

# ***Auto Return***

*San Francisco*

December 11, 2007

Mr. Steve Bell  
City and County of San Francisco  
Department of Parking and Traffic  
1 South Van Ness Avenue, 7th Floor  
San Francisco, CA 94103

Dear Steve:

Per Lorraine Fuqua's email dated December 11, 2007, referencing proof of compliance to the Minimum Compensation Ordinance (MCO), the Health Care Accountability Ordinance (HCAO) and Proposition J, following is the required information:

#### Proposition J -

AutoReturn employees are under a collective bargaining agreement (the "CBA") dated August 1, 2007 between Teamsters Local 665 and TEGSCO, LLC dba San Francisco AutoReturn ("AutoReturn").

#### Minimum Compensation Ordinance -

All AutoReturn employees are paid at or above the minimum compensation requirement of \$10.77. The minimum hourly rate paid to an AutoReturn employee was \$11.15 prior to July 31, 2007 with an increase to \$11.64 effective August 1, 2007.

AutoReturn's salary information is attached as Appendix A.

#### Health Care Accountability Ordinance -

AutoReturn offers several medical plans to all our employees. We offer both HMO and PPO options.

AutoReturn complies with the following:

Kaiser (HMO) is offered, which most of the employees choose to participate in.

- Our Kaiser plan does not require a deductible for any services or benefits.
- Employees are fully covered for premiums by AutoReturn.
- Kaiser offers comprehensive coverage based on the HCAO requirements.
- Per the requirement for \$20 co-payments for office visits (including PCP, perinatal and maternity, preventive care, and family planning), all office visits exceeding \$20 are reimbursed, pre-tax, to employees.

- The employee's annual out-of-pocket maximum shall not exceed \$2,500. AutoReturn will reimburse employees for any out-of-pocket expenses over \$2,500.

Employee Handbook Health Coverage section:

---

1. **HEALTH & WELFARE: MAJOR MEDICAL, DENTAL, ORTHODONTIA, PRESCRIPTION DRUG, VISION COVERAGE, ACCIDENT & SICK, LIFE INSURANCE**

All employees who have completed more than twenty (20) hours per week of work in the previous month shall be eligible for coverage under such plan on the first of the month following completion of more than twenty (20) hours per week of work in the prior month.

**KAISER OPTION:** There shall be a Kaiser option effective in each year of the contract. Each employee shall have the option of coverage under the Indemnity Medical Plan of the Bay Area Automotive Group Welfare Fund or the HMO Medical Plan offered by Kaiser Foundation Health Plan.

Each new employee shall make such selection at the time active employment starts. New employees are eligible for medical benefits (Basic Major Medical, Kaiser, Prescription Drug & Life Insurance, Vision, Dental, Orthodontia, Accident and Sick) on the first of the month after completing 30 days of work in which the employee has completed more than twenty (20) hours per week of work in the prior month.

Please feel free to contact me anytime if you need further clarification.

Sincerely,



Raymond Krouse

CFO

TEGSCO, LLC dba San Francisco AutoReturn

Appendix A - MCa Compliance Data  
 AutoReturn Compensation Per the CBA  
 Effective 08/01/07

**MINIMUM PAY RATES AND PTO BY CBA CLASSIFICATION**

Classification	Minimum Rates After Probationary Period	PTO Progression Days (Cap Days)					
		Year 1	Year 2	Year 5	Year 10	Year 20	Year 25
1	\$ 11.64						
Actual Avg. at 8/1/07	\$ 12.09	5	10	15	15	15	15
2	\$ 12.70	(5	10	20	20	20	20)
Actual Avg. at 8/1/07	\$ 13.12						
3	\$ 13.99						
Actual Avg. at 8/1/07	\$ 13.99						
4	\$ 14.80	5	10	15	20	25	30
Actual Avg. at 8/1/07	\$ 14.80	(5	10	20	30	40	40)
5	\$ 16.00						
Actual Avg. at 8/1/07	\$ 16.00						
6	\$ 19.05						
Actual Avg. at 8/1/07	\$ 19.05	10	15	20	20	25	30
7	\$ 20.15	(10	10	20	30	40	40)
Actual Avg. at 8/1/07	\$ 20.15						



Bringing service to life

Mr. Steven Bell  
San Francisco Municipal Transportation Agency  
1 South Van Ness Avenue  
7<sup>th</sup> Floor Reception  
San Francisco, CA 94103

Serco Inc.  
2200 Jerrold Ave, Unit M,  
San Francisco, CA 94124  
USA

T 415-285-5043  
F 415-285-5046

[www.serco-na.com](http://www.serco-na.com)

December 12, 2007

Subject: Proof of Compliance

Reference: Agreement dated December 14, 2001 between Serco Management Services and the City and County of San Francisco; Latest modification (Amendment Four) dated June 4, 2007

Dear Mr. Bell,

Serco has submitted the following to provide proof of compliance with the City and County of San Francisco's Minimum Compensation Ordinance (MCO), Health Care Accountability Ordinance (HCAO) and Proposition J, we submit the following:

#### Minimum Compensation Ordinance Compliance

All Serco personnel assigned to the San Francisco contract are paid at or above the minimum compensation requirement. A list of all current active employee wages as of December 12, 2007 is attached as Appendix A.

#### Health Care Accountability Ordinance Compliance

Serco offer several medical plans to all our employees. All Serco personnel assigned to the San Francisco contract are offered both Kaiser HMO and CareFirst Blue Cross Blue Shield. With Care First, Serco offers both an EPO and PPO option.

Kaiser is offered, which most of the employees choose to participate in.

- Our Kaiser plan does not require a deductible for any services or benefits.
- Employees are fully covered for individual coverage
- Kaiser offers comprehensive coverage based on the HCAO requirements. Please see attached documents for confirmation.
- Per the requirement co-payments for office visits (including PCP, prenatal and maternity, preventive care, and family planning), the cost per visit ranges from \$5 to \$15.
- The employee's annual out-of-pocket maximum shall not exceed \$1,500, The out-of-pocket maximum for an entire family shall not exceed \$3,000 annually.

The San Francisco Parking Meter Counting & Collections Contract offers employees who work at least 15 hours per week medical, dental and vision. Coverage extends to employees and their dependents, subject to all plan terms and conditions. Dependents include spouses, children, and registered domestic partners and their children. Employees are also provided employer paid life insurance and

# serco

disability benefits. Coverage begins on the first of the month following their date of employment. For example, if an employee starts January 15, health coverage will begin February 1. If an employee begins employment on February 1<sup>st</sup>, the employee would be eligible for benefits on March 1st

Serco's benefits Information is attached as Appendix B.  
Proposition J

Serco employees are not represented by an industry labour agreement.

Respectfully,



Julie Dixon  
West Coast Operations Manager  
Serco Inc.



Appendix A - **Mea** Compliance  
Serco Wage Infonnation

Active Employees  
as of December 12 2007

	Employee Name	Position Description	Hire Date	Pay Rate	Pay Type	Status
1	Barahona-Machuca, Jose	Revenue Collector	6/212004	\$12,97	Hourly	FT
2	Chandeeing, Prayoon	Coin Room Operator	1/312000	\$14,26	Hourly	FT
3	Diewwanich, Kittipong	Revenue Collector	1011212004	\$12.90	Hourly	FT
4	Duran, Edward	Revenue Collector	6126/2006	\$12.44	Hourly	FT
5	Harris, Iearlis	Crew leader - Driver	7/26/2004	\$15.12	Hourly	FT
6	Hernandez, Hugo	Crew Leader - Driver	111/2005	\$15.01	HOUrly	FT
7	Le, Hal	Coin Room Operator	8/212001	\$14.54	Hourly	FT
8	Nhan, David	Revenue Collector	4/5/1999	\$13.61	Hourly	FT
9	Nhan, Van	Revenue Collector	9/9/2002	\$13.27	Hourly	FT
10	Phasouk, Southivong	Revenue Collector	611412003	\$13.25	Hourly	FT
11	Phommahaxay, Kham	Crew leader - Driver	3/5/1999	\$17,61	Hourly	FT
12	Phong, Ky	Crew leader - Driver	121211998	\$17,56	Hourly	FT
13	Ramos, Eulises	Crew leader - Driver	11212001	\$16,24	Hourly	FT
14	Renderos, Karina	Revenue Collector	2/1312003	\$13.37	Hourly	FT
15	Segovia, Ricardo	Revenue Collector	8115/2005	\$12.59	Hourly	FT
16	Sirechaeng, Chavalit (Jeff)	Revenue Collector	8/15/2005	\$12.72	Hourly	FT
17	Sithounnolat, Peter	Revenue Collector	10/29/2003	\$13.08	Hourly	FT
18	Sun, Da Qiu	Coin Room Operator	6/27/2003	\$13,77	Hourly	FT
19	Tan, Philip	Crew leader - Driver	12/1211998	\$17,56	Hourly	FT
20	Tran, Hung	Revenue Collector	811512005	\$12,69	Hourly	FT
21	Vongratsamy, Hom	Revenue Collector	2/8/1999	\$13,61	Hourly	FT
22	Ward, Marvin	Revenue Collector	8/15/2005	\$12.72	HOllrly	FT
23	Young, Asang	Revenue Collector	6/14/2003	\$13.28	Hourly	FT
24	Lopez, Joel	Revenue Collector	1213/2007	\$12.44	Hourly	PT
25	Rangel, Javier	Revenue Collector	12/3/2007	\$12.44	Hourly	PT
26	Tyesi, Gregory	Revenue Collector	11/20/2007	\$12.44	Hourly	PT
27	Williams, Michael	Revenue Collector	9/26/2007	\$12,44	Hourly	PT



Appendix B - HCAO Compliance  
Serco Health Care Benefit Plan Information

Principal Benefits for Kaiser HMO Medical Plan (2008)

The Services described below are covered only if all the following conditions are satisfied:

- The Services are Medically Necessary
- The Services are provided, prescribed, authorized, or directed by a Plan Physician and you receive the Services from Plan Providers inside our Service Area, except where specifically noted to the contrary for authorized referrals, Emergency Care, Post-stabilization Care, Out-of-Area Urgent Care, and emergency ambulance Services described in the *Evidence of Coverage*

<b>Annual Out-of-Pocket Maximum</b>	
For one Member	\$1,500 per calendar year
For an entire Family Unit of two or more Members	\$3,000 per calendar year
<b>Deductible or Lifetime Maximum</b>	
	None
<b>Coordination of Benefits</b>	
	Included
<b>Professional Services (Plan Provider office visits)</b>	
Primary and specialty care visits (includes routine and urgent care appointments)	You Pay \$15 per visit
Routine preventive physical exams	\$15 per visit
Well-child preventive care visits (0-23 months)	\$5 per visit
Family planning visits	\$15 per visit
Scheduled prenatal care and first postpartum visit	\$5 per visit
Eye exams	\$15 per visit
Hearing tests	\$15 per visit
Physical, occupational, and speech therapy visits	\$15 per visit
<b>Outpatient Services</b>	
Outpatient surgery	You Pay \$15 per procedure
Allergy injection visits	No charge
Allergy testing visits	\$15 per visit
Immunizations	No charge
X-rays and lab tests	No charge
Health education	\$15 per individual visit No Charge for group visits
<b>Hospitalization Services</b>	
Room and board, surgery, anesthesia, X-rays, lab tests, and drugs	You Pay No charge

# serco

<u>Emergency Health Coverage</u>	<u>You Pay</u>
Emergency Department visits	\$15 per visit (does not apply if admitted directly to the hospital as an inpatient)
<u>Ambulance services</u>	<u>You Pay</u>
Ambulance Services	No charge
<u>Prescription Drug Coverage</u>	<u>You Pay</u>
Most covered outpatient items in accord with our drug formulary when obtained at Plan Pharmacies	\$10 for a 100-day supply
<u>Mental Health Services</u>	<u>You Pay</u>
Inpatient psychiatric care (up to 30 days per calendar year)	No charge
Outpatient visits:	
Up to a total of 20 individual and group therapy visits per calendar year	\$15 per individual therapy visit \$7 per group therapy visit
Up to 20 additional group therapy visits that meet Medical Group criteria in the same calendar year	\$7 per group therapy visit
Note: Visit and <i>day</i> limits do not apply to serious emotional disturbances of children and severe mental illnesses as described in the <i>Evidence of Coverage</i> .	
<u>Chemical Dependency Services</u>	<u>You Pay</u>
Inpatient detoxification	No charge
Outpatient individual therapy visits	\$15 per visit
Outpatient group therapy visits	\$5 per visit
Transitional residential recovery Services (up to 60 days per calendar year, not to exceed 120 days in any five-year period)	\$100 per admission
<u>Home Health Services</u>	<u>You Pay</u>
Home health care (up to 100 two-hour visits per calendar year)	No charge
<u>Other</u>	<u>You Pay</u>
Skilled nursing facility care (up to 100 days per benefit period)	No charge
Hospice care	No charge

This is a summary of the most frequently asked-about benefits and their Co payments and Coinsurance. This chart does not describe benefits. Please see the *Evidence of Coverage* for information about coverage, limitations, and exclusions for all benefits, including those not listed in this summary. Please note that we provide all benefits required by law (for example, diabetes testing supplies).