City of St. Louis
Treasurer's Office

Request for Proposal
Parking Management System
Software, Meter Maintenance, Collections,
and Parking Violations Bureau

Proposal due: 5/17/2019 before 3:00 PM

Proposal submitted by:

EDC Corporation
105 Wyoming St
Suite 300
Syracuse, NY 13204
800-886-6316
www.aimsparking.com

Contact:

Kevin Fisher
kevin@aimsparking.com
315-727-3683

May 10, 2019

City of St. Louis
Treasurer's Office
1200 Market Street, Room 220
St. Louis, MO 63103

Re: RFP Parking Management System

Thank you for the opportunity for EDC to propose our AIMS Parking Management System to the City of St. Louis (City) as a solution to their parking management system and enforcement technology needs. AIMS provides an excellent fit for requirements the City has identified.

Our proposal provides a single source, turnkey solution to the parking enforcement, ticket management, and integration needs identified by the City. Our AIMS software, combined with best in class customer service and continued software updates and upgrades, will provide a long term solution for St. Louis parking management needs.

Our following proposal along with the attached Appendix A checklist identifies the many features in AIMS that satisfy and exceed the identified requirements. Please refer to the immediately following Table of Contents for the location of this information.

We look forward to the opportunity of providing you a first-hand look at the many benefits AIMS can provide St. Louis, and to having you join our long list of satisfied and long-term customers.

Sincerely,

Kevin Fisher
EDC Corporation
Suite 300
105 Wyoming Street.
Syracuse, NY 13204

EDC Corporation
Proposal for City of St. Louis
RFP: Parking Management System

Table of Contents

Attachments following Appendix A:
    Sample AIMS screen displays: cell phone, tablet and desktop formats
    Partial listing of standard AIMS reports
    Sample Customer Notice
    Sample AIMS standard reports

Executive Summary

Thank you for the opportunity to submit our proposal for the Parking Enforcement and Management System requirements of The City of St. Louis (City). EDC Corporation is proposing our Automated Issuance Management System (AIMS) based on the required functionality as outlined in your specifications. This proposal is for the parking management software and enforcement technology aspect of the City's requirements. Our proposed system can be utilized in conjunction with vendors submitting proposals for the Parking Violation Bureau services aspect of the RFP.

We understand our proposed AIMS software solution would be utilized both by City personnel and by the firm contracted to perform the Parking Violation Bureau (PVB) services. While we will support the AIMS software use in this fashion, <u>any purchase order and the license for the use of the AIMS software product will be directly with the City</u>. <u>The City of St. Louis will be the official owner of the AIMS license</u>. EDC offers the license of AIMS in two (2) fashions:

- A perpetual license with a one-time license fee for the use of AIMS. An annual support fee provides on-going customer support and all software updates and new version releases.
- Software as a Service (SaaS), a term license with an annual fee for the use of AIMS that includes support services, software updates, and hosting services. The agreement renews annually as long as the City desires.

The City of St. Louis will always own, and have access to, their data, regardless of the software licensing arrangement selected.

Our proposed AIMS integrated system provides the City of St. Louis a single-source, turnkey solution to their parking citation management needs. Additional functionality is available, and an overview of our proposed system components and options are provided in the following Section B. Functionality - AIMS Proposed System Details. More detailed information regarding the AIMS system functionality is provided via responses to the items in Appendix A. AIMS provides the city with functionality to meet their current needs, with the ability to adapt and expand with configuration options and additional functionality as the City's needs may change.

EDC was incorporated in 1995. Since inception, the only business operations of EDC have been focused on the development and support of our AIMS parking management and enforcement software. EDC is headquartered in Syracuse, NY where all development and customer service is located. There are four (4) additional remote sales offices. All of the work for your implementation will be coordinated and performed by staff in the Syracuse office.

EDC is the original author of all proposed software, with over 20 years of experience working with our customers supporting and updating AIMS through several releases. All installation, training and ongoing support is provided directly by EDC Corporation employees. No sub-contractors are used for any part of the proposed system implementation.

EDC is a closely held, woman owned, private company. The company ownership has always been actively involved in the direction and day to day activities of EDC. EDC has sustained steady, controlled growth, without the need for venture capital or other outside funding. This allows EDC to make business decisions that are in the best interest of our company and our customers, without the influence of unrelated, outside parties. Financial statements that were requested are provided under separate cover marked confidential, and are not for public release.

We believe there are a number of aspects about EDC that set us apart, but perhaps the most recognized is our support. We have converted numerous accounts from other vendor supplied parking management systems to AIMS. Improvements these new users have cited vary; however three tend to be noted most frequently:

- Presentation of the application information and ease of use
- Breadth of reports provided and ease of tailoring reports
- And most often cited, a vast improvement in customer service

EDC takes a proactive approach to service and support. When you call EDC, a person answers the phone rather than an automated attendant. Your call is handled directly by a programmer that develops AIMS to ensure the most efficient identification of a solution. We do not maintain a separate level of "customer service" representatives. Most customers prefer to send email requests which are updated directly into our closely monitored call tracking system. Customers are provided access to this system to monitor and update requests for service they have placed. This AIMS Customer Portal also includes our knowledgebase that provides a variety of documents and video tutorials to assist you. Our toll-free support line offers 24 x 7 support for our AIMS customers.

Parking operations across North America select AIMS as it is the most user-friendly and comprehensive parking system available. AIMS can reside on your server, or on a hosted server provided by EDC Corporation and has an advanced system architecture making data entry and management fast with a superior response time.

EDC is well recognized as a leader in the industry, providing state of the art products and a company that supports its customers like no other. We work closely with our customers to identify means in which our applications may continue to be enhanced to meet their expanding needs. EDC Corporation has a great reputation of customer satisfaction and meeting the needs, deadlines and goals of all projects, no matter the size. We encourage you to contact our customers for first hand testimonials regarding their experience.

EDC will work closely with St. Louis to ensure a smooth transition into AIMS. Our extensive experience installing new clients with a proven methodology will be employed to provide an implementation you will be proud of.

We are pleased to propose our AIMS system as a long term solution for St. Louis, and look forward to demonstrating our system at your convenience. If there are any questions regarding this proposal, or to arrange for a demonstration, you can reach me by email kevin@aimsparking.com, toll free 1-800-886-6316, or directly 315-727-3683.

We hope to add St. Louis to our growing list of satisfied customers.

Sincerely,
Kevin Fisher
Account Manager
EDC Corporation

Scope of Services

A. Cost Benefit Analysis

All costs associated with the licensing and implementation of AIMS are identified in the separate cost proposal. The cost proposal specifically identifies the system components that are included in our proposed system, and components that are options that can be added. Pricing for ticket supplies are also separately identified.

Costs that could be attributed to the daily use of the system:
- Consumables such as the pre-printed ticket rolls, paper and postage associated with notifications
- Your cellular data plan to support the real-time integration between AIMS and AIMS Mobile and the LPR system.
- Transactional cost associated with obtaining out of state registered owner information

The AIMS program can be self-hosted by the City, or EDC can provide hosting services. Our cost proposal information breaks out the pricing for either option. It is difficult to associate a monetary benefit for hosting services, but this has been the predominant selection by our customers in recent years and has several benefits. EDC maintains separate servers for each of our hosted customers, your data is never on a system shared by other customers. Advantages of hosting:
- Certified PCI compliant environment
- EDC accommodates all software licensing – infrastructure, database
- System is maintained in redundancy in 2 separate data centers
- Incremental and full backups performed daily or less
- All AIMS system updates and other maintenance applied by EDC
- City does not need to maintain servers and network for system operation (all that is required is a workstation with a high speed internet connection and a popular web browser)
- EDC support is enhanced by more immediate access to your system data for troubleshooting

It is difficult to express an ROI schedule without several additional details. AIMS does have several features and characteristics that will contribute to your ROI. The primary means by which AIMS contributes to the ROI is improved collections and employee efficiencies. A ticket is more likely to be paid the quicker it is paid, and AIMS provides a variety of means to promote prompt payment.
- Paying ticket off of windshield via scanning ticket QR code with smartphone, or paying at Parkeon meter.
- Online payments in general and integration with IVR payment option simplify payments by customers.
- Real-time identification and verification from the database of vehicles qualifying for booting more efficient and accurate vehicle booting, and the resulting collections for boot removal.
- Efficient identification of registered owners (in and out of state) supports more prompt and thorough notification and the resulting collections achieved

We are glad to support the utilization existing equipment and infrastructure.
- AIMS currently integrates with the Parkeon Meters and ParkMobile payment system utilized by the City, and we will update our API to integrate with the IPS meters as part of our proposal. Additional vendor systems are also supported as indicated in Appendix A should the City wish to change in the future.
- The City could utilize any existing Android devices for the AIMS Mobile app. Should the City currently own any compatible Zebra Bluetooth printer equipment, we will remove that component from our proposal.
- Should the City own the current Genetec AutoVu system, or have a means to obtain ownership of it at a reduced price, we are glad to utilize that equipment and remove the proposed equipment from our proposal. There would still be some fees applicable to obtaining proper licensing for the Genetec system and configuration.

B. Functionality

Proposed AIMS System details

This section includes an overview description of the functions provided by the AIMS system components relative to the Scope of Services described by the City. Additional details are identified in the response to Appendix A to this proposal.

AIMS Ticket Management – The AIMS program is the backbone to the system. AIMS is browser based and processes most all transaction real-time. AIMS maintains all of the ticket, account (person) and vehicle details associated with your parking enforcement. AIMS also includes all processes associated with tickets; and the display of all related information from a single screen greatly enhances both internal efficiency and the level of customer service you provide.

AIMS supports all types of payment processing;
- In person payments at the counter, with support of optional cash drawer, receipt printer and handheld scanner equipment
- Mail in payments and drop box payments – with a batch payment process
- On-line payments – provided by AIMS Web, using any internet connected device
- Payment via the meter – via integration with the Parkeon Strada Meter equipment
- IVR system integration – via 3rd party IVR systems (not provided by EDC)
- A payment import process is also provided for lockbox or scanning system payments.

AIMS provides complete Appeals processing, including: hearing schedules, display of related documentation to assist attorneys with determination, and notification of the appeal outcome.

AIMS provides supports multiple levels notification and penalty assessment to match the City's policies now, and as they may change in the future. Additionally, a Quickletter function simplifies the process of sending other communications to customers. AIMS stores a copy of any customer correspondence whether appeal determination letters, notices or other letters that are viewable directly from the associated ticket record. All correspondence can be reflected in multiple languages. It will be the City's responsibility to provide whatever translated text is desired on the correspondence.

AIMS Web – This is the customer facing portal that provides the ability to make online payments and appeal tickets online (including sending attachments). All actions performed in AIMS Web are updated in the AIMS system real-time. Payments may be made for a single ticked, or any combination of tickets within a single payment transaction. The customer can schedule their appeal hearing if your policy allows for this. These functions include the display of the ticket information, including any pictures taken by the enforcement staff.

AIMS Mobile – This is the Android based ticketing enforcement component of our system. Our AIMS Mobile ensemble consists of the AIMS Mobile Android enforcement app and a Zebra Bluetooth printer. The customer supplies the Android device of their choice along with the cellular plan. This allows you to take advantage of any potential existing Android devices, or purchasing arrangements that may be available to you.

AIMS Mobile communicates real-time with the AIMS system for vehicle status searches (boot eligibility, permits, etc.) and prior tickets, and for sending issued ticket information including any photos or audio notes recorded. Tickets are available for payment or appeal immediately upon issuance.

AIMS Mobile also directly displays information from third party meter, pay by phone, and LPR systems as described below with the AIMS Enforcement API information.

AIMS Boot and Tow module – This module records the details associated with the booting or towing of vehicles. The boot/tow is initiated in the field with an AIMS Mobile function that captures the location of the vehicle, any pre-existing vehicle damage, contents left in the vehicle, location towed to and towing company, and more. Pictures can be captured at the time of boot/tow, and upon release. An additional Boot fee can automatically be applied with these records. The AIMS Mobile function can also indicate the release of the vehicle to update the status in AIMS. The AIMS LPR system detects the boot eligible vehicles, sending the vehicle information, LPR pictures, and a map display of the vehicle location to the AIMS Mobile application where the boot record is created and updated into the AIMS database, all in a real-time process. Boot eligible vehicles are also automatically identified directly in AIMS Mobile through normal enforcement operations.

AIMS Enforcement API – this API provides for the direct integration of data from third party systems with the AIMS Mobile enforcement app. AIMS Mobile communicates real-time with these systems to determine enforcement requirements. This integration includes:

- Meter systems – to capture pay by space or pay by plate parking session data with an indication of active or expired status. We have integrated with Flowbird Parkeon and Cale meters as well as other manufacturers with this API, and we will provide this same integration to the IPS single space meters so long as the information is made available. Please refer to Appendix A for a list of supported meter systems.
- Pay by phone systems – This same pay by space or plate parking session data indicated above is captured from the pay by phone service. AIMS is currently integrated with ParkMobile as well as several other major vendor of this service. Refer to Appendix A for a list of supported vendors.
- License Plate Recognition (LPR) systems – Vehicle hits that are identified by the LPR system are sent real-time to the AIMS Mobile devices for enforcement. These hits can be for scofflaw/habitual offenders, overtime parking violations, or permit related violations.

AIMS Mobile will identify any violations resulting from information from these systems, supporting the issuance parking tickets. Please note that should any of the vendors charge a fee for providing this data; that will be the responsibility of the City.

AIMS LPR – EDC is a certified Genetec partner for their AutoVu mobile and fixed LPR camera systems. This includes a number of EDC employees being certified by Genetec for the installation of the camera systems. No sub-contractors are utilized with the installation and implementation of the LPR system. AIMS also captures all of the LPR Read and resulting Hit and Ticketed data within the AIMS database to support LPR related reporting and analytics directly within AIMS. AIMS also stores the LPR data and images with issued tickets for viewing directly from the ticket records. EDC provides the LPR equipment, installation and setup, however we do not provide the vehicles.

AIMS Integrations and services – EDC proposes a number of integration and other programing and services.

- Hosting services (option) – AIMS can be installed on the City's server system, or EDC can provide hosting services for the management of the servers and database. Hosted systems are maintained redundantly in eastern and western US data centers in the Amazon EC2 cloud services system. Uptime for the hosted services exceeds 99.9%. Fees for the hosting services provided by EDC are identified in the pricing section. In either case the City of St. Louis will be the licensee of the AIMS system, and the City always owns their data.
- Data Conversion – EDC will convert the City's current and historical data from the Concurrent system. The City will be asked to facilitate the request of the data from Concurrent.
- Missouri DMV interface – to request registered owner information and update AIMS with the returned owner name and address information. If the state supports a vehicle registration suspension program based on outstanding parking tickets, this interface will also be provided. If

the state charges a transactional fee for providing the data, that will be the responsibility of the City.

- Out of State Registered Owner lookup – EDC offers a service for the lookup of out of state plates, with the import of the returned registered owner information. A fee is charged per owner record returned, which is identified in the pricing section.
- IVR system integration – EDC will provide integration to a third party IVR system to provide payment due information and import payments recorded through the IVR system. EDC does not provide the IVR system itself.
- On-Site training – EDC provides three (3) days of hands-on training for City and PVB service provider staff. The City (or PVB service provider) will be requested to provide the facility for the training, including workstations with on-line access to support the user training. We have also proposed 2 days on-site to review the parking ticket processes and procedures and identify other business rules. On-site assistance is also provided to assist with the first couple days the City goes Live with AIMS.
- Software Support – EDC provides all application support for our AIMS system. This support includes telephone and on-line support services, and all AIMS system updates, including new version releases. Support services are extended to 24 x 7 (excluding national holidays) at no additional charge.

Optional AIMS system components

Additional system components and functionality are available with AIMS that are not included with the proposed system configuration identified above. These items are described below and their related fees are identified as options in the pricing section.

Permit Management – This functionality is directly integrated in the AIMS database along with the related account, ticket and vehicle information. This permit functionality supports the monthly (quarterly, etc.) billing for leased spaces the City may have in their parking garages and surface lots. Residential permits are also supported. AIMS Web functionality is expanded to support the initial purchase and renewal payments of these permits online. Permits may be issued by location and to the individual space level where appropriate. Capacity management by location with complete Waitlist management and notification. The LPR system includes the ability to enforce permits for active status, duplicate use, and for parking in the appropriate location.

TIBA gate system integration – offered in conjunction with the Permit Management component, this allows the status of permit record in AIMS to control the access privilege in the gate system (on or off). This integration is available for other gate systems also, and eliminates the need to manage the information in both the gate and permitting systems.

Event Management – This module supports management of various events in the City. Events may or may not have specific permits associated with them, This module supports the accumulation of various charges associated with the event and an invoicing function for billing third party sponsors of the event or other City departments. Associated collections and payment processing functions are provided, including journal voucher accounting for payments by internal departments.

Event Permits and Mobile POS option – Requires the AIMS Permit Management component. Permits issued for events are available for public purchase via AIMS Web, including remote printing of their event permit. For parking (permits) sold on-site at the event, a POS option is added to the AIMS Mobile Android app providing the ability to sell and account for permits. This supports processing payments via cash and/or credit card. This same payment screen will also validate the permits pre-purchased on-line, with

controls to only allow acceptance of any given permit number once, to catch any potential fraud from copying a permit. All devices interact with the AIMS database real-time to account for permits sold and validated. Capacities can be set by event, and by location and section, and the handheld displays the status of the location to the capacity.

Interfaces – EDC offers a number of other types of interfaces for AIMS including a two-way interface for collection agencies, general ledger entry interface, and various other data import and export processes are available for other customer needs.

C. & D. Maintenance and Service, Customer Service

EDC provides complete implementation services, training and on-going customer support. Please refer to the following Section F. Rollout Implementation Schedule for more details regarding the implementation services.

Customer support is provided via email, 800 number telephone support and remote on-line trouble shooting and assistance. Telephone support is expanded to 24 x 7, excluding holidays, at no additional charge. All calls during business hours are answered directly, rather than sorting through an automated response tree to ultimately get to the right person. After hours calls are transferred to on-call staff. Your support call will be handled directly by one of our software developers who has first-hand knowledge of how the program is designed to work and can assist you more quickly with a resolution. We have found this to be a more efficient means to deliver support to our customers than to maintain a separate customer support staff who ultimately may need to consult with developers to address an issue. We encourage you to speak with our customers regarding their customer service they receive. From EDC.

The Zebra Bluetooth printer equipment provided with our proposal is provided with a 1 year manufacturer warranty. EDC provides Zebra annual maintenance contracts for the maintenance of the printers as part of the annual support agreement for our AIMS Mobile system. The Genetec LPR cameras and processing unit are provided with a 1 year Return and Repair warranty. Genetec offers a warranty upgrade to Advance Replacement of faulty equipment, and also offers extended warranty options. Some of these options are identified in the Cost Proposal. The Panasonic Toughpad for the LPR vehicle is provided with a five (5) year warranty. Zebra and Genetec do not authorize third party maintenance of their respective equipment.

The annual AIMS support agreement also includes all software updates released by EDC. This includes periodic updates for fixes and added features, as well as new major version releases of the software at no additional fee.

E. Marketing

This typically does not apply to the nature of our proposed AIMS Parking Management System. Sometimes cities may publish something in the paper or local news outlets indicating the nature of the new system. This would normally be limited to the aspect of introducing a computer generated ticket or electronic vehicle timing as opposed to chalking, or the online access to payment and other account functions.

This historically has not involved EDC directly, so we do not have direct experience or examples available to provide. We are happy to provide whatever information and material we can to assist with the deployment of any marketing plans that include any aspect of our proposed AIMS system.
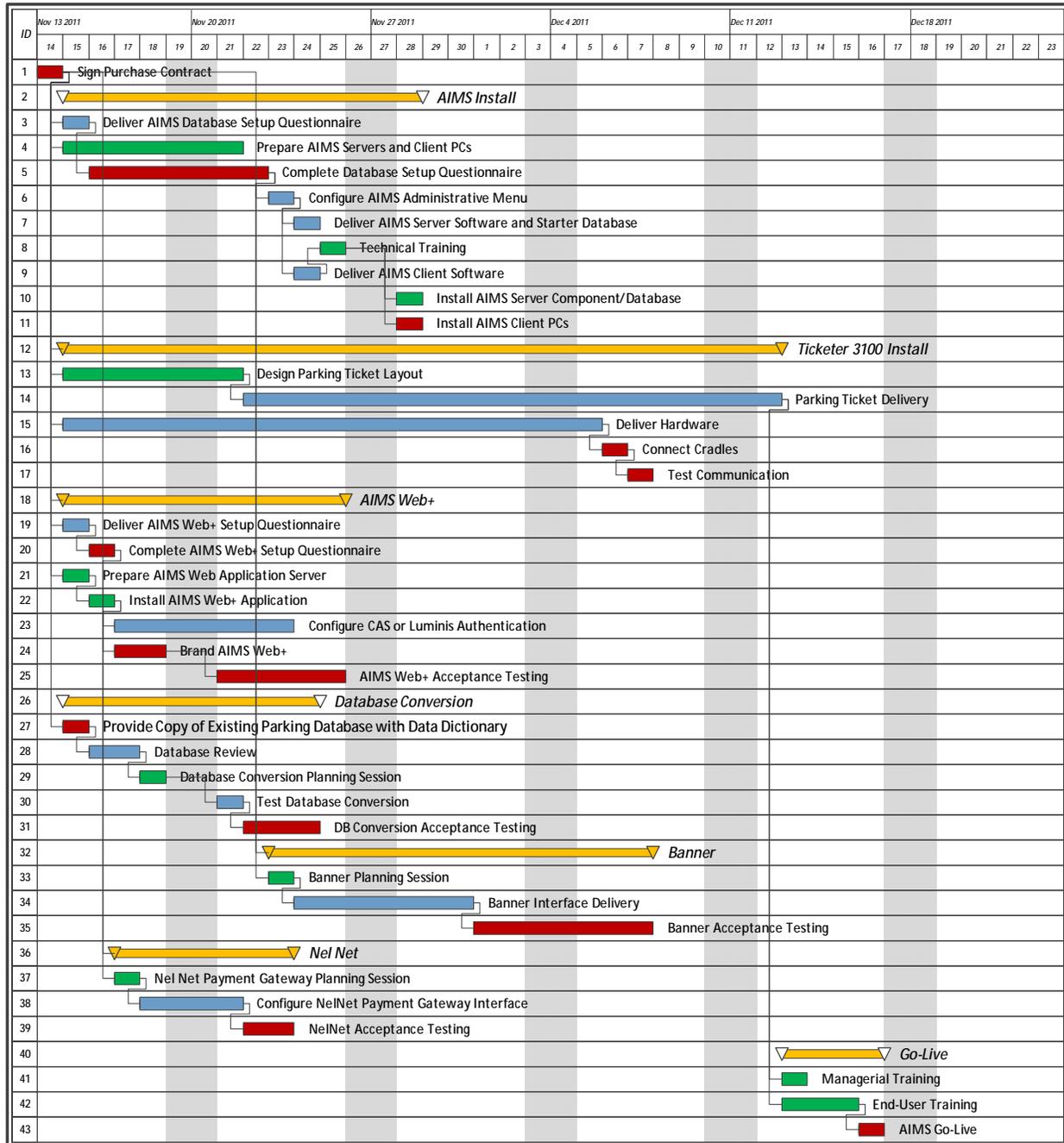
F. Rollout Implementation Schedule

EDC has developed a proven methodology for AIMS system implementations which we will follow with the City. EDC provides a detailed Microsoft Project plan and schedule once the full scope of the project is defined. Based on the requirements of your RFP and experience with similar projects, we estimate your implementation project to be within 12 – 16 weeks to go live. Major components of the implementation process are:

- The project begins with a Kickoff call with the principal personnel from the City and EDC.
  - Project personnel introductions and responsibility identification.
  - Description / discussion of project and related activities.
  - Identification of integrations to be included.

- AIMS Questionnaires
  - Questionnaires specific to both the AIMS system and AIMS Web+ are sent to the City. These identify various business policies and system defaults.
  - On-Site Survey – EDC comes onsite for 2 days to not only review the required business policies and other system configuration options, but also to observe how the business policies are employed operationally to ensure the proper system setup.
  - EDC uses this information to provide the initial configuration of the AIMS system for the customer's installation. This configuration is via an AIMS Admin function which is user maintainable, rather than requiring programmatic changes. Customers have access to this configuration information to make future changes, and of course EDC Support is always available to help make any necessary changes.

- Project Management
  - EDC will provide a project plan shortly after the Kickoff call outlining the details of the project identifying timelines and responsibility.
  - Any required updates to the City systems environment, if self-hosting, are completed.
  - The AIMS program will be installed either on City servers or EDC's hosted environment to support configuration setup and testing.
  - Data conversion is completed. This will be an initial step to allow adequate testing by the City.
  - All interfaces are configured and tested
  - Online payment gateway and single sign-on integration is configured and tested
  - Products/supplies are ordered and delivered.

- User Training and Go Live
  - User training is on-site, hands-on, using the City test database. This allows users to learn how to use AIMS with their data and policies already implemented in the system. Enforcement personnel are trained along with field practice with the new system.
  - The database is refreshed – A final date conversion is performed the weekend prior to go-live
  - Go-Live – EDC will come on-site for 2 days as the City goes live with AIMS to assist and answer initial questions.

A sample of a generic project plan follows. EDC will provide a detailed project plan, specific to the components of the St. Louis implementation project following the Kick-off call, once the various integrations and procedure are discussed in more detail and the scope of the project is better understood.

![AIMS PARKING MANAGEMENT SOFTWARE by EDC Corporation]

Sample Project Plan

This generic plan will be revised to the details of the plan for the St. Louis implementation of AIMS

ID	Task
1	Sign Purchase Contract
2	AIMS Install
3	Deliver AIMS Database Setup Questionnaire
4	Prepare AIMS Servers and Client PCs
5	Complete Database Setup Questionnaire
6	Configure AIMS Administrative Menu
7	Deliver AIMS Server Software and Starter Database
8	Technical Training
9	Deliver AIMS Client Software
10	Install AIMS Server Component/Database
11	Install AIMS Client PCs
12	Ticketer 3100 Install
13	Design Parking Ticket Layout
14	Parking Ticket Delivery
15	Deliver Hardware
16	Connect Cradles
17	Test Communication
18	AIMS Web+
19	Deliver AIMS Web+ Setup Questionnaire
20	Complete AIMS Web+ Setup Questionnaire
21	Prepare AIMS Web Application Server
22	Install AIMS Web+ Application
23	Configure CAS or Luminis Authentication
24	Brand AIMS Web+
25	AIMS Web+ Acceptance Testing
26	Database Conversion
27	Provide Copy of Existing Parking Database with Data Dictionary
28	Database Review
29	Database Conversion Planning Session
30	Test Database Conversion
31	DB Conversion Acceptance Testing
32	Banner
33	Banner Planning Session
34	Banner Interface Delivery
35	Banner Acceptance Testing
36	Nel Net
37	Nel Net Payment Gateway Planning Session
38	Configure NelNet Payment Gateway Interface
39	NelNet Acceptance Testing
40	Go-Live
41	Managerial Training
42	End-User Training
43	AIMS Go-Live

G. Company Financial Information

EDC has provided three (3) years of financial statements under separate cover marked as confidential. EDC is a privately held company and does not publish financial statements for public distribution. These statements should be excluded from any potential FOIA requests pertaining to this proposal. Financial statements are provided for 2015, 2016 and 2017 as the 2018 statements are not yet completed.

Credit references include:

BlueStar	Printing Technologies, Inc.
Diane Schaefer- Corporate Office- Receivables	Sue Willig
3345 Point Pleasant Road	6266 Morenci Trail
Hebron, KY 41048	Indianapolis, IN 46268
(859)371-4423 Ex. 41048	(800)428-3786

EDC has never been involved in any litigation, nor are any pending. EDC is a woman owned business, incorporated in New York.

Experience and Capacity

EDC has over 20 years of experience dedicated exclusively to the development and support of our AIMS Parking Management software. This laser focus has resulted in a very complete software program and development of a staff with extensive industry knowledge. EDC has implemented over 150 customers of our AIMS system across North America and we are proud of the favorable feedback we routinely receive from them.

A comprehensive program does not need to be complex and this is reflected in the presentation of information in AIMS and the ease of navigation through the system. Mention has been made that AIMS support is actually provided by the developers of AIMS. This not only provides the most efficient support to our customers, it also keeps our developers in direct contact with the people that actually use the program. The knowledge our developers gain of how users are using the program and the issues they face provides them a better understanding of how AIMS might be improved and more easily used. This first-hand customer experience and knowledge is something that is rare among the typical technical staff that develop programs.

EDC has created an environment that is both demanding and rewarding and employee turnover is virtually non-existent. All of our technical staff have the experience of many new customer conversions and implementations. EDC has the capacity for the AIMS implementation with St. Louis. However, no matter the number of resources assigned to project tasks, the required back and forth communications, development, and testing can only be compressed so much. Our experience indicates a project of this scope would normally encompass 12 – 16 weeks for the AIMS implementation.

Following are the qualifications of some of the personnel likely to perform tasks for your implementation:

Software Engineer	Project Responsibilities
Torrance Jones Systems Manager Education State University of New York – Plattsburgh 2001, BS Computer Science Bio	• Project Manager • System Configuration/Testing • Data Migration Configuration/Testing • Third Party Interfaces Configuration/Testing • Participates in and Delegates Programming Tasks

Tor Jones has been a key member of our systems group since 2001 and was promoted to Systems Manager in 2003. Tor oversees development of the AIMS application, AIMS Web+ E-commerce module, handheld Ticketing programming and support for all applications.

Tor has vast experience managing AIMS implementations and will act as the liaison between IT, and Parking Staff for project updates and task coordination.

Scott Newton	
Software Engineer, Support Technician	• Project Manager / Software Engineer
	• Support Technician
Education	• AIMS Web+ Implementation
Roberts Wesleyan College	• Payment Gateway configuration/Testing
2004, BS Computer Science	• Single Sign-On Portal Implementation and Testing
	• Programming (Supporting Role as needed)
	• Ongoing Software Support

Bio

Scott has been a member of the EDC team since 2004. Scott will install and implement AIMS Web+ e-commerce, ensuring connectivity to your payment gateway and the AIMS application. Scott will configure your rules for online permit registration and will provide continued support for AIMS and AIMS Web+.

Tomasz Kuczynski	
Software Engineer, Support Technician	• Programming - Supporting Role (as needed)
	• AIMS Mobile software development
Education	• AIMS Mobile Support
Le Moyne College, 2012	• Systems Testing
BA Computer Science, Mathematics	• Ongoing Software Support
Bio	

Tomasz has been a member of the EDC team since 2012. Tomasz will provide a supporting role for programming, testing, managing interfaces, and software/hardware support. Tomasz provides ongoing technical support for AIMS and AIMS Mobile.

Mike Tyszka	
Software Engineer, Support Technician	• Programming - Supporting Role (as needed)
Education	• LPR Installation and configuration
State University of New York – Buffalo	• System Testing
1999, BS Computer Science	• Handheld Ticketer Support
	• Ongoing Software Support

Bio

Mike has been a member of the EDC team since 1999. Mike has completed the Genetec LPR installation and training certification. Mike will provide a supporting role for programming, testing, managing interfaces, and software/hardware support. Mike will assist with the LPR system installation and ongoing technical support.

References

City of Las Vegas, Nevada
  500 South Main Street
  Las Vegas, NV 89101
 	
  Ms. Brandy Stanley
  bstanley@lasvegasnevada.gov
  702-229-6863
	AIMS solution:
	Live with AIMS 2014
	- AIMS Ticket & Permit Management system, Event Management
	- AIMS Web+ for ticket payment and appeal
	- AIMS Mobile for enforcement and event permit sales (20)
	Integrations:
	- Nevada, Arizona and California DMV interfaces
	- Parkeon multi-space meter integration
	- Passport mobile payment integration
	- General Ledger Interface
	- Lockbox Payment Import
	- Collections system integration

City of Grand Rapids, Michigan
  50 Ottawa Ave. N.W.
  Grand Rapids, Michigan 49501
 	
  Josh Naramore
  Manager, LPR and Enforcement
  jnaramore@grcity.gov
  616-456-3079
 	
  Craig Hubert
  Treasurer's office – Citation processing
  chubert@grcity.us
  616-456-4850
	AIMS solution:
	Live with AIMS January 2018
	- AIMS Ticket and Permit management system
	- AIMS Mobile enforcement app (13) for enforcement
	- AIMS LPR (2), 3rd vehicle spring 2019
	Integrations:
	- Parkeon Pay Station integration
	- Passport pay by phone integration
	- Genetec LPR integration
	- Payit – Real-time centralized City online payment system
	- OCR Payment Scanning integration

Town of Palm Beach, Florida
  360 South County Road
  Palm Beach, Florida 33480
 	
  Mr. Jim Palmer
  jpalmer@townofpalmbeach.com
  561-227-6311
	AIMS solution:
	Live with AIMS April 2014
	- AIMS Ticket and Permit management system
	- AIMS Web+ online permit registration, appeals, payment
	- AIMS Mobile enforcement app (8) for enforcement
	- AIMS LPR
	Integrations:
	- Cale Pay Station integration
	- Parkmobile Pay by Phone integration
	- Genetec LPR integration
	- Florida DMV registered owner lookup & registration holds
	- Collection Agency interface
	- General Ledger interface

City of Madison, Wisconsin
  211 S. Carroll St
  Madison, WI 53703
 	
  Stefanie Niesen
  Enforcement Supervisor
  sniesen@cityofmadison.com
  608-266-4623
	AIMS solution:
	Live with AIMS December 2018
	- AIMS Ticket management system
	- AIMS Web online ticket payments and appeals
	- AIMS Mobile enforcement app (36) for enforcement
	- AIMS Boot/Tow module
	Integrations:
	- WI, MI, IL, IA MN DMV interfaces
	- Court System Interface
	- Centralized cashiering system integration
	- OCR Payment Scanning integration

City of Syracuse, New York
  Parking Violations Bureau
  233 E. Washington Street
  Syracuse, New York 13202
 	
  Ms. Rosemary Lepiane
  rlepiane@syrgov.net
  315-448-4730
	AIMS solution:
	Live with AIMS 2002
	- AIMS Ticket Management system
	- AIMS Web+ online appeals and payment
	- AIMS Mobile enforcement app
	Integrations:
	- New York DMV registered owner lookup
	- Collection Agency interface
	- Parkeon Pay Station integration
	- Parkeon Whoosh! pay by phone integration
	- Paylock – boot system integration

City of Boise, Idaho
  150 N. Capitol Blvd.
  Boise, Idaho 83701
 	
  Mr. Chris Good
  Parking Manager
  cgood@cityofboise.org
  208-384-3773
	AIMS Solution:
	Live with AIMS 2006
	- AIMS Ticket Management system
	- AIMS Web+ online ticket payment and appeals
	- AIMS Mobile enforcement app (8)
	- AIMS License Plate Recognition (LPR) integration
	Integrations:
	- Idaho DMV registered owner lookup
	- Quadrant POS system integration
	- GovSolutions IVR payment system integration
	- Collection Agency interface

PARKING MANAGEMENT SOFTWARE by EDC Corporation

ACORD®	CERTIFICATE OF LIABILITY INSURANCE	DATE (MM/DD/YYYY) 1/29/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. IF SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Kris French	
Haylor, Freyer & Coon, Inc. 231 Salina Meadows Parkway P.O. Box 4743 Syracuse NY 13221	PHONE (A/C, No, Ext): 315-451-1500	FAX (A/C, No):
	E-MAIL ADDRESS: kfrench@haylor.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Hartford Companies	19682
INSURED EDC Corp. 106 Wyoming Street Syracuse NY 13204	INSURER B: Hartford Accident & Indemnity Co.	22357
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES   CERTIFICATE NUMBER: 2070632001   **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY	Y		01SBAKT0028	1/1/2019	1/1/2020	EACH OCCURRENCE	$1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$300,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
	POLICY PRO-JECT X LOC						PRODUCTS - COMP/OP AGG	$2,000,000
	OTHER:							$
B	AUTOMOBILE LIABILITY			01UECZL4022	4/17/2018	4/17/2019	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR	Y		01SBAKF0028	1/1/2019	1/1/2020	EACH OCCURRENCE	$5,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$5,000,000
	DED X RETENTION $0,000							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N						PER STATUTE / OTHER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)		N/A				E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$
A A	Technology E&O, Cyber N Crimestar Employee Dishonesty Data Breach			01TE02F484818 01SBAKT0028	5/29/2018 1/1/2019	5/29/2019 1/1/2020	$1,000,000 Limit $10,000 Limit $100,000 Limit	$10,000 Retention $2,500 Deductible

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
SS0008 04/05 - Business Liability Coverage Form
SX5002 04/05 - Umbrella Liability Provisions Form

Certificate holder and the Police Department, all Officers, employees, elected, and appointed committees and commissions are named as additional insured as per Form SS 0008 04 05.

CERTIFICATE HOLDER	CANCELLATION
Town of Palm Beach 360 S. County Road Palm Beach FL 33480	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE _John D Freyer, Jr_

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Appendix A

Scope of Services

Requirements are identified as to their priority by:

    1 Required

    2 Desired

Respond to each item as to whether your proposed system satisfies the requirement:

    Fully Provided - The item is satisfied with standard functionality in the proposed system

    Modification Required - The item is satisfied with modification to the proposed system. Include the cost for the modification

        in the Comment column and also include the cost in your price proposal.

    Not Provided - The item is not supported by the proposed system and modification is not available.

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
A. GENERAL REQUIREMENTS						
A 1	The Parking Management application must be browser based, supported by all popular browsers.	1	X			
A 2	The application must be Responsive and format display consistent with the type device used. Examples of the application display from a desktop, tablet and phone must be included with the proposal. Denote the location of the examples in the comment.	1	X			Screen display examples from a cell phone, tablet and notebook/desktop are provided immediately following this Appendix.
A 3	System must employ a fully relational database that allows data to be manipulated, linked, and queried.	1	X			
A 4	System must be available for use with Oracle, and MS SQL databases	1	X			
A 5	System must be able to be hosted by the software provider or self-hosted	1	X			MS SQL will be utilized for EDC hosted systems.
A 6	Tasks and activities must be easily initiated via context-sensitive menus.	1	X			
A 7	All information must be accessible and editable from one single screen	1	X			
A 8	System tasks must be scheduled to run automatically at user-defined intervals.	1	X			
A 9	System must be capable of interaction with external relational databases with real time and/or batch processes.	1	X			
A 10	Record searches that result in a single record meeting the search criteria must automatically open that record.		X			
A 11	Record searches that result in multiple records meeting the search criteria must display the matching records in a grid that:					
A 11a	Displays the qualifying records with additional identifying information	1	X			
A 11b	Allows the user to sort the records in the grid by the values in any column (ascending or descending)	1	X			

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
A 11c Allows the user to reorder the sequence of the columns in the grid, saving their individual preference for each individual grid type.	1	X			
A 11d Directly navigates to any selected record in the grid.	1	X			
A 11e Provides the ability navigate to a record, while maintaining the results grid that can be returned to for selection of another record.	1	X			
B. USER SECURITY/CONTROL REQUIREMENTS					
B 1 System must allow for a wide range of user security and control.	1	X			
B 2 System must have the capability to optionally enforce strong passwords and password expiration	1	X			
B 3 System must have the capability for the end-user to login and authenticate via a third-party system (LDAP, Active Directory or similar)	1	X			
B 4 System must automatically log a user off after a predetermined amount of time without activity.	1	X			User determined amount of time
B 5 The system must allow the creation of a profile for each individual user. This profile specifically details the rights and privileges as defined by the system administrator.	1	X			Security profiles may be set at a group level to support setup for multiple users, but any individual user profile may be tailored to their specific access rights.
B 6 Rights and privileges must be configurable per screen and range from read-only to full supervisor permissions.	1	X			
B 7 Ability to clone user profiles must exist.	1	X			
B 8 The system must contain an audit trail of modifications and/or transactions executed by a particular user. Transactions must be date, user and terminal stamped.	1	X			
C. CITATION MANAGEMENT REQUIREMENTS					
C 1 All features below must be initiated from a single screen.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
C 2	Entry (via keyboard entry and/or automatic real-time upload via handheld citation issuance devices), viewing, and printing citations. All information normally associated with a specific citation such as: Ticket #, Plate #/Yr./State (or Province), Plate Type, Meter #, Date Issued, Time Issued, Officer Badge, Location, Infraction, Vehicle Info. (Make, Model, Color), VIN #, Public and Private comments must be entered and viewed on a single screen.	1	X			
C 3	Detailed violation information including fine structure (base amount, uplifts, accumulations, late fees, discounts, etc.) must be viewable on screen.	1	X			
C 4	System must include the ability to add notes field (including date of the note, note type, and comments). Notes must be date/time, user and terminal ID stamped.	1	X			
C 5	System must display detailed status information regarding balance due, addition of late fees and fine increments, administrative holds, and adjustments.	1	X			
C 6	System must allow application of skeletal payments for citations not currently in the system (citations paid off the windshield).	0	X			For handwritten / manual entry tickets. Handheld tickets will be availabie immediately for payment.
C 7	System must track all changes and adjustments made to a citation to a specific individual, date and time using a ticket tracker.	1	X			Displayed directly from ticket record
C 8	System must display the complete history of transactions associated with the citation without exiting the screen.	1	X			
C 9	System must allow for the monetary amount of a citation to be adjusted.	0	X			
C 10	Vehicle, hearing, receipts, notes/attachments, and pre-paid citation data must all be viewable from the citation record.	1	X			
C 11	The attachment of scanned documentation, digital images, voice memos and/or other electronic items to the citation must be supported.	1	X			There is no limit to the number of attachments that may be associated with any single ticket record
C 12	Attachments must be date, user and terminal stamped.	1	X			
C 13	A visual indicator must display on records with attachments, hearing schedules or warning codes.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
C 14	Hearing information must be directly accessed from the citation record.	1	X			
C 15	Receipt (payment) information must be displayed directly on the citation screen.	1	X			
C 16	Payments must be able to be posted directly on the citation screen, without the need to open a separate cashiering module or add items to a shopping cart.	1	X			Both printed and emailed receipts are supported
C 17	A mechanism for rapid and convenient entry of hand-written citations utilizing defaults from the previously entered citation such as date, officer number, location, etc must be provided.	1	X			
C 18	Full data edit and delete capabilities must be restricted to authorized users.	1	X			
C 19	The system must have the capability to reassign citations to a different customer (ex. from vehicle leasing company to vehicle lessor).	1	X			
C 20	Scofflaws rules must be defined, tracked and downloaded to handheld enforcement units. Scofflaw criteria may consist of number of tickets issued, number of unpaid tickets, and number of tickets issued or unpaid within a defined date range, or number of tickets issued/unpaid related to a specified violation code.	1	X			Scofflaw data is also sent to the LPR units for inforcement.
C 21	Direct access to customer, vehicle, appeal and payment information must be provided from the citation screen.	1	X			
C 22	The system must include the ability for notification letters to be generated, printed and/or emailed, while maintaining an audit trail within the application. Direct access to letter history must be provided and a copy of the letter must be stored in the attachments section of the citation.	1	X			Norification letters / Statements can be formatted to customer specifications. A sample of a notice is provided at the end of this Appendix.
C 23	System must have the ability for one or more violations per citation.	0	X			Up to 3 violations per ticket
C 24	System must support the definition of aggregate/escalated fine structure based on number of tickets issued within a user defined time period.	1	X			Multiple levels of fine (separate from late fee) escalations may be defined

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
C 25	Aggregate/escalated fine structure can be defined for any individual or combination of violations. Definition of multiple structures must also be supported.	1	X			
C 26	Aggregate/escalated fine violations must be automatically supported, to assess the correct escalated fine amount when the ticket is issued without any additional user input.	1	X			
C 27	System must be able to define whether a violation uses aggregate, discount or uplifts in any combination.	1	X			
C 28	Tickets with discounted fines must display the ticket with the normal/full fine amount, while any display of the ticket for payment (within the application or online) will show the discounted amount due until the discount period ends.	1	X			Ticket is printed and updated into AIMS with the normal, full fine amount. The ticket display for payment (in AIMS and the AIMS Web customer portal) displays the discounted amount as due until the discount periot ends.
C 29	The system automatically creates an adjustment record for the discount amount when ticket are paid at the discounted amount	1	X			
C 30	Financial information related to the citation must be accessible directly on screen. This includes payments, adjustments, late/fees, etc.	1	X			
C 31	Fine uplifts/late fees must be automatically assessed to citations meeting criteria without the user initiating the process.	1	X			
C 32	System must have the ability to setup custom business rules for consistent and efficient selection from a pick-list. This data includes officer badge ids, locations, violation codes, void codes, appeal codes, and vehicle descriptive data.	1	X			
C 33	System must be capable of generating custom letters directly from the citation screen.	1	X			
C 34	System must notify users if the ticket issue date is X amount of days past due.	1	X			
C 35	They system must support custom user-defined surcharges (different from late fees), which may be applied directly onscreen or automatically assessed.	1	X			

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
C 36 Ability to post payments to a citation without leaving the citation screen.	1	X			
C 37 Ability for authorized users to reopen a ticket without leaving the screen.	1	X			
C 38 Ability for authorized users to correct data entry errors directly on screen. This data includes ticket number, plate correction and plate ownership correction.	1	X			
C 39 Ability to group ticket violations under a "Bylaw".	1	X			
C 40 Ability to define precincts and group citation locations.	1	X			
C 41 Ability to setup "Automatic surcharges" (not late fees) based upon individual violation, or the ticket as a whole.	1	X			
C 42 Ability to assess a hold based upon number of issued or unpaid tickets and transfer holds to a third-party system.	1	X			
C 43 Ability to resend a specific ticket to DMV for lookup.	1	X			
D. CITATION APPEAL MANAGEMENT REQUIREMENTS					
D 1 The parking system must track the citation appeal and hearing process. When an appeal record is created (either in the software, or through the Internet), the information relating to a citation must be automatically copied into the appeal record as the citation number is entered. The appeals and hearings manager must include the ability to do all of the following.	1	X			
D 2 Adjust ticket status based upon appeal status (e.g. Appeal Pending, Appeal Approved).	1	X			
D 3 Attach digital pictures, files or documents. Attachments must be date, user, and terminal stamped.	1	X			
D 4 Adjust the citation's final amount due and keep track of all adjustments made to the record.	1	X			
D 5 Put citations on hold (no further accumulation of late fees or notices) while appeal is in process.	1	X			
D 6 Provide built-in court hearing schedule report.	1	X			
D 7 Define court schedule (including available dates, times, number of hearings, etc).	1	X			Different schedules may be defined for different "courts"
D 8 Define court locations and hearing officers.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
D 9	Generate/print and/or e-mail appeal decisions and/or letters on demand for a single hearing or in batch for multiple hearings. The hearing/appeals manager must call up one of several user-defined letters in the database file, which includes information about the citation, customer and vehicle.	1	X			
D 10	Direct access to letter history must be provided as well as storing a copy of the letter in the history.	1	X			
D 11	An appeal decision code may be defined for the purpose of notifying customers of the reason why an appeal was upheld or denied. This information must be printed on appeal decision letters.	1	X			
D 12	Ability for a customer to appeal multiple citations at a single time.	1	X			
D 13	Ability to access financial information directly from the citation appeal record. This includes payments, adjustments, late/fees, appeal reductions, etc.	1	X			
D 14	Ability to define a court fee may and apply to an appealed citation.	1	X			
D 15	Ability to generate a packet containing a bar-coded facsimile of the ticket, detailed ticket history, customer history (number of tickets issued, financial records, outstanding balances, permits, vehicles, etc.), customer appeal history (previous appeal requests, reasons, and decisions), officer/office comments, and all attachments including correspondence and digital images without leaving the screen.	1	X			
D 16	Ability to view previously void/appealed tickets on screen.	1	X			
D 17	Reports for appealed tickets, fines reduced due to appeal, tickets pending appeal, appeal denied tickets, and hearing schedules must be provided	1	X			
D 18	Payments must be automatically credited to the ticket holder's account upon appeal approval.	1	X			An overpayment is created on the account for amount previously paid.
D 19	The user must be able to free form enter appeal requests, parking department recommendations, and appeal decisions.	1	X			
D 20	The user must be able to view citation, customer, and receipt records directly on screen.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
D 21	Ability to partially appeal a ticket is required.	1	X			
E. VEHICLE MANAGEMENT REQUIREMENTS						
E 1	The parking management system must provide complete control of the vehicle registration process.	1	X			
E 2	All activity associated with a vehicle including owner information, citations, permits and warning codes must be viewable from a single screen.	1	X			
E 3	Ability for multiple vehicles to be associated with a single customer.	1	X			
E 4	Ability for vehicles to be manually assigned to a warning list (e.g. VIP, Scofflaw). Warnings must be sent to the handheld ticket writers.	1	X			
E 5	System must have the ability to manage and process DMV plate lookups.	1	X			
E 6	A history of vehicle ownership information must be maintained.	1	X			
E 7	The attachment of scanned documentation, digital images or other electronic items on the record must be supported.	1	X			
E 8	Attachments must be date, user and terminal stamped.	1	X			
E 9	A visual indicator must display on records with attachments.	1	X			
E 10	Existing citations must be viewable on screen with the ability to click and swap to the detailed information.	1	X			
E 11	Existing permits must be viewable on screen with the ability to click and swap to the detailed information.	1	X			
E 12	Vehicles may be reassigned to a specific account along with any citation information.	1	X			
E 13	Plates may be edited or removed from a customer's account.	1	X			
E 14	Vehicles with unknown owner information must be exported for import to a plate lookup system. Likewise, owner information may be imported into parking system.	1	X			
E 15	Vehicle owner information may be manually entered.	1	X			

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
E 16 Warnings must be automatically generated. Criteria includes: number of tickets issued to a specific plate, number of "open" tickets assigned to a specific plate, number of either issued/open tickets that contain a specific violation, and/or any of the above criteria within a specific defined date range.	1	X			
E 17 Warning messages must be displayed in color for easy recognition.	1	X			
F. ACCOUNT/PAYMENT MANAGEMENT					
F 1 System must provide the ability to view all activity associated with individuals and groups that park or are responsible for parking. Track contact information related to a customer including multiple addresses, phone numbers, and e-mail.	1	X			
F 2 Ticket/Vehicle Contact Information must be viewable on a single screen without scrolling.	1	X			
F 3 System must support a barcode reader, receipt printer and electronic cash drawer for a complete point of sale station.	1	X			
F 4 System must include the ability to post payments directly on the record's screen without opening a separate payment manager or utilizing a shopping cart.	1	X			
F 5 System must support entry of batch payments. The payment batch must remain open (through user log off and log on) for additional entries until the user initiates closing the batch.	1	X			
F 6 System must support automatic administration of a discounted fine amount for prompt payment received within a user defined time.	1	X			
F 7 System must utilize one unique account number issued to a customer and link all related records (citations, tow/boot entries, vehicles and fees) to the unique account.	1	X			
F 8 The Account record must display a consolidated view of all comments/notes recorded with any ticket, permit or vehicle associated with the account.	1	X			
F 9 The balance due, with detail, for totals based upon citations, permits and fees must be viewable directly on screen.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
F 10	Posting of payments for citations, permits, NSF and fees may be applied on one screen. Payments can be applied automatically (FIFO) or manually to specific items. Split payments must also be supported (ex. Payments in cash and check may be applied in one single transaction).	1	X			
F 11	All transactions must be tracked by cashier or cash drawer/terminal.	1	X			
F 12	Payments may be posted in full or partial. Credits from an existing customer balance may be applied.	1	X			
F 13	A receipt may be printed/emailed as necessary that clearly identifies individual transactions and/or items purchased.	1	X			
F 14	User-defined payment methods must be supported and interface with third-party systems where applicable (i.e. cash, check, payroll deduction, credit card, interdepartmental check).	1	X			
F 15	System must support the entry of multiple payment methods (tender types) for payment within a single payment transaction.	1	X			
F 16	Fields for check number, credit card number, and authorization number or expiration date must be available.	1	X			
F 17	A complete cash drawer closeout process must be included with a detailed reconciliation report.	1	X			
F 18	System must include the ability for receipts to be printed, emailed and reprinted/emailed on demand.	1	X			
F 19	A barcode may be printed on citations and scanned at point of sale to facilitate rapid data entry and lookup.	1	X			
F 20	System must support establishment and tracking of payment plans	1	X			
F 21	System must be able to process NSF checks, with assessment of an optional fee, and a flag may be placed on the account (flag must appear on any screen where a payment may be applied).	1	X			
F 22	A summary, with direct access to all information and invoices associated with a customer must be viewable on one screen.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
F 23	System must contain the ability to apply overpayments to a customer account with a complete audit trail	1	X			
F 24	System must include the ability to generate user-defined customer statements in a variety of formats.	1	X			
F 25	Complete account history including all vehicles, citations, permits, fees and transactions on an account must be viewable, with the ability to print and/or email.	1	X			
F 26	System must include the ability for addresses to be defined as invalid. Accounts with invalid addresses should be removed from the billing queue and sent back to DMV for updated address information if requested.	1	X			
F 27	Potential duplicate customer records may be identified with the option to merge the duplicate records.	1	X			
F 28	Scanned documentation, digital images or other electronic items may be attached to the record.	1	X			
F 29	A visual indicator must display on records with attachments.	1	X			
F 30	Direct access to receipts (payments) associated with the customer must be available for viewing or printing.	1	X			
F 31	System must allow authorized users to issue refunds and credits to a customer.	1	X			
F 32	System must allow unlimited, user-defined unique ID numbers to be associated with one customer account.	1	X			ID fields are also searchable
F 33	System must support custom messages added to an account that will pop up each time the account is called up on screen (account alert).	1	X			
F 34	System must allow search by unique ID number, name, address, custom fields, citation, permit number, and plate number. Searches may be performed from any screen.	1	X			
G. INVOICING/LETTER GENERATION						
G 1	The system must be able to print and/or email a variety of invoices related to citations, and account data.	1	X			
G 2	The system should automatically attach sent correspondence to the pertinent record.	1	X			
G 3	The system must allow for setup of unlimited custom letters.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
G 4	The system must support sending letters to a group of people or individually	1	X			
G 5	The system must be configurable to automatically send batch produced correspondence via email if an email address exists, or otherwise print the correspondence for mailing.	1	X			This is accomplished within a single process
G 6	The system must generate notices, or billing letters, for overdue citations.	1	X			
G 7	The system must include the ability to generate billing letters based upon a variety of user-defined criteria.	1	X			
G 8	Letters may be printed on a standard printer directly connected to the workstation or accessed via a network	1	X			
G 9	Letters may be "rolled back" if generated in error.	1	X			
G 10	An audit trail exists to track all notification letters within the system	1	X			
G 11	Notices may be printed on letterhead.	1	X			
G 12	The system must have the capability of generating notices without user intervention via a task scheduler.	1	X			
G 13	System must be able to generate customer statements for mail or email	1	X			
G 14	Hearing notification letters/results may be generated for mailing or email.	1	X			
G 15	System must allow the user to define and create different types of letters specifically for on-demand generation from the record's screen with the letter being stored on the account for future reference.	1	X			
G 16	System must send waiting list notification letters.	1	X			
G 17	System must be able to email a group of accounts custom letters.	1	X			
H. REPORTING						
H 1	The parking system must include several pre-defined reports concerning citation, account and financial information.	1	X			
H 2	Reports must be selectable by date or date range, plus additional relative selection qualifiers.	1	X			

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
H 3 Standard reports support multiple levels of sorting based on a variety of variables.	1	X			
H 4 Reports must be exportable to common formats such as csv, xls, and pdf.	1	X			
H 5 The parking management system must include the ability to schedule reports to generate and automatically email to designated staff without user intervention.	1	X			Any AIMS or user defined report can be scheduled for automatic production and email.
H 6 At a minimum, the system must include the following standard/canned reports. Denote any of these that are not included in the comments section, along with the cost to provide. - Account Balance Owing - Billing History - Fees - Overpayments - Refunds - Payments by Bank Account - Payment Plans - GL Revenue - Payments by Payment Type - Payments by Payment Origin - Payments by Cashier - Ticket Payments - Fee Payments - Violation Payment Amounts - Violation Payment Percentages - Voided Payment Reports - Appeal Results - Billed Tickets - Excessive Tickets on Customer Record - Hearing Schedules - Issued Tickets by Officer, Location, Violation and Status - Unpaid Tickets - Tickets without Owner Information - Ticket Aging Details	1	X X			All listed reporting provided with standard AIMS reports. AIMS is delivered with well over 250 standard reports. Reports are categorized by their orientation Over 50 Financial related reports Over 80 Ticket related reports A partial listing of standard reports and a few sample reports are included at the end of this Appendix.

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
- Voided Tickets by Badge and Location - Scofflaws					
H 7 The system must include a fully-integrated report designer for modification of standard reports. Modified reports must appear within the main reporting menu. Third-party software for generating reports (i.e. Crystal) must not be required.	1	X			
H 8 Vendor must supply a complete database dictionary.	1	X			
H 9 Reports must be accessible both from within the parking system and through a browser.	1	X			
I. CUSTOMER SELF-SERVICE PORTAL / E-COMMERCE					
I 1 The parking system must include a customer self-service/e-commerce module for online ticket payments/appeals, account viewing, and secure online payments.	1	X			
I 2 The e-commerce module must allow sign on through a single sign on portal, support Shibboleth, LDAP, Active Directory and other commonly used authentication methods.	1	X			
I 3 The e-commerce module must interface in real-time with the parking management software to enforce business rules and send requests/payments in real-time.	1	X			
I 4 The e-commerce module must redirect customers to a secure payment gateway for PCI compliant credit card payments.	1	X			
I 5 The e-commerce module must allow the customer to perform all of the following features	1	X			
I 6 - View all current parking activity including contact information, citations, boot/tow, fees, and vehicles on one screen. - Pay entire account balance - Pay/Appeal Ticket - Upload attachments with appeal request - View tickets, including exact reprint, associated pictures, past billing statements	1	X			AIMS Web supports all of these functions and displays all of the identified information.
I 7 The e-commerce module must allow departmental logins and self-service.	1	X			

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
I 8 The e-commerce module must be fully brandable to match the institution's branding rules.	1	X			
I 9 The e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.	1	X			
I 10 The e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.	1	X			
I 11 The e-commerce module must generate, display and email receipts to the customer.	1	X			
I 12 The e-commerce module must support an automated customer inactivity timeout.	1	X			
I 13 The e-commerce module must operate over a secure network connection including SSL.	1	X			
I 14 The e-commerce module must include an interface for parking staff to view a real-time Dashboard	1	X			The dashboard is actually auromatically displayed when a user logs onto AIMS
I 15 The Dashboard must include all of the following widgets: - Current parking system users - Current e-commerce activity and server load - Graphs of Hourly and Daily e-commerce users - Issued tickets - Pending ticket voids - Unmatched skeletal payments - Appeal Requests	1	X			
I 16 The e-commerce module must support all commonly used brewers including Internet Explorer, Chrome, Firefox, Opera, and Safari	1	X			
I 17 The e-commerce site must automatically scale to support mobile and desktop browsers	1	X			
J. SYSTEM INTEGRATION/TASK AUTOMATION					
J 1 The system must be capable of transferring/importing customer, citation, permit, vehicle, tow, wait list, and financial information through data file imports and exports.	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
J 2	The system must be capable of read/write ASCII and Unicode character sets	1	X			
J 3	The system must be able to read/write fixed, delimited CSV, SML, tape, and customized file formats.	1	X			
J 4	The system must include advanced configuration abilities for data field mapping, ordering, formatting and must be able to work with either file headers or footers.	1	X			
J 5	The system must be able to automatically backup, copy, move, delete and process data files for both import and export through a scriptable procedure.	1	X			
J 6	The system must be able to upload/download files to or from remote servers using network shares, mapped drives, FTP, sFTP and scp.	1	X			
J 7	The system must log all file transfers and report on job statuses by date range and/or process name.	1	X			
J 8	File transfers must include the following. Identify the availability of each file transfer type, indicating whether this is a standard interface or if programming is required in the comments column. Also include pricing for any of these within you pricing proposal.					
J 8a	- Demographic (person name, address, etc.) import/export	1	X			
J 8b	- Citation import/export	1	X			
J 8c	- Vehicle import/export	1	X			
J 8d	- Payment import/export	1	X			
J 8e	- General Ledger interface	1	X			
J 8f	- Collection Agency Export and Import	1	X			
J 8g	- Cashiering System Export and Payment import	2	X			
J 8h	- Registered Owner Lookup	1	X			
J 8i	- DMV Registration Hold, if supported by state	1	X			
J 9	The system should be capable of real-time integration with other software systems	2	X			
J 10	The system should be capable or real-time integration through web services, stored procedures, tables and views	2	X			
J 11	The system must include a task scheduler for automation of all system processes, including, but not limited to:					AIMS supports scheduling of all AIMS system processes, as well as any other

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
	- Fine escalations - Bill/Invoice Generation - All file transfers	1	X			system processes, as well as any other file processes defined for your implementation.
J 12	The task scheduler must allow scheduling by date, day of the week or time	1	X			
J 13	The task scheduler must run unattended on the server without an operating system user logged in.	1	X			
J 14	Input and output of tasks must support any of the following: ASCII, API, stored procedure, network share, ftp site	1	X			
J 15	The task scheduler must log process activity and display warnings and errors.	1	X			
J 16	The task scheduler must be capable of emailing process logs and activity to multiple email addresses	1	X			
J 17	The task scheduler must allow configuration by process (distinct schedules per job)	1	X			
K. ENFORCEMENT SOFTWARE/EQUIPMENT						
K 1	This proposal must include an Android Enforcement app, operating on the smartphone or tablet of our choice, including Bluetooth printer for all enforcement activities.	1	X			
K 2	The Agency must be able to procure the smartphone/tablet from the carrier of our choice	1	X			
K 3	The Enforcement App must communicate in real-time with the parking software via WiFi and/or Cellular networks	1	X			
K 4	The Enforcement app must include the following functionality. Denote any function not supported in the comments.	1	X			
	- Citation issuance - Ability to capture unlimited, high resolution color pictures with a single ticket - Ability to record unlimited voice memos with a single ticket - Permit searching - Vehicle Searching - Electronic Tire Chalking shared across all enforcement devices in real-time	1	X			AIMS Mobile supports all of these functions.

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
	- Boot/Tow recording and tracking					
K 5	The Enforcement app must send citations to the parking system upon print, including any pictures or recorded voice memos.	1	X			
K 6	The Enforcement App must send boot/tow information in real-time.	1	X			
K 7	The Enforcement App must search vehicles in real-time against the database.	1	X			
K 8	The Enforcement App must track the enforcement officer's GPS path and display this on a map within the parking software	1	X			
K 9	Tickets issued from the Enforcement App must display the GPS coordinates on a map, directly on the citation screen	1	X			
K 10	Pre-selected information, including violation codes, makes/models, and other data collection fields must be sent to the Enforcement App via WiFi or cellular network for batch backup	1	X			
K 11	The Enforcement App must require a valid Badge ID an optional password for log-in	1	X			
K 12	The Enforcement App must be menu operated for ease of use	1	X			
K 13	The Enforcement App must support both touchscreen and voice data entry	1	X			
K 14	The Enforcement App must track issuer productivity	1	X			AIMS provides officer productivity reporting, but the enforcement app is not intended to provide timekeeping functions.
K 15	The Enforcement App must allow reprint of a citation	1	X			
K 16	The Enforcement App must allow authorized enforcement staff to void tickets in the field	1	X			
K 17	The Enforcement App must allow the issuer to review tickets issued within the shift	1	X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
K 18	The Enforcement App must search the parking database in real-time upon entry of a vehicle and display outstanding balance, vehicle warnings (boot/tow eligible, VIP, repeat offender, etc), and all permit information include type, expiration date, parking location, status and associated vehicles	1	X			
K 19	The Enforcement App must automatically assign multiple levels of escalated fine amounts based on user defined parameters.	1	X			
K 20	The Enforcement App must include barcode scanning technology for scanning of bar-coded registration stickers or permits.	1	X			
K 21	The Enforcement App must be capable of printing a QR code on the ticket so that customers can immediately pay the ticket online via their smartphone	1	X			
K 22	Violation tables must be stored in the Enforcement App for selection by the issuer. Up to three violations may be selected for each citation.	1	X			
K 23	Late fee amount must be automatically added to violation(s) amount and the total displayed as the amount due if ticket is not paid by the date (displayed) the late fee would be assessed.	1	X			
K 24	The Enforcement App must automatically assess the correct escalated fine amount based on the parameters established for the violation, without any additional input by the enforcement officer.	1	X			
K 25	The issuer must be able to review tickets written for the date or date range from the Enforcement App.	1	X			
K 26	Multiple user-defined warnings (tow lists, scofflaw, VIP, etc.) must be stored in the Enforcement App and accessed real-time from the parking management system. Should one of these plates be entered, the issuer is immediately notified on screen and audibly.		X			

REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
K 27	Additional warnings, previously determined by the Administrator in the system, must also appear upon entry of a plate number associated with that particular warning.	1	X			
K 28	Data must be selected from user-defined tables to prevent incorrect entry and reduce keystrokes (e.g. a violation code not within the established table cannot be entered).	1	X			
K 29	The Enforcement App must support both public and private comment codes and free-form comments. Public comments are to be printed on the citation; private comments are to be stored within the parking system for parking department viewing.	1	X			
K 30	The Enforcement App must communicate in real-time with the parking management system's application server. Cradles and "host communication PCs" must not be necessary to sync data.	1	X			
L. ENFORCEMENT API						
L 1	The system must have an API that facilitates real-time communication between the Enforcement App in the field and Pay-by-Plate, Pay-by Space, Meter and LPR Systems.	1	X			
L 2	The API must be capable of communication to a variety of third-party companies for pay-by-phone integration to gather real-time pay-by-phone parking information.	1	X			AIMS currently integrates with ParkMobile, Passport, Whoosh, PANGO, Honk and Telepark pay by phone services. Interfacing will be provided to any other vendor system the City my select.
L 3	The API must be capable of communication with a variety of Meter manufacturers to gather real-time meter information.	1	X			AIMS currently integrates with Parkeon, Cale, Digital, Metric, Mackay and RTB meters. Interfacing will be provided to any other vendor system the City my select.

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
L 4 The API must be capable of communication with a variety of LPR systems for real-time display of LPR hits on the Enforcement App.	1	X			AIMS currently integrates with Genetec AutoVu and Tannery Creek AutoChalk LPR systems. Interfacing will be provided to any other manufacturer system the City my select.
L 5 The API must be capable of displaying LPR hits for boot/tow vehicles, overtime parking, and permit verification.	1	X			
L 6 The API must populate a listing of vehicles that have purchased parking via pay-by-phone systems. The listing must be color-coded to indicate valid plates/spaces, plates/spaces that are due to expire, and expired plates/spaces. The enforcement officer must be able to initiate the ticket issuance process directly from this list.	1	X			
L 7 The Enforcement API must populate a listing of vehicle hits send in real-time from the LPR system. The enforcement officer must have the ability to issue a citation directly from this screen.	1	X			
M. OPTIONAL LPR ENFORCEMENT SYSTEM					
M 1 Vendor must offer an LPR enforcement option consisting of mobile or fixed LPR cameras and processing software from a leading, widely installed manufacturer	1	X			AIMS provides the AutoVu system from Genetec.
M 2 Vendor must directly provide the LPR equipment installation and on-going support for the LPR system.	1	X			EDC employees are certified by Genetec for system installation and support
M 3 Vendor application must interact with the LPR Mobile system real-time to provide permit, paid time (meter / pay by phone), and vehicle warning information.	1	X			
M 4 Vendor must configure the LPR system with geo-fence zones and the related enforcement for the zone (permit types) to support automatic selection by the mobile LPR as it enters the zones.	1	X			

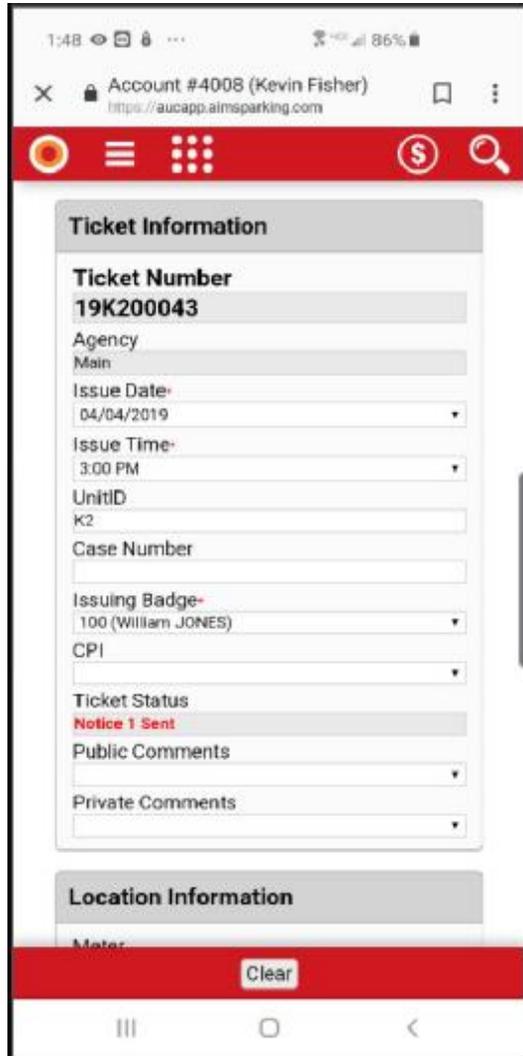| REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
M 5	Vendor must provide direct integration between the mobile LPR software and their ticketing function on the same LPR vehicle computer with an automated and seamless process.	1	X			
M 6	LPR system must also send LPR enforcement hits real time to the vendor handheld enforcement devices, with a map display of the violation location.	1	X			
M 7	All LPR data read (details including date/time, gps coordinates, license information, and both license plate and context images) must be integrated into the Vendors ticket management database..	1	X			
M 8	LPR Reads will be identified in the database by their status of either READ, HIT (by type), or TICKETED	1	X			
M 9	Tickets issued as a result of an LPR Hit will have the read details and images attached to and viewable directly from the ticket display.	1	X			
M 10	Vendor application must include standard reporting, and map and graphical analytics of the LPR data.	1	X			

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment

AIMS application display on different devices and orientations

Cell Phone view - vertical and horizontal orientations
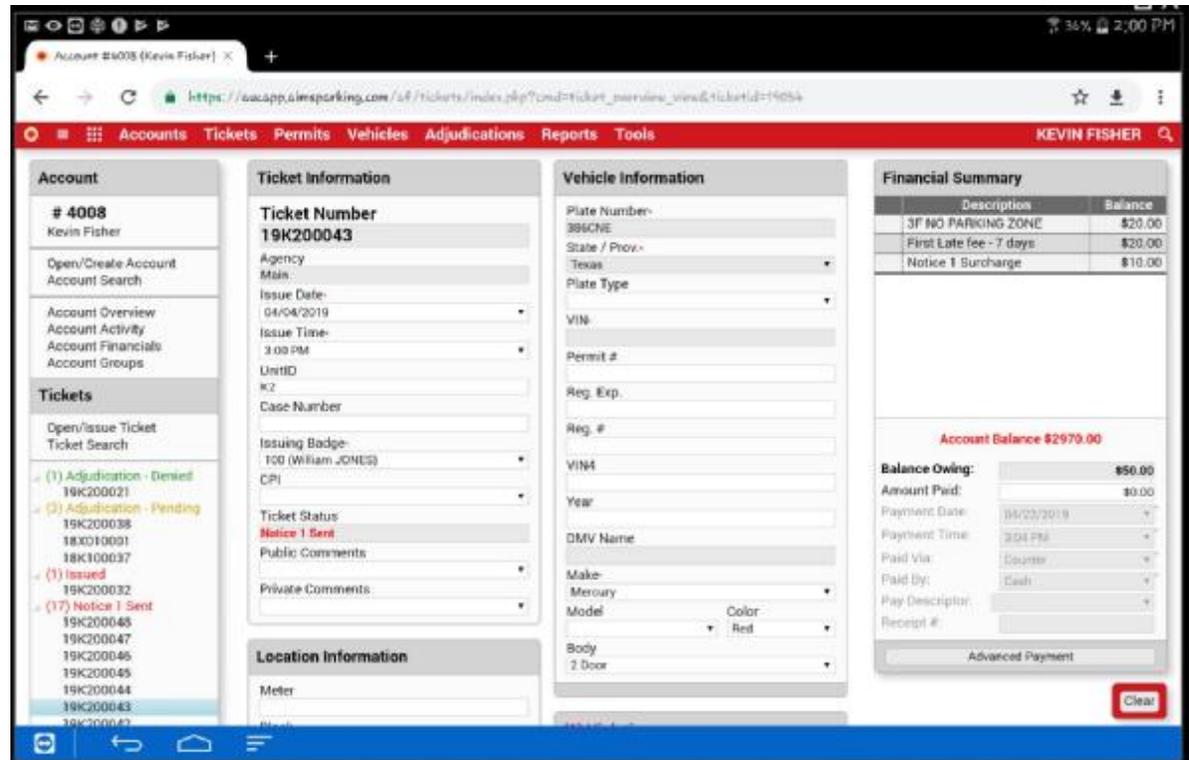
REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment

Tablet view - vertical and hoizontal orientations

REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment

Laptop or Desktop view

AIMS Standard Reports
AIMS includes over 250 standard reports
Following is a partial listing of these standard AIMS reports

Permit Reports	Description
Deleted Permits	List of all deleted permits
Issued Permits	List of all issued permits
Permit Holders	List of permits issued
Non-Renewed Permit Holders	List of all permits expired and not renewed
Percent Issued	List percent of permits issued
Permit Payment Categories	List all permits paid by payment type
Permit Type Status Counts	List of permits by type
Permits by Location	Permit counts by location
Permits by Lot	Permit counts by location
Permits by Payroll Deduction	Lists all permits paid by payroll deduction
Resident Unmatched Permit Address	Lists permits without match to residential address list
Unpaid Permits	List of unpaid permits
Admin Permit Types Report	Lists all permit types in the AIMS administration menu
Admin Prorate Schedules Report	Lists current prorate schedules for issuance and refund
Deleted Permits	Lists all permits deleted in the selected date range
Location by Section	Lists capacity of locations by section
Lot Utilization Summary and Detail	Lists lot survey details by date range
Permit Adjustment Summary and Detail	Lists permit amount adjustments by date range
Permit Aging Summary and Detail	Lists permits with outstanding balance grouped by aging date
Permit Categories by Family and Type	Lists all permit category issued counts
Permit Comments	Lists all permits with a specified comment
Permit Holders by Lot	Lists permit holders by location
Permit Holders by Space	Lists permit holders by designated parking space
Permit Invoices	Lists all permit invoices generated in the date range
Permit Wait List	Lists permit wait list entries
Permits by Payroll Deduction	Lists permits paid by payroll deduction
Permits Exported	Lists permits exported to a third party system
Permits Not Exported	Lists permits not exported to a third party system
Permits with Unknown Ticketed Vehicles	Lists permits with ticketed vehicles where owner information is unknown

Ticket Reports	Description
Adjudication	Lists tickets by appeal status
Adjudication Docket	List adjudication docket by date
Billing Letter Summary	Lists billing letters sent by date
Bills by State	Lists bills sent by state
Bills Sent Summary	Lists bills send by date
CRC	Certificate Requesting Conviction for MTO Process
Excessive Tickets	Lists tickets issued by date
Hearing Schedule	Summary list of ticket hearing schedule
Hearing Ticket Review	Displays hearing ticket review by date range
Issued Ticket Counts	Lists number of tickets issued each day by date range
Issued Tickets	Lists all tickets issued in date range
Issuer Productivity	List of tickets issued by officer
Journalized Tickets	Lists tickets marked journalized by date range
Open Tickets	Lists tickets in open status by date range
Partially Paid Tickets	Lists all tickets with partial payment
Ticket Aging	Lists ticket younger and older than given number of days
Ticket Aging Pre-defined Ranges	Lists ticket younger and older than given number of days

Ticket Changes	Lists tickets with changes
Ticket Event	List of all tickets with status change
Ticket Plate Change	List of tickets with plate change
Ticket Status Counts	List of ticket by status
Ticket Surcharges	List of tickets with selected surcharge(s)
Ticket Uplifts	List of tickets with selected uplifts
Tickets by Badge #	List of tickets by badge #
Tickets by Violation	List of tickets grouped by violation
Tickets by Location	List of tickets grouped by location
Tickets by Precinct	List of ticket by precinct
Vehicle Warnings	List of current vehicle warnings codes
Violation Count	List number of tickets written per violation code
Violations by Location	Lists violation issued by location
Voided Tickets	Lists all tickets voided by date range
Written off Tickets	Lists all tickets written off by date range
Ticket Payment Batch	Lists all ticket payments by batch #
Unmatched Skeletal Payments	Lists skeletal payments not matched to tickets
Violation Paid Status Amount	Paid violations amount
Violation Paid Status Percent	Paid violations by percent
Violation Paid Status Summary	Summary of all paid violations
Violation Paid Status Amount	Paid violations amount
Violation Paid Status Percent	Paid violations by percent
Violation Paid Status Summary	Summary of all paid violations
Ticket Transaction Report	Lists all ticket transactions in the date range
Tickets Exported	Lists tickets exported to a third party system

Account Reports	Description
Account Balancing Owing	Lists all accounts with an outstanding balance
Account Bills	Lists all account bills generated in the date range
Account Holds History	Lists accounts added and removed from hold list within the date range
Account Permit Balances	Lists all accounts with an outstanding permit balance
Account Overpayments	Lists accounts with overpayments
Accounts on Hold	Lists accounts currently on hold
Account Ticket Balance Owing	Lists accounts with ticket balance owing (ticket issue date)
Account Ticket Balance	Lists accounts with ticket balance in date range
Comment Types	Lists all accounts with selected comment types
Fees Issued	List of accounts with selected issued fees
Fees not Refunded	List of accounts with fees that have not been refunded
Bad Address	Lists accounts with addresses marked as "bad"

Financial Reports	Description
Items by Payment Type Summary	Lists paid items by payment type
NSF Payments	Lists non-sufficient funds payments
Paid Via Summary and Detail	Lists payment activity by specified payment origin
Pass-through Payment Gateways	Lists shopping cart items redirected for payment but not received
Payment Collection Summary and Detail	Lists payment activity for specific users
Payment Collection Detail by Receipt	Lists payment activity for specific users
Payment Detail by GL	Lists payment activity by general ledger number
Payment Type Summary and Detail	Lists payment activity by the specified tender type(s)

Payment Search Detail Report	Lists payments that match the criteria provided
Payroll Permit Payments Detail	Lists permit payments by payroll
Posting Date Summary and Detail	Lists items paid grouped by violation, surcharge and uplift
Sales by Cost Center Summary and Detail	Lists payment activity by revenue source
User Batch Summary and Detail	End of day detail report by user
GL Revenue Summary and Detail	Lists payment activity grouped by General Ledger Code
Journalized by Account Summary and Detail	Lists all transactions sent to third-party system (i.e. SCT Banner) for payment in the date range
Permit Issued Amounts by Type or Location	Displays the total amount issued and amount collected for each permit type and location
Refunded Payments Report	Lists refunds within the date range
Sales by Cost Center Summary and Detail	Lists payment activity on specified revenue sources
Voided Payments Report	Lists voided payment transactions

Vehicle Reports	Description
Contact Matching: Last/First Name	Lists vehicle contacts with same last & first name
Contact Matching: Last/First/Street	Lists vehicle contacts with same last & first name & street
Contact Matching: Last/Street	Lists vehicle contacts with same last name & street
Hot Sheet	Lists all vehicles on hot sheet by plate or warning code
Tow Issued Report	List all tows with the selected criteria
Outstanding Vehicles with Targeted Location	List all accounts with specified ticket balance and locations associated to the accounts permits or tickets.

Event Reports	Description
Event Permit Detail	Lists the details about each event and all the permits sold for that event
Event Permit Summary	Lists the details about each event and all the permits sold for that event
Event Resources Detail	Lists event resources in the selected date range
Events Enforcement Calendar Summary	Lists a calendar of events in summary format
Events General Calendar Summary	Lists a calendar of events in summary format
Handheld Payment Detail	Lists all badges and the detail of payment types under each
Handheld Payment Summary	Lists all badges and the detail of payment types under each
Issued Events Detail	Lists all events issued in the selected date range
Issued Events Summary	Lists all events issued in the selected date range
Outstanding Events Detail	Lists all outstanding events in the selected date range
Permits Without Event	Lists all permits with an event permit type, that are not associated with an event

System Reports	Description
AFP Log	Lists all AIMS File Processor log activity in the date range
Fee Transaction Report	Lists all fee transactions in the date range
Login Audit Report	Lists login, remote logout and password changes in the date range
Permit Transaction Report	Lists all permit transactions in the date range
Ticket Transaction Report	Lists all ticket transactions in the date range
Transaction Report	Lists all AIMS transactions in the date range

AUTOMATED ISSUANCE / MANAGEMENT SYSTEM
AIMS
EDC Corporation

KEVIN FISHER
13 DWIGHT PARK DR
SYRACUSE, NY 13209

Our records indicate that you are the registered owner of the above listed vehicle as identified by the license plate number. The registered owner of a vehicle at the time the violation occurred shall be liable for all fines incurred. As of this date, Parking Services has not received full payment of the outstanding parking citation(s).

This notice is to advise that any citations that remain unpaid after 15 days from the date of this letter will be turned over to a collection agency for further action. If the citation(s) have already been paid in full, please accept our apologies and disregard this notice. If you have any questions concerning this matter, please contact Parking Services at (800) 886-6316.

Citations may be viewed and paid online at https://www.aimsparking.com.

To ensure proper credit, make check or money order payable to EDC Corporation and mail to 13 Dwight Park Drive, Syracuse NY 13209.

NOTICE OF INFRACTION #	DATE NOTICE OF INFRACTION	TIME OF INFRACTION	DESCRIPTION OF INFRACTION	LOCATION OF INFRACTION		
17L00006	01/18/2017	09:12 AM	PARKING WITHOUT DISPLAYING PERMIT	LOT J		
MAKE/STATE/LICENSE OF VEH. CITED			ORIGINAL FINE DUE DATE	ORIGINAL FINE	AMOUNT PAID	AMOUNT DUE
MAZDA TX 386CNE			02/02/2017	$20.00	$0.00	$20.00

RETURN THIS
PORTION WITH
PAYMENT

PAYMENT MUST BE REC'D BY	AMOUNT DUE
02/06/2017	$20.00

PLEASE ALLOW 5 DAYS FOR MAILING

AMOUNT ENCLOSED: $

KEVIN FISHER
13 DWIGHT PARK DR
SYRACUSE, NY 13209

NUMBER	VIOLATION	LOCATION	LICENSE PLATE	AMOUNT DUE	ISSUE DATE
17L00006	1/18/2017 9:12:27 AM	LOT J	386CNE	$20.00	1/18/2017

Issued Tickets By Violation Report

Violation	Description	# of Tickets	Total Amount
38	Com Double Parking	1	$50.00
36	Com Expired Meter	1	$50.00
37	Com No Parking Anytime	1	$50.00
31	Com Parking at Yellow Curb	1	$50.00
33	Com Parking on Sidewalk	1	$50.00
22	Res Blocking Driveway	1	$60.00
27	Res No Parking Anytime	1	$60.00
19	Res Overtime Parking	1	$60.00
21	Res Parking at Yellow Curb	1	$60.00

Total # of Tickets: 9

Total Amount: $490.00

Tickets By Location Summary

Location Description:	Count:	Issued Amount:	Balance:
ADAMS STREET	15	$795.00	$795.00
BLUE LOT	2	$160.00	$160.00
BRYANT AVE	4	$140.00	$150.00
DELAWARE STREET	3	$160.00	$160.00
EVERGREEN BLVD	10	$655.00	$655.00
FULTON STREET	1	$40.00	$40.00
Wilson Street	12	$515.00	$455.00
Grand Total:	47	$2465.00	$2415.00

Ticket Aging Ranges Report

Date Range: 3/1/2013 12:00:00 AM to 8/15/2013 11:59:59 PM

Days Old:	Number of Tickets	Amount:	Balance:
0 to 10	17	$935.00	$935.00
11 to 30	12	$380.00	$380.00
31 to 60	6	$210.00	$210.00
61 to 90	3	$155.00	$155.00
91+	9	$735.00	$735.00
Totals:	**47**	**$2415.00**	**$2415.00**

User Batch End of Day Summary

Printed On: 8/16/2013 11:43 AM

AIMS

User Batch: KEVIN

Batch #: 6

Closed Date: 8/16/2013 11:42 AM

Accepted: True

Cash	$130.00
Check	$430.00
Debit Card	$75.00
Master Card	$60.00
Visa	$405.00

Total Amount of Payments: **$1100.00**

Cashier Signature:_____   Supervisor Signature:_____