

	Redflex	Safe Speed	Red Speed	ATS	GATSO
Ranking -					
Evaluator 1	117	101	123	102	102
Evaluator 2	119	104	124	116	123
Evaluator 3	114.5	115.5	119	104.5	123.5
Evaluator 4	105	115.5	115.5	97	118
Average	113.9	109.0	120.4	104.9	116.6
Rank	3	4	1	5	2
Survey Form Completed -					
Currently using?	Carol Stream - Yes; Gurnee - Yes; Fox Lake - Yes	Chicago Heights - Yes; Berwyn - Yes	Rosemont - Yes; Elk Grove Village - yes	Plainfield - Yes; Willowbrook - Yes	Lake Zurich - Yes; Homewood - Yes; Streamwood - Yes
How long using?	Carol Stream - 4yrs; Gurnee - 4yrs, 7mos; Fox Lake - 3yrs, 9mos	Chicago Heights - 6yrs; Berwyn - 3yrs, 5mos	Rosement - 6yrs, 7mos; Elk Grove Village - 5yrs	Plainfield - 3yrs; Willowbrook - 5yrs	Lake Zurich - 5yrs; Homewood - 5yrs, 5mos; Streamwood - 5yrs, 3 mos
Services provided?	Carol Stream - Traffic study, design, construction; Gurnee - Photo enforcement services; Fox Lake - Permitting, engineering, construction, feasibility	Chicago Heights - feasibility, design, construction; Berwyn - feasibility, design, construction	Rosement - all needed services; Elk Grove Village - studies, design, construction scheduling, seamless process, identified camera locations based on accident data and unique locations	Plainfield - ATS purchased LaserCraft, the village's initial vendor; Willowbrook - original vendor was LaserCraft	Lake Zurich - did not answer; Homewood - did not answer; Streamwood - traffic counts at 5 intersections, design, equipment, software, training construction
Needs fulfilled?	Carol Stream - Yes; Gurnee - Yes; Fox Lake - Yes	Chicago Heights - Yes; Berwyn - Yes	Rosement - Yes; Elk Grove Vilalge - Yes	Plainfield - Yes; Willowbrook - Yes	Lake Zurich - Yes; Homewood - Yes; Streamwood - Yes
Quality of work?	Carol Stream - 5; Gurnee - 4; Fox Lake - 5	Chicago Heights - 5; Berwyn - 5	Rosement - 5; Elk Grove Village - 5	Plainfield - 4; Willowbrook - 5	Lake Zurich - 5; Homewood - 5; Streamwood - 5
Responsiveness?	Carol Stream - 5; Gurnee - 4; Fox Lake - 5	Chicago Heights - 5; Berwyn - 5	Rosement - 5; Elk Grove Village - 5	Plainfield - 4; Willowbrook - 5	Lake Zurich - 5; Homewood - 5; Streamwood - 5
Service to municipality?	Carol Stream - 5; Gurnee - 4; Fox Lake - 5	Chicago Heights - 5; Berwyn - 5	Rosement - 5; Elk Grove Village - 5	Plainfield - 4; Willowbrook - 5	Lake Zurich - 5; Homewood - 5; Streamwood - 5

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Welcoming new ideas?	Carol Stream - 5; Gurnee - 4; Fox Lake - 5	Chicago Heights - 5; Berwyn - 5	Rosement - 5; Elk Grove Village - 5	Plainfield - 4; Willowbrook - 5	Lake Zurich - 5; Homewood - 5; Streamwood - 5
Other comments on service?	Carol Stream - Handled 1st IDOT report; did not make client aware they would not be handling subsequent IDOT reports; Gurnee - in rare cases, product does not meet statutory requirements for enforcement, very satisfied with performance. Fox Lake - excellent service, available when you need them.	Chicago Heights - No; Berwyn - Safespeed offered us several advantages over other competitors and existing service - no cost of installation, no monthly costs other than split of actual collected funds; no maintenance fees; close oversight and assistance with approval process; had intersection approved by IDOT that competitor couldn't get done; more local control of program	Rosement - very easy to work with, need something done they do it; Elk Grove Village - great customer service, quick response to Village concerns; assistance with adjudication process and technical support above and beyond camera part of project	Plainfield - ATS responsiveness is very good, cooperative and helpful; Willowbrook - representatives open and willing to assist in any manner; tech support very good, customer friendly;	Lake Zurich - service is excellent; Homewood - very please with service, recommend to other munis; Streamwood - top notch company, allowed to set own business rules for approving violations, great communication
Complaints?	Carol Stream - Not aware of any issues; Gurnee - No; Fox Lake - No	Chicago Heights - No; Berwyn - No	Rosement - No; Elk Grove Village - No	Plainfield - complaints from customers that ATS customer service department is not helpful; Willowbrook - No	Lake Zurich - Occasional complaint about back office processing; Homewood - No; Streamwood - No
Timeframe and schedules met?	Carol Stream - Yes; Gurnee - Yes; Fox Lake - Yes	Chicago Heights - Yes; Berwyn - Yes	Rosement - Yes; Elk Grove Village - Yes	Plainfield - N/A; Willowbrook - very approachable and east to work with at contract renewal;	Lake Zurich - Yes; Homewood - Yes; Streamwood - Yes
Costs and charges reasonable?	Carol Stream - Yes; Gurnee - Yes; Fox Lake - Yes	Chicago Heights - zero cost to City; Berwyn - no up front costs, only split of revenues	Rosement - Yes; Elk Grove Village - Yes	Plainfield - N/A; Willowbrook - no increase in contract costs, worked with us closely to develop rules and contract language, very easy to work with;	Lake Zurich - they assumed all start up costs; Homewood - Yes; Streamwood - Yes

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Name of consultant assigned to project? Knowledgeable?	Carol Stream - Unknown; Gurnee - Jeff Logan, Rich Wiling, both knowledgeable; Fox Lake - Jeff Logan, very knowledgeable and helpful, goes above and beyond.	Chicago Heights - Rocky Realamo, she is knowledgeable; Berwyn - Raquel Realmo	Rosement - very good; Elk Grove Village - Mike Lebert, Jennifer Wright, both explained program with no surprises at Board meeting	Plainfield - N/A; Willowbrook - David Mast	Lake Zurich - Rich Kosina, extremely knowledgeable, sits on committee at IACP; Homewood - Rich Kosina, very knowledgeable about equipment and process to get thru IDOT; Streamwood - Rich Kosina
Consultant cause delays to project?	Carol Stream - No; Gurnee - No; Fox Lake - No	Chicago Heights - No; Berwyn - No	Rosement - No; Elk Grove Village - No	Plainfield - N/A; Willowbrook - No	Lake Zurich - No; Homewood - No; Streamwood - No
Intersections - how many to start? How many now?	Carol Stream - 2, 2; Gurnee - 8, 9; Fox Lake - 2, 2	Chicago Heights - 1, 5; Berwyn - 1, recommend starting with all possible locations	Rosement - 5, 2 (back to 5 after construction); Elk Grove Village - 2, 10	Plainfield - 3. Efforts to expand not approved by IDOT; Willowbrook - 5	Lake Zurich - 7, 7; Homewood - 5, 5; Streamwood - 2, 2
Work closely and effectively with community? Other entities?	Carol Stream - Yes. Supplied press materials, met with Village officials, attended Q&A; Gurnee - Yes; Fox Lake - Yes	Chicago Heights - Yes; Berwyn - Yes, worked thru easement issues with a large national food chain, construction conflict with a builder of a strip mall and border municipalities	Rosement - Yes; Elk Grove Village - this was their strongest quality	Plainfield - Yes; Willowbrook - came to board meeting when new contract presented;	Lake Zurich - they went out of their way to work with our community and IDOT to make the venture successful; Homewood - Yes, good education materials and presenting at Board meetings; Streamwood - Yes
Do anything differently if done again?	Carol Stream - No; Gurnee - No; Fox Lake - No	Chicago Heights - No; Berwyn - No, other than dropping other vendor sooner	Rosement - would get cameras sooner; Elk Grove Village - had issues getting sworn officers to consistently review violatinos with similar evaluation criteria	Plainfield - get as many approaches approved as possible at beginning of process; Willowbrook - No, very good experience, well educated both internally and the public, program is working well and accidents education is positive;	Lake Zurich - No; Homewood - No; Streamwood - No

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Additional comments?	<p>Carol Stream - None; Gurnee - None; Fox Lake - great to work with, always helpful, very knowledgeable, no problems or issues.</p>	<p>Chicago Heights - Safespeed handles whole process for the City, very responsive to City's needs; Berwyn - infared camera technology they use eliminates distracting camera flashes that sometimes cause rear end collisions.</p>	<p>Rosement - very good to work with; Elk Grove Village - No</p>	<p>Plainfield - None; Willowbrook - they listen and take your advice and comments for improvements and are attentive and timely with requests;</p>	<p>Lake Zurich - apparent during interviews that GATSO was right choice; customer service is excellent (see survey for additional comments); Homewood - very reputable company, no ethical issues; Streamwood - highly recommend this company to all communities</p>
Phone Interview w/Finance Personnel -					
	<p>Carol Stream - wire to account each month, usually on time, police department does all reconciliations; Gurnee - download info once per month, record gross and net, usually late with payment by at least a few days, consistently need to contact sales rep re payment; went with IL Debt Recovery - Redflex insisted on payments being sent to their lockbox</p>	<p>Chicago Heights - on time payment each month, great technical support and records, use MCSI for collections - upload data directly from Safespeed, great online system; offers kiosk in lobby - violators can view and pay citations; Berwyn - accurate reports, payments on time via ACH</p>	<p>Elk Grove Village - No issues, punctual w/payments; online systems works well</p>	<p>Willowbrook - easy to work with, rep very responsive, weekly payments on time and accurate; payment accepted online, at lockbox or at counter, user friendly online program, ATS handles collections, takes 30%; Hoffman Estates - many years, happy from financial perspective</p>	<p>Streamwood - ACH payment timely each month, great to work with, no monthly reconciliation done, do not track O/S citations, changed collection agency - better rate with their own</p>