



STAFF REPORT

Report To: Board of Supervisors

Meeting Date: October 6, 2022

Staff Contact: Carol Akers, Purchasing & Contracts Administrator and Kimberly Adams, Chief Deputy Assessor

Agenda Title: For Possible Action: Discussion and possible action regarding a proposed contract with iLOOKABOUT (“ILA”) for the StreetScape Image Delivery System and for a GeoViewPort subscription for an amount not to exceed \$69,000, for a one-year term, including one year of access to the imagery database upon delivery of the StreetScape Imagery, and authorization for the Assessor to sign the contract. (Carol Akers, cakers@carson.org and Kimberly Adams, kadams@carson.org)

Staff Summary: If approved, ILA will take new photographs of buildings and structures in Carson City to assist appraisers during the property reappraisal cycles by providing uniformity and consistency, specifically with regard to multiple improvements on a single parcel. Funding was approved through the Fiscal Year (“FY”) 2023 Capital Improvement Program (“CIP”).

Agenda Action: Formal Action / Motion

Time Requested: Consent

Proposed Motion

I move to approve, and authorize the Assessor to sign, the contract as presented.

Board's Strategic Goal

Efficient Government

Previous Action

May 19, 2022 - The final budget for FY 2023, including the CIP, was approved by the Board of Supervisors.

Background/Issues & Analysis

With the conversion to the Assessor’s Office new computer-assisted mass appraisal (“CAMA”) system, the City now has the ability to attach individual photographs of each structure to the parcel in the property database and have them available through the website. This is especially beneficial when there are numerous structures on a single parcel. Individual photographs can be attached to each improvement on that parcel to assist appraisers with valuation.

Many of the original photos are out of date, of poor quality or are no longer available for conversion to the new CAMA system. The Assessor's Office would like to commence from the beginning in order to get the new images online and on the server for the website and for in-house use. For the Assessor’s Office to attempt to take on the task of recreating the photographs in-house would present a tremendous hardship on staff and delay the timeliness of the project. With over 20,000 parcels to photograph, it would take the appraisers several years to complete the project. Once ILA has completed taking new photographs, Assessor’s Office staff will be able to update any digital photographs as needed.

ILA will deliver images via hard drive to Carson City and will work with DEVNET, the City's CAMA provider, to load the images into the CAMA system. However, Carson City will also have web-based access to imagery database for one year.

Applicable Statute, Code, Policy, Rule or Regulation

NRS 332.115(1)(h)

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: Capital Projects Fund, Professional Services 2101002-500309

Is it currently budgeted? Yes

Explanation of Fiscal Impact: If approved, the professional services account will be reduced by \$69,000. Current approved budget is \$70,000, approved as part of the FY 2023 CIP.

Alternatives

Do not approve the contract and/or provide alternative direction.

Attachments:

[iLOOKABOUT Terms of Service-updated.pdf](#)

Board Action Taken:

Motion: _____	1) _____	Aye/Nay
	2) _____	_____

(Vote Recorded By)



TERMS OF SERVICE – iLOOKABOUT STREETSCAPE™ AND GEOVIEWPORT™

PLEASE READ ALL THE TERMS AND CONDITIONS OF THESE TERMS OF SERVICE (“Terms of Service”) with iLOOKABOUT (US) Inc. (“iLOOKABOUT”) CAREFULLY. BY CLICKING “I Agree”, USING THE iLOOKABOUT SERVICES, OR SIGNING AN AGREEMENT TO WHICH THESE TERMS OF SERVICE ARE ATTACHED, YOU AGREE TO BE BOUND BY THESE TERMS, EVEN IF YOU HAVE NOT READ THEM. IT IS IMPORTANT TO READ THIS ENTIRE AGREEMENT.

Carson City Assessor’s Office (the “Customer”) (includes the Customer’s employees, members and contractors performing services for the Customer) may use iLOOKABOUT’s services as described herein.

1. Services: Services (“Service(s)”) will be the ability to use an iLOOKABOUT product or service as defined in Appendix I. Nothing in any other agreement may amend these Terms of Service unless such agreement between iLOOKABOUT and the Customer explicitly states that it is amending these Terms of Service. Any specifications, statements of work, or other documents that are signed by the parties or explicitly incorporated by reference within other signed documents from time to time shall form part of these Terms.

2. GeoViewPort (“GVP”): The terms in this section are applicable if the Services include GVP and any of its modules (Desktop Review, Assessment Project Management, Mobile Appraiser, and/or Virtual Appraiser). GVP is a portal or container that allows the Customer to view information from various sources. The Customer, not iLOOKABOUT, is responsible for entering into any necessary agreements with and paying any necessary fees to the providers of services the Customer desires to use within GVP.

3. StreetScape: The terms in this section are applicable if the Services include StreetScape. StreetScape is a service that provides street level imagery. All images, including all meta data associated therewith, are the property of iLOOKABOUT (or are owned by a related entity and used under license), and protected by copyright. Such images are owned by iLOOKABOUT and not by the Customer even if such images or content have been specifically requested by or paid for by the Customer. iLOOKABOUT hereby grants to the Customer a non-exclusive, non-transferable license to access the images and otherwise use the StreetScape Service strictly for internal access by its employees or contractors for the purpose of conducting the Customer’s business. For clarity, the Customer may not allow or otherwise permit direct access by the general public to any Service provided hereunder, with the exception of publicly displaying a single static image per parcel. The Customer may download and store individual local copies of images for its own use as needed, but may not copy or otherwise store substantial portions of the image database. The images will be delivered via hard drive for upload into Carson City’s CAMA system. Should Carson City wish to take advantage of the iLOOKABOUT GeoViewPort application for QA of the imagery, it will be able to access the data directly through the web service only during the Term for Services. iLOOKABOUT will work with the CAMA provider DEVNET to develop a script that will enable the client to load the images from the drive into CAMA to replace the representative image based on the file format provided by the client. In addition to the single image of each parcel delivered on a hard drive for the CAMA system, we will deliver every image collected on a drive.

4. Term: These Terms will commence on full execution by the parties hereto.

The Term for Services will be one (1) year.

5. Ownership: The contents of the Services and related web sites are owned by and copyrighted by iLOOKABOUT and its suppliers and may contain trade-marks of iLOOKABOUT or others. Customer may print or copy portions for Customer’s own use only, provided that all copyright and trademark provisions remain intact. Without limitation, iLOOKABOUT has trade-marks in iLOOKABOUT, the iLOOKABOUT logo, StreetScape, and GeoViewPort. If the Services include changes or additions requested by the Customer, iLOOKABOUT shall own same, which shall be useable by the Customer on the same terms as the Services. In the event that iLookabout is sold to a non-affiliate or is no longer in business, ownership of downloaded and/or stored individual local copies of images retained by Customer shall transfer to Customer.

6. Restrictions on Use: Unless otherwise explicitly permitted by iLOOKABOUT in writing, the Services are meant to be used for internal Customer use only. The Customer will not: (a) reproduce, sell, rent, assign, lease, sublicense, distribute, resell, market or commercially exploit the Services or any component thereof in any way, except as provided in these Terms of Service; (b) use the Services except as authorized herein; (c) remove, modify or obscure any copyright, trademark, watermarks, metadata or



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other proprietary rights notices that appear during use of any Services; or (d) use the Services for activities that are unlawful or unethical.

7. Updates: The Services will be updated by iLOOKABOUT from time to time at no additional cost to the extent it provides such updates to its Customers generally, provided that the Services are not materially downgraded by doing so.

8. Default: iLOOKABOUT may immediately terminate or suspend the provision of Services without notice upon the occurrence of any of the following events: (a) the Customer fails to comply with any provision of the Terms of Service, or uses the Services beyond the scope described herein; (b) the Customer attempts to assign, sub-license, or otherwise transfer any of its rights under these Terms without the written consent of iLOOKABOUT; or (c) the Customer permits or fails to reasonably prevent any unauthorized use of its account; or (d) the Customer files an assignment in bankruptcy or is or becomes bankrupt and/or insolvent, upon the appointment of a receiver for all or substantially all of the property or assets of the Customer, upon the making of any assignment or attempted assignment for the benefit of creditors or on the institution by the Customer of any act or proceeding for the winding up of its business.

Upon such termination iLOOKABOUT may retain any pre-paid fees as liquidated damages in addition to any other rights it may have in law or equity.

9. Customer Responsibility: The Customer is responsible for all activity it conducts using the Services. The Customer must use the Services in accordance with all relevant laws and ethical requirements, including, without limitation, privacy and intellectual property laws. The Customer must maintain secure systems to prevent access to the Services and the data within and created by the Services other than as allowed herein.

The Customer takes all risks associated with the Services and any content accessed through the Services. The Customer is responsible for adhering to applicable laws relating to such content (such as, without limitation, copyright, privacy and defamation), as well as any applicable terms of use of the underlying social media platforms and permissions required from individuals. If the Customer receives any demands or complaints regarding the Services, it must immediately forward them to iLOOKABOUT forthwith.

Links to third party sites are provided as a convenience only and do not imply any endorsement or use rights. If Customer uses the links to the web sites, Customer will be subject to the terms of use and privacy policies applicable to such web sites.

Any third party software required for the Services to operate is subject to the license terms of the relevant software vendor, and must be purchased or licensed separately by the Customer unless specifically provided by iLOOKABOUT as part of the Services. Possible third party software includes but is not limited to: mapping software and database, Java, Silverlight, Google Street View, Microsoft Bing, and a latitude/longitude to address database.

Logon identifications, passwords or other authentication is required to access the Services. It is the Customer's responsibility to protect that information, including without limitation, to use effective passwords that are not easily guessed or discoverable, and not share them with others. The Customer is responsible for all activity carried on under its accounts. If it suspects that any of its authentications have been compromised, it should change them immediately and advise iLOOKABOUT. Any unauthorized use of the Customer's account constitutes grounds for iLOOKABOUT to terminate the Services.

10. Service Levels: iLOOKABOUT will use commercially reasonable efforts to keep the Services operational on a continuous basis, subject to reasonable maintenance requirements and matters beyond its reasonable control.

11. Warranty: iLOOKABOUT will use reasonable efforts to enforce any service level and warranty obligations of its suppliers.

iLOOKABOUT does not warrant that the Services are error free, that they will operate without problems or without interruption, or that it will satisfy the Customer's expectations. By way of example, and without limitation, measuring tools (area or distance calculations) are provided for convenience only, and may not be accurate.



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The Customer acknowledges that iLOOKABOUT may provide Services using services and software provided by third parties. Notwithstanding anything else contained in these Terms, iLOOKABOUT's, and such third parties, warranties and liabilities for any matters arising from such services and software shall not exceed those provided to iLOOKABOUT from such third parties.

Except as expressly set forth in these Terms of Service, the Services are provided “as-is” and iLOOKABOUT disclaims all warranties, express or implied. No oral or written information or advice given by iLOOKABOUT shall create a warranty and the Customer may not rely on any such information or advice.

12. Limitations: All promises made by iLOOKABOUT are contained in the Terms of Service. No promises implied by law (whether described as warranties, conditions, representations, or otherwise, and whether relating to merchantability, fitness, non-infringement, or otherwise) apply. Notwithstanding anything to the contrary contained in these Terms of Service, neither party will have any liability under or in any way related to these Terms of Service for any loss of profit or revenue or for any consequential, indirect, incidental, special, punitive, or exemplary damages, even if such party is aware of the possibility of such loss or damages.

The Customer cannot collect any damages from iLOOKABOUT for any reason (whether under legal theories of contract, tort, negligence, strict liability, operation of law or otherwise) that are not direct damages or that exceed the amount paid by Customer hereunder for three (3) months for the Services at issue.

iLOOKABOUT relies on these limitations when entering these Terms of Service. They are a fundamental and essential part of our arrangement and apply even if these Terms of Service have failed in their fundamental or essential purpose or have been fundamentally breached.

13. Intellectual Property Indemnity: Subject to the limitations and disclaimers set forth in these Terms of Service, iLOOKABOUT shall indemnify the Customer against any direct damages and reasonable legal fees and expenses arising from any third party claim (“claim”) that has been adjudicated by a court and held to be valid, following the exhaustion of all appeals, that the Services infringe any registered U.S. or Canadian patent, or U.S. or Canadian copyright or trademark when used as prescribed, provided that (a) the Customer notifies iLOOKABOUT in writing within ten (10) days of becoming aware of a claim; (b) the Customer gives iLOOKABOUT the right to assume sole control over the defense, settlement or compromise of any such claim; and (c) the Customer provides iLOOKABOUT with the information, assistance and authority to enable iLOOKABOUT to perform its obligations under this section and cooperates fully in iLOOKABOUT's defense or settlement.

If a claim described above may be or has been asserted, iLOOKABOUT may, at iLOOKABOUT's option and expense, (i) procure the right to continue using the Services; (ii) modify the Services to eliminate the infringement while providing equivalent functionality; or (iii) terminate the Services.

This section states iLOOKABOUT's entire liability to the Customer and the Customer's entire remedy with respect to any infringement of third party intellectual property rights.

14. Indemnity: Customer shall indemnify and hold harmless iLOOKABOUT, its suppliers, and their respective officers, directors, agents, employees and representatives against any claims that arise due to the use of the Services and any other person from any claims that arise from any breach of obligations of Customer under these Terms of Service and any third party claims arising in connection with this Terms of Service and Customer will pay the resulting costs, damages, reasonable legal fees, penalties and expenses of any kind whatsoever finally awarded.

15. Governing Law: These Terms of Service shall be interpreted in accordance with and governed by the laws of Nevada, excluding conflicts of laws provisions. The parties hereby submit to the non-exclusive jurisdiction of the courts of Nevada. Any actions against iLOOKABOUT must be commenced in the courts of Nevada.

16. Dispute Resolution: To resolve disputes which may arise between the parties, any party will, instead of using the courts, notify the other in writing of its intent to escalate to each party's President, Chief Executive Officer or the primary contact identified in Appendix I.



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If the issue is not resolved within ten (10) days, then the resolution of the dispute shall be referred to a mediator chosen by the parties. If the parties are unable to agree on a mediator, then either party may apply to an Nevada Court judge, and such judge shall appoint an independent mediator with relevant experience and sufficient qualifications to provide mediation services to the Parties.

If the parties are unable to resolve the dispute with the assistance of the mediator, within fifteen (15) days of the appointment thereof, the dispute shall be settled by arbitration. The award of the arbitration shall be final and binding upon the parties hereto, and enforceable in any court of competent jurisdiction. The venue for any arbitration shall be within the State of Nevada.

Nothing in this section shall interfere with the ability of either party to obtain injunctive relief.

17. Confidential Information: Confidential Information (“Confidential Information”) is all information of either party that is not generally known to the public, whether of a technical, business or other nature (including, without limitation, trade secrets, know-how and information relating to technology, business plans, assets, liabilities, prospects, finances, source and object code, product capabilities or lack thereof), that is disclosed by a party to the other or that is otherwise learned by the other in the course of its discussions or business dealings with the other, and that has been identified as being proprietary and/or confidential or that by the nature of the circumstances surrounding the disclosure or receipt ought to be treated as proprietary and/or confidential. The material terms of these Terms shall constitute the Confidential Information of each party.

Confidential Information shall not include (except for any personally identifiable information about an individual that relevant privacy legislation or policies do not allow to be disclosed): (a) any Confidential Information that is in the public domain at the time of its disclosure or which thereafter enters the public domain through no action of the receiving party, direct or indirect, intentional or unintentional; (b) any Confidential Information which the receiving party can demonstrate was in its possession or known to it prior to its receipt, directly or indirectly, from the other party; (c) any Confidential Information that is disclosed to the receiving party by another party not in violation of the rights of the other party or any other person or entity; and (d) any Confidential Information which is either compelled or otherwise required by law or by the order of a court of competent jurisdiction to be disclosed, including without limitation, any disclosure required by applicable securities laws.

The parties shall (i) not use Confidential Information for any purpose other than that contemplated by these Terms of Service; (ii) not disclose Confidential Information to anyone without the prior written authorization of the disclosing party, during the term of the Services or at any time thereafter; (iii) handle, preserve and protect Confidential Information with at least the same degree of care that it affords or would afford to its own Confidential Information, including taking all reasonable efforts to avoid disclosure of such Confidential Information to any third party, at any time; (iv) disclose Confidential Information only to its employees or subcontractors who require such information in order to perform the party’s obligations with the other, and are under confidentiality obligations.

18. Prior Agreement: These Terms of Service contain the complete and exclusive statement of the agreement between the parties and supersedes all prior and contemporaneous agreements, purchase orders, understandings, proposals, negotiations, representations or warranties of any kind whether written or oral. No oral or written representation that is not expressly contained in these Terms are binding on either party. These Terms of Service cannot be amended or modified, other than by a change made in writing, dated and executed by the parties. If there is both an executed and a click-wrap version of these Terms of Service, the executed version shall govern if the terms differ.

19. Survival: The provisions of these Terms of Service pertaining to privacy, and rights and restrictions shall survive the termination of these Terms of Service. Other sections pertaining to rights and obligations which by their nature should survive are hereby confirmed to so survive.

20. Force Majeure: iLOOKABOUT is not liable for an omission or delay in the execution of its obligations hereunder caused by an event beyond its reasonable control. The time for the performance of the obligation that is so delayed shall be extended by a reasonable time, provided that payments shall not be delayed.



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21. Notice: All notices provided in accordance with these Terms of Service shall be in writing and shall be duly provided for if the notice is remitted to its addressee by courier, mail, or e-mail (provided that notices sent by e-mail are only effective if the recipient confirms receipt by reply email), if to iLOOKABOUT to 408 - 383 Richmond Street London, Ontario N6A 3C4, and if to the Customer to the address set out in Appendix I, or such other address as the party which is to receive the notice indicates to the party providing the notice, in the manner provided for in this section. Every notice delivered in the manner provided for herein shall be deemed to have been received: when delivered or by e-mail the first business day after the date received; or the fifth business day following the date of mailing, if sent by mail.

22. Communication: Notwithstanding anything to the contrary contained herein, iLOOKABOUT shall be entitled to issue a news release with respect to the entry into these Terms of Service (i) as required by law or stock exchange rules, and/or (ii) for marketing or other purposes by providing a draft of the news release at least 24 hours in advance, in which case iLOOKABOUT shall give reasonable consideration to any comments that may be provided.



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The attached Appendices I and II are incorporated into and forms an integral part of the Terms of Service.

By signing below, the Customer agrees to be bound by the Terms of Service.

Carson City Assessor's Office

Signature

Print Name and Title

Date

I have the authority to bind the Carson City Assessor's Office.

iLOOKABOUT (US) Inc.

Jeff Young, President

Date

I have the authority to bind iLOOKABOUT (US) Inc.



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Appendix I – Service Details

Contract Number:

U22-005

Customer Name:

Carson City Assessor's Office

Customer Primary Contact:

Dave Dawley, Assessor
City Hall
201 N. Carson Street, Suite 6
Carson City, NV 89701

Service(s) Description:

A. *StreetScape Imagery*

iLOOKABOUT will capture the improved and unimproved parcels in Carson City, NV per the information to be received in a shapefile created by the Customer for iLOOKABOUT (“Geographical Area”). iLOOKABOUT understands the Geographic Area represents approximately 522 centerline miles and 20,639 parcels.

The roads that are driven to collect data are defined by the area boundaries provided for planning and mapping the collection of the imagery. Such boundaries are described under “Customer Required Data”. iLOOKABOUT will not assume to drive private property unless the property has been specifically identified by the customer in advance and outlined in the mapping.

Data capture will take place during favorable weather conditions in consideration of the quality for the photos required by its customers. Data collection will not take place during precipitation, or while roads are exceptionally wet because of the adverse effect to the quality of the imagery. While iLOOKABOUT strives for 100% coverage of the Geographic Area, certain factors may prevent achievement of this target, including but not limited to construction, discrepancies between mapped versus actual roadways, immovable objects in the roadway, etc.

iLOOKABOUT will provide the following:

- 1) Web-based access to the imagery database for the Geographic Area. For the imagery database, facial blurring and license plate removal shall happen on a programmatic basis only.
- 2) Preferred Property Image (PPI). Delivery of a static image that iLOOKABOUT has assessed is the best available image for each improved parcel. Programmatic facial blur and license plate removal will be applied and manually validated for completion.



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Term of Service:

The term for access to the imagery database is for 1 year commencing upon delivery of the Service.

Ownership:

Access to imagery database for the Geographic Area – Access to the imagery database for the Geographic Area will be licensed for use by the Customer. The Customer may extend use of this imagery under the Terms and Conditions contained in this agreement.

Preferred Property Image – iLOOKABOUT will grant to the Customer a perpetual license to the Preferred Property Image per parcel selected by iLOOKABOUT. The Customer is prohibited from reselling these images to another party.

Required Customer Data:

iLOOKABOUT requires its Customer to provide certain data to facilitate completion of the deliverables. Specifically, Customer information is required for planning, mapping, collecting, evaluating, and completion. Please note that the timeliness of delivery by iLOOKABOUT is dependent on the timeliness of the receipt of Customer data. The following is the Customer data that will be required.

- Road centerline data
- Shape file of the Customer's boundary, including field descriptions
- Most current ortho-photographic imagery available to the Customer – in color, in Mr. Sid format
- Shape file depicting building outline
- Building description CAMA data
- Historical imagery for all parcels captured
- Shape file of parcel fabric, including parcel attributes such as address and Land Use Codes and descriptions

Delivery and Project Acceptance:

Prior to delivery, iLOOKABOUT will complete quality assurance procedures to ensure the imagery meets expectations and share results with the Customer. Upon delivery, the Customer will be provided with a Form of Acceptance for signing. iLOOKABOUT is readily able to assist the Customer in its performance of user acceptance testing in order to gain comfort with the product/service delivered.

Deemed acceptance will occur thirty days subsequent to delivery unless otherwise advised by the Customer, prior to the deemed acceptance date, of non-acceptance for reasonable cause.

B. GeoViewPort (“GVP”)

GVP Desktop Review Subscription

Subscription includes access to the Desktop Review Module of GVP.

Standard initial set up of GVP includes the integration of:

1. One set of Ortho in MrSID Format (Customer provided)



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- 2. Access to Pictometry/Eagleview CONNECT (Optional. Assumes Customer has licensed for use)
- 3. Sketch Data (Customer provided)
- 4. Parcel Fabric (Customer provided)
- 5. Address/Property ID Data (Customer provided)
- 6. StreetScape imagery (Optional. Assumes Customer has licensed for use)

Standard GIS updates will be quarterly. Increase in frequency or additional data layers will be reviewed and priced accordingly.

GVP Assessment Project Management Module Subscription

Subscription includes access to the Assessment Project Management Module of GVP.

Data updates will occur on a nightly basis.

Term of Service:

The GVP subscription is for 1 year.

Pricing and Payment Terms (in USD, excluding taxes):

Deliverable	Fee^{1,2}	Notes	Payment Terms
StreetScape Imagery Collection and Processing	\$69,000	One-time fee	60% upon contract signing 40% upon delivery

1. Pricing is based on centerline road miles and parcel count. Should the actual centerline miles and/or number of parcels be significantly different than our assumptions, pricing will be adjusted accordingly.

² Any costs incurred with respect to CAMA integration will be borne directly by the Customer.

Invoices are to be directed to Kimberly Adams; kadams@carson.org.

Appendix II – Conditions and Situations Affecting Imagery

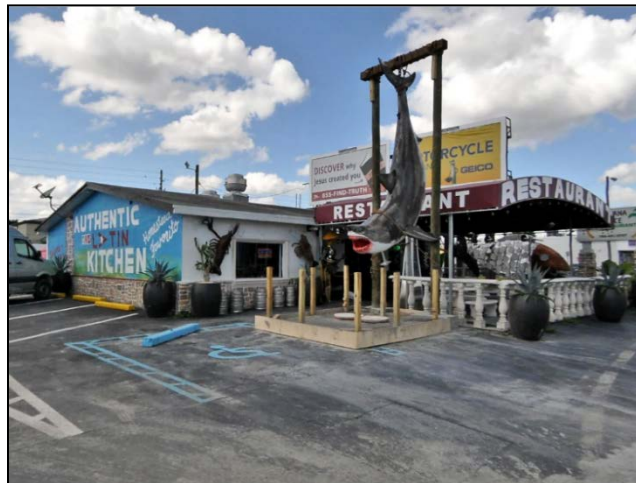
While iLOOKABOUT strives to capture photos and deliver a StreetScape Preferred Property Image (PPI) for each parcel, there are conditions and situations that affect the delivered imagery. Among all the images provided, there will be a range in quality. The quality range is attributable to various factors, some of which can be controlled and corrected and some of which cannot. iLOOKABOUT utilizes various quality monitoring and correcting processes and procedures including but not limited to: automated quality monitoring systems, in-vehicle GPS, in-vehicle mapping, and daily coverage and quality communication with the quality assurance team. The quality assurance team will always do their best to provide an image tagged with a classification description. Not all classifications are listed here.

The following examples are situations that determine whether an image will be provided.

A) Regular Parcel – PPI Provided

Regular shaped parcels receive a StreetScape image and make up the bulk of the imagery delivery. This is a regular shaped parcel where a principal building/structure can be identified and viewed from the street.

Examples of Regular Parcels



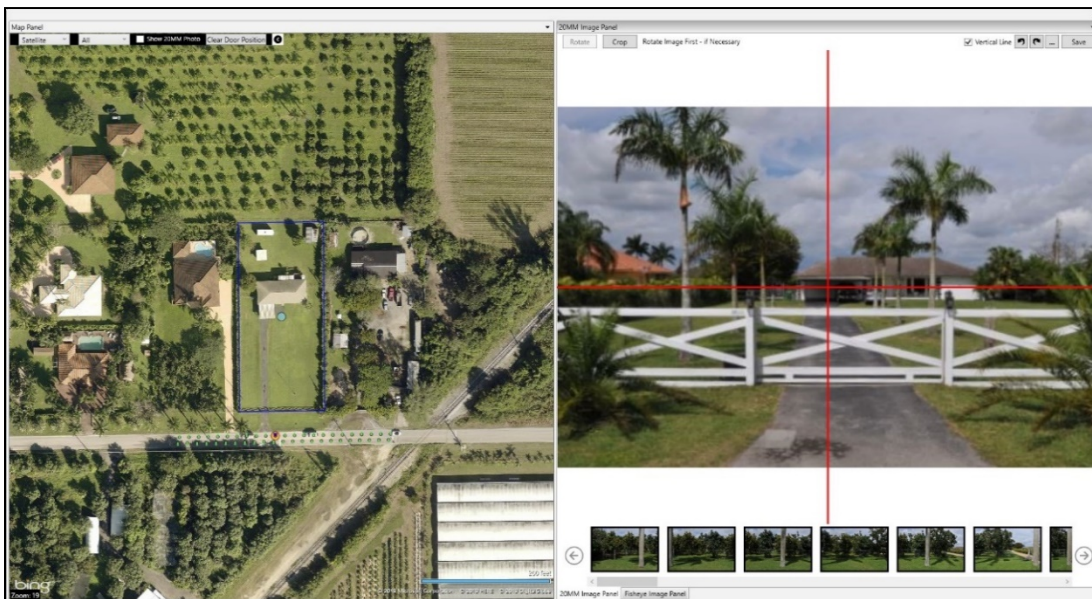
Preferred Property Images

Despite rigorous quality monitoring, certain quality issues cannot be controlled, such as the following three examples:

(i) **Set-back Buildings**

The location of the building on the parcel can impact quality. When the building is set-back on the parcel, or when it is large and on the front edge of road, the result can be less than optimal. “Zooming in” on properties “set-back” on parcels enlarges the building in the image and results in poorer subject matter resolution.

Ex. Set-back Building



Technician Overview



Preferred Property Image

(ii) Large Buildings at Front of Property

Buildings that are too close to the camera fill the frame and are at an unnatural perspective. The alternative is to take a far perspective that captures much more of the building; however, this image does not provide close-up detail to be effective.

Ex. Large Building at Front of Property



Technician View

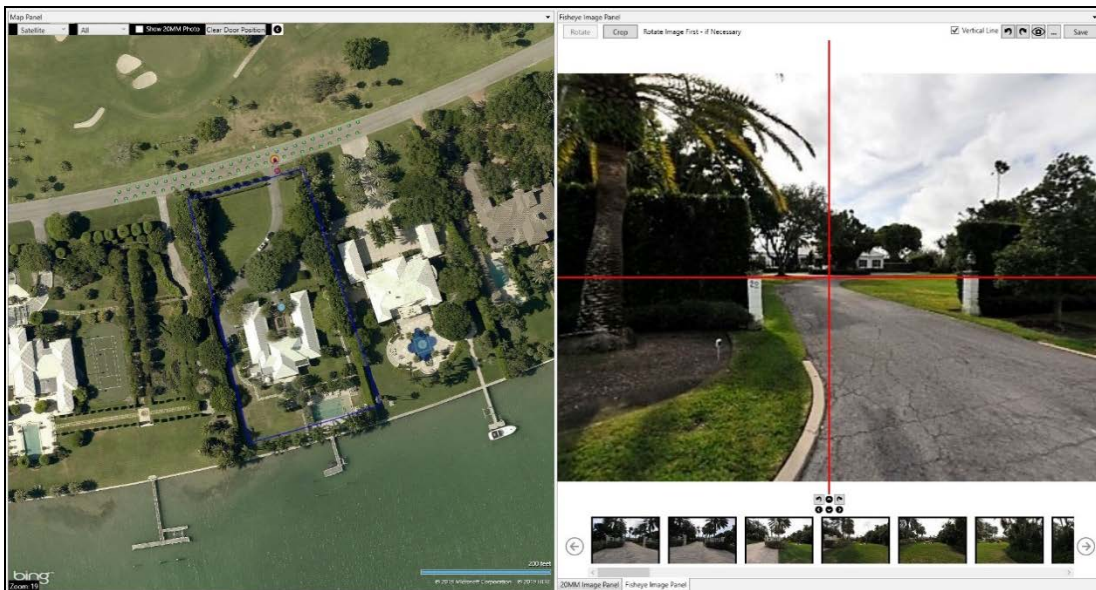


Preferred Property Image

(iii) Obstructions

There are two types of obstructions: partial and full. When a “Partial Obstruction” allows only a fractional view, the final image is compromised because of the obstruction itself, or the final image requires an extreme angle to avoid the obstruction. When an obstruction cannot be avoided because there is not a clear view to the main building from the frontage, the parcel has a “Full Obstruction.” This includes many different obstructions such as large vehicles, utility poles, fences, trees, and bushes.

Ex. Partial Obstruction

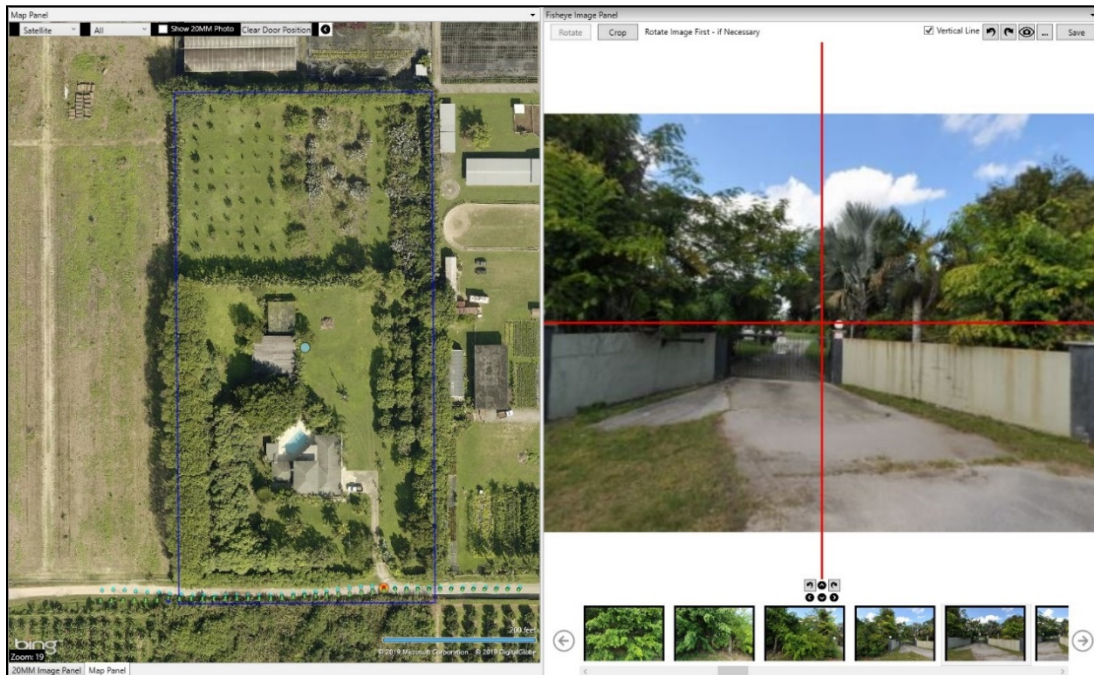


Technician View



Preferred Property Image

Ex. Full Obstruction



Technician View



Preferred Property Image



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B) Regular Parcel – No PPI Provided

For a relatively small number of regular shaped parcels, several cases and situations can prevent images from being provided.

i) Land Locked

Photos cannot be captured of inaccessible parcels due to lack of public road access.

ii) Construction Prohibiting Access

Road work often can inhibit a data collection vehicle from accessing roads in areas of seasonal construction. Where access is possible, data vehicle operators are instructed to capture photos. These inaccessible areas are flagged during data collection.

iii) Private Road Prohibiting Access

Condos, townhouses, apartments, and commercial/industrial complexes are the most common type of regular shaped parcels located on a private road. An image of the entrance can be provided or iLOOKABOUT can collect photos of these parcels if access is provided by property owners.

Note that iLOOKABOUT will not assume to drive private property unless this property has been specifically identified by the customer in advance and outlined in the mapping.

iv) Gated Community Prohibiting Access

Similar to Private Road Access, data collection vehicle operators will do their best to capture photos in a gated community, including asking permission from guards or returning at a favorable time.

v) Located on Highway

Highways with higher speed limits are removed from the work assigned to data collection vehicles because if the collection vehicle moves at faster speeds, the system generates poor quality images. Slower vehicle speeds on these roads are dangerous (or illegal) without official escort vehicles. Typically, it is rare for properties to have addresses on highways.

Note that iLOOKABOUT can provide data collection with an official escort vehicle. This must be agreed upon in advance in writing.

vi) Missed Coverage

iLOOKABOUT vehicles are equipped with GPS and have in-vehicle mapping and the vehicle operators are in constant communication with Operations including daily online coverage feedback. Even with these comprehensive monitoring systems, a small amount of road network will be missed, because of human error or mapping irregularities.

C) Irregularity in Parcel - Aerial Photo Registration

Typically, regions include a small number of irregular shaped parcels or shifted parcels. Irregular shaped parcels often have qualities and conditions that prevent capturing photos of the property buildings. It is not common and the reasons for the data problem vary, but sometimes the parcel shape and aerial imagery result in a shift. Quality Technicians will give their best effort to match the address to the Preferred Property Image. If the parcel photo is wrong, it can be corrected.

Ex. Irregularity in Parcel



Technician View



Preferred Property Image

D) Vacant Land Parcel - PPI Provided

Images will be provided for regular shaped parcels which represent vacant land with no principle building on the parcel. These PPIs are labelled as “no visible improvement”, meaning no structures. Note that image selection may be limited if the property has a significant amount of trees and bushes along the road, blocking a view of the property.

Ex. Vacant Land Parcel



Technician View



Preferred Property Image