



**APPENDIX 2**  
**TO**  
**TECHNICAL PROPOSAL**  
**ATTACHMENT F**

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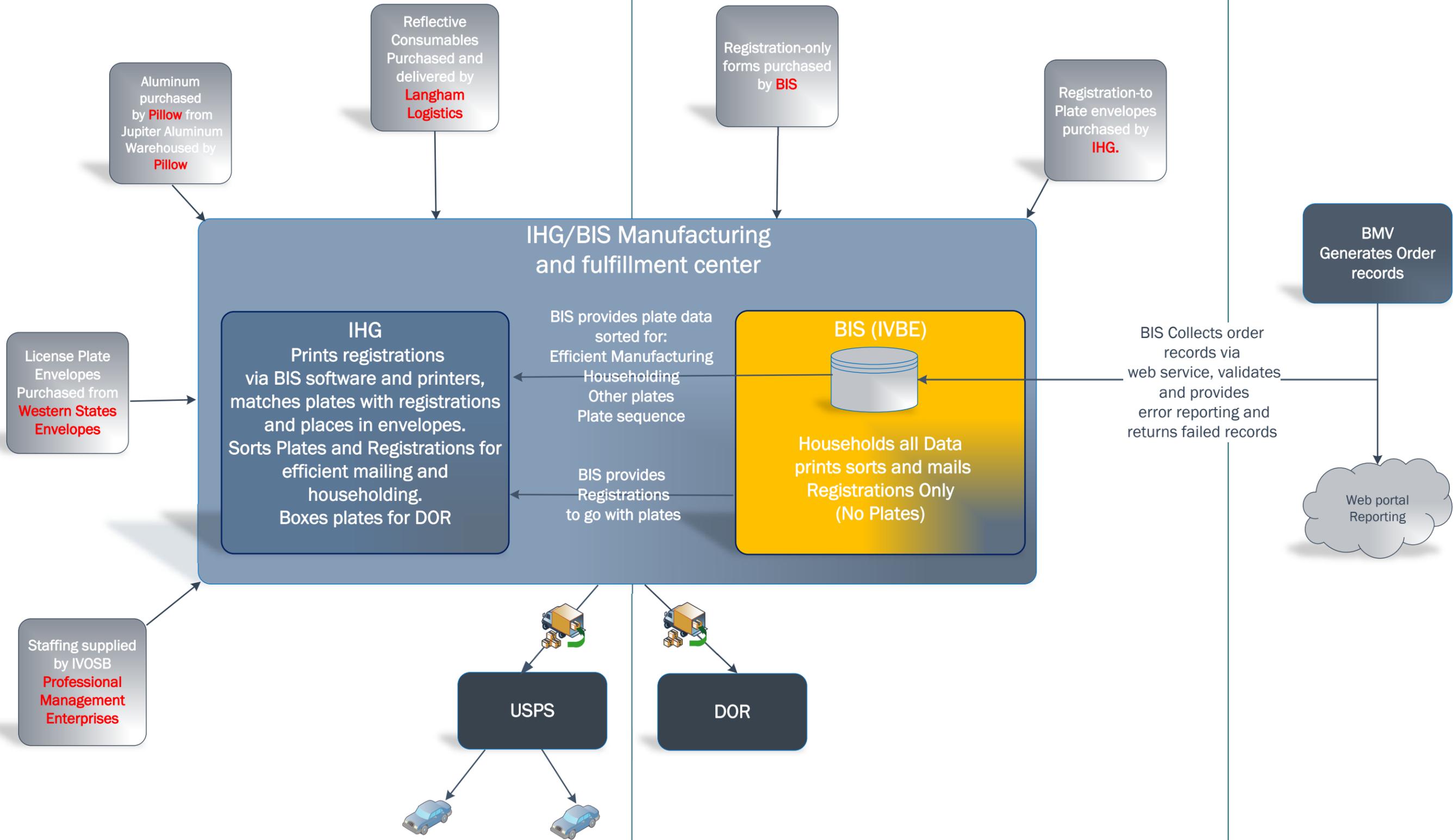
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License Plates

Registrations

BMV



# Call Center Escalation Process Flow

