that the front-end client (always the most vulnerable part to malware or other intrusion) does not have direct access to the SQL database itself. The Entity Framework middleware layer handles all communication between the web front end and the SQL back end, and greatly reduces vulnerability from a compromised computer workstation or advanced threats such as SQL injection attacks.

**Application User Roles:** Dacra currently has almost fifty discrete internal user application roles that govern what parts of the system a user has access to. This allows granular control of aspects such as what citations a user can create, who can modify created citations, who can accept payments, who can access what reports, who can create and send notices, and much more. These roles can be assigned to pre-defined groups such as regular police officers, code enforcement officers, hearing officers, finance staff, etc., or can be assigned to individual users (i.e. super users, administrators, etc.) as needed.

**Auditing:** Dacra has extensive built-in auditing that logs any transaction or change that has a financial or other significant impact on a citation. It logs what the change was, who the logged-in user was, date and time stamps it, and records both the old value and the new changed value. It should be noted that a citation can be placed in “void” or “non-suit” status, but not deleted from the system.

### **Dacra Logging, Auditing, and Troubleshooting Tools**

Because Dacra is built for non-stop operation in the largest customer environments, it contains extensive logging of system-wide processes, as well as error-checking, error-handling, logging, and troubleshooting tools. If the system handles the error, it instantly notifies the user about the exact problem, and allows the user to correct the cause. If it is an unhandled error, it will display the error to the user and log it to the program log. All errors logged to the program log are viewable and searchable by permissioned users and admins. These enterprise software level features allow for optimal system performance and uptime, improved training of system users, and a very high level of security.



In addition to errors, Dacra logs, tracks, and allows for searching for many system processes. This provides improved troubleshooting, verification of task completion, and performance metrics such as Report Started and Report Completed. This level of visibility into the system processes allows for easy optimization of system performance, identification of common user errors, and even errors by a particular user:

**Ticket Entry Errors by Users:**

Log Date/Time	Title	Description	Category	User	Citation #
02/22/2018 02:26 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:25 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:18 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:17 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:10 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:08 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:07 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:04 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:02 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001
02/22/2018 02:01 PM	A default AH Session was not set.	Default AH Session ID	Ticket	ITS,I	A0699-000001

### Log of All Actions by a Particular User:

Log Date/Time	Title	Description	Category
02/24/2018 02:58 PM	Reports - Payment report completed	Payment report completed	Task Completed
02/24/2018 02:58 PM	Reports - Payment report started	Payment report started	Report Started
02/24/2018 02:56 PM	Reports - OfficerActivity report completed	OfficerActivity report completed	Task Completed
02/24/2018 02:56 PM	Reports - OfficerActivity report started	OfficerActivity report started	Report Started
02/24/2018 02:50 PM	Reports - Violation report completed	Violation report completed	Task Completed
02/24/2018 02:50 PM	Reports - Violation report started	Violation report started	Report Started
02/24/2018 02:50 PM	Reports - CashReporting report completed	CashReporting report completed	Task Completed
02/24/2018 02:50 PM	Reports - CashReporting report started	CashReporting report started	Report Started
02/24/2018 02:50 PM	Reports - TicketSummaryAndDispositionByHearingOfficer report completed	TicketSummaryAndDispositionByHearingOfficer report completed	Task Completed
02/24/2018 02:50 PM	Reports - TicketSummaryAndDispositionByHearingOfficer report started	TicketSummaryAndDispositionByHearingOfficer report started	Report Started

#### Platforms supported by Dacra

Dacra is composed of a browser-based front-end client that runs on Microsoft's IIS Server. The program is browser agnostic, and has been tested to work with Google Chrome, Microsoft Edge, Apple Safari (on IOS) and Firefox. Currently, most clients prefer Google Chrome. The platforms that are supported by Dacra are Microsoft Windows (7 or higher), including touch-screen optimizations, Apple IOS (both iPad and iPhone), and Android (only extensively tested on Samsung Galaxy tablet).

#### Dacra is provided as a cloud- based solution

Dacra's cloud solution is hosted on our optimally tuned Microsoft SQL servers which are maintained by our staff for this specific environment. We are responsible for all server system licensing, security, support and maintenance, and backups. Our hosted service is CJIS compliant, our staff has undergone fingerprinting and background checks, and are LEADS certified. The cloud service complies or exceeds all specifications of the FBI 2017 CJIS Security Policy v5.6.

#### Optimal and minimum network requirements

Because Dacra is a web-based host system, the network requirements for the client workstations are minimal. The network connectivity from the client to the server should be mid-level LTE or better. On a local area network, gigabit Ethernet or better is optimum. Sub-LTE level connectivity in the field can slow photographic evidence file uploads to the server.

#### Optimal and minimum desktop/client requirements

The Dacra client is accessed via a web browser. Google Chrome is preferred, but Microsoft Edge, and Firefox all work. Windows 7 or newer operating systems work, with Windows 8.x or 10 recommended. Dacra is also supported on Microsoft Windows touch-screen Tablets with Windows 8 or newer. Apple IOS on iPad or iPhone are also supported via both Chrome and Safari web browsers.

#### Managing and Customizing Data in Dacra

Dacra employs a robust and flexible methodology for adding, changing, or customizing data, much of which can be done by the client through provided user interfaces. For example, changing the text of various notices or letters, adding or modifying street or property tables, customizing violation specific data, managing users and user groups, and more can all be done by the client's users in the Admin Utility. Furthermore, Dacra has extensive customization capability for actual processes and work flows within the system to adapt to specific client needs. These customizations become part of the source code of the system and are carried forward to all future release

versions. This innovative technology was originally developed by us for our county software systems and it has been extensively and successfully proven over the last eight years in both our county and municipal systems.

#### *Dacra capacity, performance and availability metrics*

The Dacra system is highly optimized for maximum performance and uptime. It is designed to run in a virtual infrastructure environment for high availability and ease of provisioning of RAM and disk storage. The system utilizes hyper-threading to keep user interface response in sub-second to a few seconds. The database is highly optimized with indexes and views. Dacra's proprietary technology makes database performance and backups ultra-fast. Most reports run in a matter of a couple of seconds. When a client identifies a function that takes longer than several seconds to run, we implement optimizations to increase the speed.

Our hosted Dacra systems had no unplanned downtime in the last three years. We guarantee 99.9% uptime. Dacra system updates are generally implemented quarterly. They are scheduled with the client and they typically last less than ten minutes. In the rare case when Microsoft releases critical server software updates requiring a system reboot, we will generally do that outside the quarterly schedule, and always with prior notification to the client.

#### *LEADS Interface Architecture*

We utilize our own LEADS data parser to parse the data from your current LEADS provider system file and auto-fill Dacra citation fields with it. The only data we access is the violator name, address, date of birth, driver's license number, and vehicle plate, make and model. This allows for quick and efficient citation completion. We chose to not run our own LEADS system, but utilize the existing system used by the police agency in order to accomplish two primary goals. First, since we do not directly access CJIS databases we do not create an unnecessary security exposure. Proudly, in 2017, two of our clients, Elgin and South Elgin, underwent CJIS compliance audits in 2017 and neither had concerns identified with Dacra software. Second, it gives us the flexibility to work with the police agencies preferred LEADS provider making the transition to e-citations simpler for officers. We have successfully integrated with five different LEADS providers over the years.

## **Dacra Municipal Enforcement Software Proposal**

### **Appendix B - Scope of Services/Sample Project Schedule**

*The following schedule is based on a 120 day go-live timeline with key milestones and deliverables associated indicated. This plan can be accomplished but requires dedicated effort from all key project staff to complete this project within this desired timeframe.*

#### **Step 1: Process Analysis - Month 1**

The project begins with a kickoff meeting attended by representatives from each department involved in the process. The next few weeks are spent meeting with each citation-issuing department, finance department, and IT department to identify all existing process and systems involved. Current violation, adjudication, and fine collections ordinances and processes are identified and analyzed. Any potential process or ordinance change recommendations that might improve upon the existing ones are presented.

Deliverable: Analysis of current processes, recommendations, agreement on implementation

#### **Step 2: Data Gathering - Month 1**

Concurrently with Step 1, client is provided with tools and explanations for compiling relevant data that need to be set up in the server: personnel; hearing times, dates, and locations; violation codes; municipal seal; verbiage for citations and notices; etc. Needed interfaces and connectivity methodologies are agreed upon for connectivity to external systems. Client produces all needed data for the new system.

Deliverable: Agreement on design and methodology of interfaces. Client provides required data

#### **Step 3: Test Environment - Month 2**

The Dacra system is built, configured, and tested by IT-Stability staff. Our staff imports all assembled client data and perform final internal testing. Client staff is given access to the new system and guided on testing each individual component.

Deliverables: Functioning Test environment

#### **Step 4: External System Integrations - Month 2 and 3**

During this time, external system integrations, such as connectivity to finance systems, LEADS integrations, etc., are built and tested by our team, the client's IT staff, and any relevant third-party vendor.

Deliverables: Functioning and tested interfaces between Dacra and external systems

#### **Step 5: Validation - Month 3**

All relevant documents such as citation, notices, etc. are printed from the system and provided to municipal legal counsel for review or modification. Any required verbiage modification to those documents are implemented.

Deliverables: All statutorily required processes are completed and validated

#### **Step 6: Training and Field Testing - Month 4**

Training of all staff and final field testing by officers in the field occurs. One week before going live, the test environment is migrated to the live environment, and final testing and sign-off by client staff occurs.

Deliverables: Completed testing and client sign-off for going live

#### **Step 7: Go Live! - First Of The Month Following Step 6**

Our staff is present on-site during go-live to assist with any questions or issues and coordinate offsite resources.

Deliverables: A new fully functioning Municipal Enforcement System

## **Dacra Municipal Enforcement Software Proposal**

### **Appendix B - Scope of Services/Training and Service Support**

#### **Dacra's Training Methodology**

Over the past two decades, Dacra has been successfully deployed by preparing our clients using a "Train The Trainers" approach. Based on the theory that it is best to *teach a man to fish*, we build a team of highly trained experts within the organization who serve as the foundation of functional knowledge with respect to Dacra. From cities like Elgin with populations over 100,000, to communities like Creve-Coeur with a population of 5,000, this model has been proven time and again. Our approach builds a strong internal team with capable peer support by integrating software usage instruction with the critical agency specific policies and procedure training. Throughout our dozens of deployments, we have found three keys to success in this arena 1) Select the right people to serve on this team; 2) Train them extensively; and 3) Continue to provide the super-users the necessary support to ensure the successful agency-wide use of Dacra. The process is as follows:

#### **Super-User/System Administrator Training (8 Hours)**

Eight hours of in-depth training will fully prepare your power users. This training covers all functionality areas of Dacra as well as focusing on best industry practices in municipal adjudication and violation enforcement. While this session can be accomplished in one full day, we find that our clients retain more when we split this into two 4-hour blocks.

For super-users, this is really only the formal "classroom" training. We are always available and easily accessible for any questions that may arise. We will specifically assign one member of our staff to your community to serve as front-line customer support. Not a call center. Not a random person. A member of *our* team who is specifically dedicated to making sure *your* team is fully supported throughout their training cycle and beyond.

#### **IT System Administrator Training (2 Hours)**

We will make sure your IT staff is well versed in setting up system servers where necessary, and access portal configurations and interfaces to ensure seamless operation and communication. As we use industry standard processes, this can generally be accomplished in a two-hour remote session between Dacra and municipal IT staff.

#### **Basic User Training – Field Enforcement Staff (1.5 Hours)**

Ninety-minute training sessions are generally all that is needed for your field enforcement teams, usually less for staff currently entering citations electronically. This session covers all aspects of creating citations and searching through previous violators for investigative purposes. It also focuses on best practices in documenting the violation to make a strong case. Our staff will teach the first training session, with your train-the-trainer staff observing. The second training session will be taught by your staff, with our staff in attendance for corrections or to answer questions your staff may find too difficult. Subsequent sessions are then taught by your internal staff.

#### **Basic User Training – Administrative Hearing Officer (1 Hour)**

A one-hour training session will be held to train the client's selected hearing officer or administrative law judge in utilizing the system during hearings for the efficient issuing of Findings, Dispositions, and Orders. This training also focuses on how best to document the basis for the hearing officer's decisions on cases heard in order to build a strong case in the event of a violator appeal, a key step in safeguarding violator due process.

#### **Basic User Training – Administrative Hearing Staff (3 Hours)**

There are many moving parts to a successful hearing and we have consistently found that our clients take advantage of the "new software" opportunity to refine other hearing room practices and procedures. Therefore,

in preparation for the first public hearing utilizing Dacra, we host a mock hearing that tests all aspects of effectively managing the hearing process with our software and any modified best practices that may have arisen during the deployment of such a system. This mock hearing training ensures your staff is comfortable with all aspects of hearing room management before going live with citizens.

**Ongoing Training Support (Unlimited)**

It is not enough to simply teach staff and send them on their way. To help our clients get the most out of our system, we take pride in the ongoing partnerships forged to answer best practices and process questions. This is just another reason that partnering with Dacra forms the solid foundation on which your effective municipal enforcement system is built.

As an example of this belief occurs approximately thirty-five days after the first public hearing, we will revisit your team to perform a short training session that circles back to prior training, discussing statutory procedures that arise in the final stages of violation enforcement. While Dacra software manages these items for you, (i.e. violator notices, requests to vacate defaults, assigning new hearings) it is important that your staff understands all aspects of providing violator due process accurately. This is also the time we revisit key topics of best practices for outstanding debt collection such as boot and impound programs, suspension of driver’s licenses, and sending unpaid fines to a collections vendor as well as the Illinois Debt Recovery Offset Portal (IDROP) program.

**Dacra Service Level Agreement**

While we pride ourselves on our stable software platform, issues needing support do arise from time to time. We are dedicated to providing the highest level of both technical and informational support to our clients. In order to prepare for effectively supporting and developing the Dacra system, we have spent many hours in the field, in squad cars, and offices shadowing clients to experience first-hand exactly what issues users encounter. We have attended over one hundred adjudication hearings with multiple hearing officers from the smallest communities to the second most populous county in the United States. We have sat with our clients processing citations, and just generally using our software, and that has enabled us to assemble some of the best practices in this industry. This field experience affords us the knowledge necessary to understand the challenges our users face and how to quickly troubleshoot issues.

Help desks can be frustrating to use, particularly when there is no human interaction to communicate with regarding technological issues. Due to our ideal size we have the opportunity to take a different approach to support. Our staff develop strong working relationships with your key staff who are then provided with direct access to relevant Dacra employees, via direct email and cell phone contacts so they can troubleshoot together. We believe this “help desk” format provides a higher level of support than multi-layered help desks.

As a means of formalizing our approach, standard support is included for all our clients at no extra charge during regular business hours, Monday through Friday, 8:00 am to 5:00 pm CST, via both phone and email (excluding holidays). In addition, for our hosted clients, critical server processes are monitored and supported 24/7/365. Our standard support response process:

<b>Dacra Service Request Response Matrix</b>		
<i>Priority</i>	<i>Example</i>	<i>Response Time</i>
Urgent	Dacra critical and time-sensitive component down	1 Hour
High	Technical issue impeding time-sensitive work	4 Hours
Normal	Minor issues and usage or configuration questions	Within 1 Bus. Day

### Service Level Guarantee

Dacra guarantees 99.9% uptime. We can do this confidently as we have had zero unplanned downtimes throughout our time hosting clients over the past decade.

### Software Upgrades

For each hosted client, we maintain a LIVE environment and a TEST environment. After internal testing by our own staff, significant updates are first deployed to the client TEST environment, where the client staff can test. Once the client approves, we schedule deployment to the LIVE environment. Software bugs in live environments are always prioritized and addressed as a high priority item.

### Backup and Disaster Recovery Procedures

We utilize a robust state-of-the-art backup and disaster recovery methodology. Our off-site data center employs Microsoft's server technologies and is fully virtualized, including redundant on-line and near-line servers. Using Hyper-V Live Migration, virtual servers can be moved at will between physical servers, so server maintenance and upgrades can occur without downtime.

Currently, we use the "3-2-1" backup methodology; three secure copies of the data, two different mediums, and one copy offsite. Three secure copies are: a) local shadow copy on the Virtual Servers, b) nightly full backup to a network SAN, and c) an encrypted offsite backup to the Servosity cloud service. We also use Servosity's offsite retention policy; the nightly backup keeps application data for one week, the Monday backup keeps data for 6 months, and the first backup of the month keeps data for one year.

#### Server Backup:

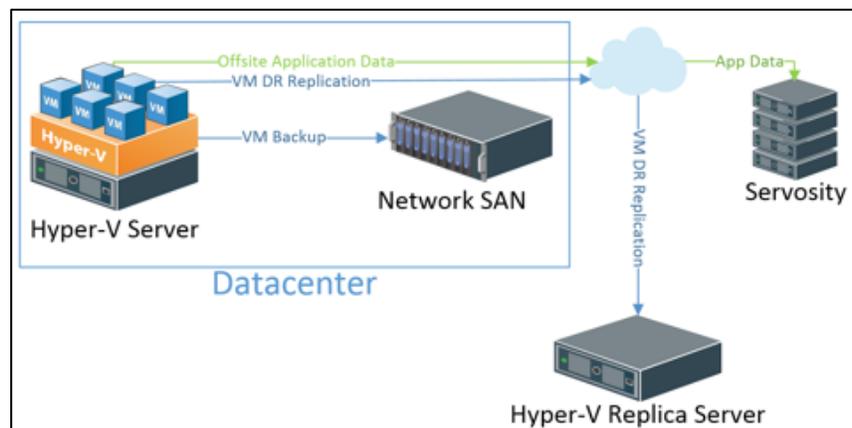
We backup the Virtual Machines themselves, e.g. the Servers that run IIS, SQL and IDS/IPS services, as well as the application data, nightly with Windows Shadow Copy, for one "local server" backup, and one "off server" backup to a network SAN. The Virtual Machine backups that are on the SAN are retained for 4 weeks. The SAN that stores the backups has a RAID 50 Array that allows for four concurrent drive failures, with use of two hot spares, before any data loss occurs.

#### Application Backup:

For Application Data backup we use Windows Shadow Copies within the Virtual Machine for near zero recovery time of data as well as Servosity integration with SQL Server and Windows Server to back up data offsite. The Application Data is also backed up with the nightly Virtual Machine backup to the Network SAN for separation of medium.

#### Disaster Recovery:

For Disaster Recovery we use Hyper-V replica to replicate the Virtual Machines Servers through a secure VPN to an offsite location that receives the current state of the Virtual Machines every 5 minutes. If our primary site fails we can spin up the Virtual Machines on the Replica Server and update DNS to point to the secondary site



## **Dacra Municipal Enforcement Software Attachment C - Illinois Compliance Affidavit**

As a condition of entering into a contract, and under oath and penalty of perjury and possible termination of contract rights and debarment, the undersigned deposes and states that he has the authority to make any certifications required by this Affidavit on behalf of the Dacra Software, IT-Stability (the "Vendor"), and that all information contained in this Affidavit is true and correct in both substance and fact.

### **Section 1: TAX COMPLIANCE**

1. The undersigned on behalf of the Vendor certifies that neither the undersigned nor the entity is barred from contracting with the City because of any delinquency in the payment of any tax administered by the State of Illinois, Department of Revenue, unless the undersigned or the entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability of the tax or the amount of tax;
2. The Vendor understands that making a false statement regarding delinquency of taxes is a Class A Misdemeanor and in addition voids the contract and allows the municipality to recover all amounts paid to the entity under the contract in civil action.

### **Section 2: EQUAL EMPLOYMENT OPPORTUNITY**

*This EQUAL OPPORTUNITY CLAUSE is required by the Illinois Human Rights Act, 775 ILCS 5/101 et seq.*

In the event of the Vendor's non-compliance with any provision of the Equal Employment Opportunity Clause, the Illinois Human Rights Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights, the contractor may be declared non-responsive and therefore ineligible for future contractor subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be canceled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulations.

During the performance of this contract, the Vendor agrees:

1. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin, age, physical or mental handicap unrelated to ability, unfavorable discharge from military service, ancestry; and further that it will examine all job classifications to determine if minority persons or woman are underutilized and will take appropriate action to rectify any such underutilization;
2. That, if it hires additional employees in order to perform this contract, or any portion hereof, it will determine the availability (in accordance with the Department's Rules and Regulations for Public Contract's) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized;
3. That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service.

4. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other such agreement or understanding, a notice advising such labor organization or representative of the contractor's obligation under the Illinois Human Rights Act and the Department's Rules and Regulations for Public Contract. If any such labor organization or representative fails or refuses to cooperate with the contractor in its efforts to comply with such Act and Rules and Regulations, the contractor will promptly so notify the Department and contracting agency will recruit employees from other sources when to fulfill its obligation hereunder.

5. That it will submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or contracting agency, and in all respects comply with the Illinois Human Rights Act and the Department's Rules and Regulation fro Public Contracts.

6. That it will permit access to all relevant books, records, accounts, and work sites by personnel of the contracting agency and the Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and the Department Rules and Regulations for Public Contracts.

7. That it will include verbatim or by reference the provisions of this Equal Opportunity Clause in every subcontract it awards under which any portion of the contract's obligations are undertaken or assumed, so such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause be such subcontractors; and further it will promptly notify the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the contractor will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

### **Section 3: ILLINOIS DRUG FREE WORK PLACE ACT**

The Vendor through the undersigned will publish a statement:

1. Notifying the employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the work place;
2. Specifying the action that will be taken against employees for violating this provision;
3. Notifying the employees that, as a condition of their employment to do work under the contract of the City, the employee will:
  - A. Abide by the terms of the statement;
  - B. Notify the undersigned of any criminal drug statute conviction for a violation occurring in the work place not later than five (5) days after such a conviction.
4. Establish a drug free awareness program to inform employees about:
  - A. The dangers of drug abuse in the work place;
  - B. The policy of maintaining a drug-free work place;
  - C. Any available drug counseling, rehabilitation or employee assistance programs;
  - D. The penalties that may be imposed upon an employee for drug violations.

5. The undersigned shall provide a copy of the required statement to each employee engaged in the performance of the contract with the City, and shall post the statement in a prominent place in the work place.
6. The undersigned will notify the City within ten (10) days of receiving notice of an employee's conviction.
7. Make a good faith effort to maintain a drug free work place through the implementation of these policies.
8. The undersigned further affirms that within thirty (30) days after receiving notice of a conviction of a violation of the criminal drug statute occurring in the work place shall:
  - A. Take appropriate action against such employee up to and including termination;
  - B. Require the employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency.

**Section 4: SEXUAL HARASSMENT POLICY**

The undersigned on behalf of the Vendor certifies that a written sexual harassment policy pursuant to Public Act 87-1257, effective July 1, 1993, 775 ILCS 5/2-105 (A) exists.

This Act has been amended to provide that every party to a public contract must have written sexual harassment policies that include, at a minimum, the following information:

1. The illegality of sexual harassment;
2. The definition of sexual harassment under State law;
3. A description of sexual harassment, utilizing examples;
4. The vendor's internal compliant process, including penalties;
5. The legal recourse, investigative and compliant process available through the Department of Human Rights, and the Human Rights Commission;
6. Directions on how to contract the Department and Commission;
7. Protection against retaliation as provided by 6-101 of the Act.

IT IS EXPRESSLY UNDERSTOOD THAT THE FOREGOING STATEMENTS AND REPRESENTATIONS AND PROMISES ARE MADE AS A CONDITION OF THE CONTRACT AND ARE INCORPORATED WITHIN THE TERMS OF THE CONTRACT.

SIGNATURE: 

NAME: Zlatko Koprivec

TITLE: President of IT-Stability

## Dacra Municipal Enforcement Software Corporate Overview and References

IT-Stability Systems, LLC & Dacra Governmental Systems, LLC  
Corporate offices - 1845 Grandstand Place, Suite 201 Elgin, IL 60123

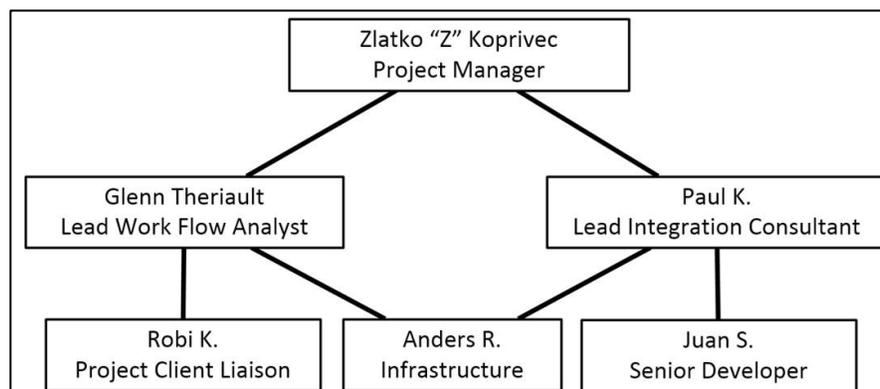
In 2012, IT-Stability Systems, LLC and its founder Zlatko Koprivec, partnered with Chaya Friedman of Dacra Computer Service, the initial developer of the first Illinois administrative adjudication software, to form Dacra Governmental Systems, LLC. While Dacra's roots go back to 1988, and IT-Stability's to 2000, it was the combined power of a database expert with a networking expert that has served as the foundation for the ever-expanding Dacra Governmental Systems.

Today, our company is 100% focused on providing effective solutions for local governments. Our products are powering over 30 systems in small communities, like Creve Coeur, a city of 5000 residents, to Cook County, the second most populous county in the United States at over 5,200,000 residents. We are a seasoned team of professionals proudly providing service continuity in these communities with no history of filings or data breaches.

IT-Stability Systems, LLC currently employs 13 full-time and part-time staff. We have attracted and retained top-notch professionals to our team with all full-time staffers having been with us for over 10 years.

Our experienced team of professionals has successfully deployed ticketing and adjudication systems in over 20 municipalities, as well as for the Cook County Department of Administrative Hearings.

### **Key Dacra/IT-Stability Staff**



*Zlatko "Z" Koprivec - Project Manager* - Zlatko "Z" Koprivec - Project Manager - Through his leadership, IT-Stability, the sole provider of Dacra, has become the foremost expert on administrative adjudication in Illinois. He has been the project lead for successfully deploying eTicketing and adjudication at Elgin, Hanover Park, Buffalo Grove, South Elgin, Pekin, Schaumburg, Sandwich, and Sycamore among other communities. Mr. Koprivec holds many industry

certifications, among them Microsoft Certified Network Engineer, IBM Certified Professional Server Expert, CompTIA Security+, and Novell Certified Netware Administrator.

*Chaya Friedman- Founder/Senior Advisor* - Ms. Friedman developed the original Dacra adjudication system and has implemented and supported it for over 20 years in multiple Chicagoland municipalities as well as Cook County Department of Administrative Hearings. Having created the first adjudication system in the state, she is a wealth of knowledge and an invaluable resource to the team. Prior to joining forces on Dacra, Ms., Friedman and Mr. Koprivec have been professional associates for over 20 years and have cooperated on dozens of client projects.

*Glenn Theriault – Lead Work Flow Analyst* – Chief Theriault spent 25 years in law enforcement with most of that time in Elgin where he formed and then headed the Department of Administrative Adjudication. As a police administrator, he oversaw multiple large-scale projects and administrative adjudication rollouts, including the implementation of Dacra Municipal Enforcement Systems. A significant portion of the functionality in Dacra is due to his development ideas while collaborating with Ms. Friedman on the Elgin Dacra implementation. He now leads the Dacra sales team and provides consulting to local municipalities seeking to implement or expand their administrative adjudication systems.

*Paul K - Lead Integration Consultant* – Paul is the technical lead and senior database architect. His 15-year IT career has focused on bridging the gaps clients face when trying to develop solutions particularly when the solutions require integration with other platforms. He has customized, optimized, and supported the Dacra database system and is thoroughly familiar with every aspect of the software. Paul has been the technical lead for Dacra implementation at Elgin, South Elgin, Buffalo Grove, Hanover Park, and Schaumburg, and has been part of the IT-Stability team for 12 years.

*Juan S - Senior Programmer* - Juan is the senior developer for Dacra systems. He has over 10 years as a programmer and developer and is responsible for development of middleware layers and overseeing front end development of the Dacra and eCitation and Adjudication systems. Juan has been part of the IT-Stability team for 10 years.

*Robi K- Project Client Liaison* - Robi works with client personnel to compile and import required data into the Dacra Municipal Enforcement System. He has supported Dacra implementations for Crystal Lake, Dolton, Hanover Park, South Elgin, Buffalo Grove, Schaumburg, and Des Plaines and performs one-on-one power user training with client staff. Robi has been with IT-Stability for over 13 years.

**THE FOLLOWING DACRA REFERENCES ARE PROVIDED FOR YOUR CONVENIENCE**

COOK COUNTY DEPARTMENT OF ADMINISTRATIVE HEARINGS – Director Marc Hamilton

118 N. Clark Street, Chicago, IL 60602

312-603-2120          Marc.Hamilton@cookcountyil.gov

Dacra Client 2012 to Current

ELGIN POLICE DEPARTMENT - Chief Ana Lalley

151 Douglas Avenue, Elgin, IL 60120

847-289-2700          Lalley\_A@cityofelgin.org

Dacra Client 2012 to Current

SCHAUMBURG POLICE DEPARTMENT – Adminstrative Manager Hiroshi Witt

1000 Schaumburg Road, Schaumburg, IL 60194

847-882-3534          Hwitt@ci.schaumburg.il.us

Dacra Client 2015 to Current

HANOVER PARK POLICE DEPARTMENT - Deputy Chief Joe Ciancio

2011 W. Lake Street, Hanover Park, IL 60133

630-823-5500          jciancio@hpil.org

Dacra Client 2013 to Current

PEKIN POLICE DEPARTMENT - Chief John Dossey

111 S. Capitol Street, Pekin, IL 61554

309-346-3132          jvdossey@ci.pekin.il.us

Dacra Client 2017 to Current

SOUTH ELGIN POLICE DEPARTMENT - Chief Jerry Krawczyk

10 N. Water Street, South Elgin, IL 60177

847-741-2151          jkrawczyk@southelgin.com

Dacra Client 2014 to Current