

MAY 17, 2019

Parking Management - Software, Meter Maintenance, Collection and Parking Violations Bureau



Parking Management Software, Meter Maintenance, Collections, and Parking Violations Bureau

Due: May 17, 2019 at 3:00pm

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

From:
Passport
128 South Tryon Street, Ste. 2200
Charlotte, North Carolina 28202
USA
(704) 837-8066

This RFP Proposal response includes trade secrets or other proprietary data (data) that may not be disclosed outside the City and may not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate this Proposal submittal. The data subject to this restriction are contained in sheets (SEE REDACTION TABLE ON PAGE ONE). The City, for purposes of this provision, will include any consultant assisting in the evaluation of Proposals. If, however, a contract is awarded to this Respondent as a result of or in connection with the submission of this data, the City has the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the City's right to use the information contained in the data if it is obtained from another source without restriction unless required by any applicable public records law and no exemptions to disclosure apply, and then only to the extent required.



As explained above, this is Passports list of information that is confidential and may not be disclosed outside the City:

REDACTION TABLE

PAGE #	INFORMATION & SECTION #	REASON
7-9	"References" Section	Confidential
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14-15	2 "Issuance Device Flow" Images	Confidential
16	Opsman Mobile Image	Confidential
17-18	"Passport as Merchant of Record" Section	Confidential
18	Response under "Software that allows STLTO" bullet	Confidential
19-23	"Functionality" Section	Confidential
29-42	"Implementation Schedule" Section	Confidential
45	"Company Financial Information" Section	Confidential
53-55	"The Passport Platform" in the Added Value Section	Confidential
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Cover Letter

Passport Labs Inc. ("Passport"), is pleased to present a proposal for a Parking Management Software System for the City of St. Louis (the "City"). While others have taken the approach of a one-size-fits-all solution, Passport recognizes that the needs of the City of St. Louis for a Parking Management Software System are unique to the City's parking operation. It is because of this that Passport is open to partnering with any of the leading providers of parking operations, at the City's selection, to ensure that the City of St. Louis receives the technology and service it needs for a successful program. Through its comprehensive technology platform and dedication to client service, Passport and the City's operator of choice will provide the City of St. Louis with the industry's best Parking Management System because of our best-in-class experience, dynamic technology, and commitment to ongoing service to the City. While Passport remains operator agnostic, we maintain a professional relationship with the City's current operator, Hudson & Associates. If the City elects to remain with this company a seamless transition of parking enforcement technology services will be ensured. By transitioning to Passport's parking management platform the City of St. Louis has the opportunity to select a partner to future proof all parking software both today and in the future. The ability to issue a citation, while important, is not the end goal all software providers have the ability to issue a citation, Passport's Issuance software is best in class. What will truly make a difference in your overall parking program is a partner who is leading the industry through continual disruption in the parking space. Cities, like St. Louis, around the country are beginning to ask themselves, "Is our software provider helping us to solve everyday issues around parking and micro mobility? And what about commercial loading zones? And overall enforcement" Cities are understanding today more than ever the importance of selecting a partner who is pushing the technology forward rather than resting on the successes of yesterday.

Passport currently serves over 600 clients in North America, each with a diverse set of individual needs, including Clayton, MO, Washington University, Salt Lake City, UT and Chicago, IL. It is through these unique relationships that Passport has developed its *Enforcement* Platform that exists today. In its experience working with municipalities and universities across North America, Passport has a complete understanding of the entire value chain of parking, from parking session initiation to citation payment, and will guide the City to the best suited feature set. Passport's applications, leadership team, implementation process, and programming architecture reflect a continued commitment to specialized support and strategic innovation for each parking operation. This tailored implementation experience extends to the transition in Software from Conduent to Passport is the only company within the past five years to enter into a contract to transition a city from Conduent's etims system. The transition is currently in implementation for the city of Berkeley, CA,a long time client of Conduent.



NuPark one of the industries leading parking enforcement and license plate recognition

software providers. Together Passport and NuPark combine technologies and teams to create an industry-leading mobility platform. Bringing together Passport's expertise in on-street parking management with NuPark's off-street experience will create the industry's only end-to-end platform. From LPR enforcement to mobile payments and digital permitting, the combined platform will enable real-time management based on data-driven insights across on- and off-street facilities.

The *Enforcement* and *Permitting* platform will provide the City of St. Louis with fully integrated and industry leading technology for mobile handheld ticket issuance, online citation payments, digital permitting, end to end citation processing and collections, and the industry's most data-driven backend management software. Passport's ticket issuance and monitoring mobile application, OpsMan Mobile, will provide the City's parking enforcement officers the means to easily monitor parking and issue citations to violators. Violators will have the ability to pay tickets immediately following their issuance through several means, increasing the speed of payment, and total yield. By bringing the City's parking permit program online, permit holders will never have to worry about lost permits, and the City will realize a significant savings in both time and dollars spent on administration of the program. Operator Management, ("OpsMan") Passport's backend software management tool, will provide the City with an engine to drive the entire platform from extensive reporting, live enforcement officer tracking, data analytics, system setup, and more. The *Enforcement* platform being proposed meets the requirements set forth by the City in this procurement, and is positioned to meet the goals set forth by St. Louis for the future.

As a government technology provider to more than 300 municipal parking and transit agencies, Passport and its partners are uniquely positioned to be the best partner to the City of St. Louis due to the following success factors:



Dynamic Technology & Pace of Innovation

Passport is committed to providing the City with its industry disrupting technology. Passport has the ability and know-how to scale in each installation to massive transaction volumes and API calls without skipping a beat. Passport's open API infrastructure enables it to integrate with any hardware or software in the City's ecosystem. Passport maintains integrations with The City of St. Louis's existing payment provider, meter provider (IPS & Flowbird), MLPR hardware (Genetec AutoVu) and mobile parking application (ParkMobile), providing the City

with a low-risk integration and implementation process. While the majority of providers can provide the City with the means to issue citations, run reports and process paid citations, others cannot provide the City with the same level of data driven analytics that Passport can. The brain of Passport's suite of products is its backend management tool, Operator Management ("OpsMan"), which continuously aggregates data in real time. OpsMan gives the City a constant flow of data and complete control of the parking environment. OpsMan pulls data from the citation issuance software, OpsMan Mobile, which a City administrator may query and run reports on immediately. The software also provides live officer tracking for in-field monitoring of officers, and ticket density reports.

Passport's dynamic technology stack positions us to lead the industry in continual innovation. Developing and delivering our products leveraging the agile methodology allows us to get real products in front of real people faster than traditional project methodologies (i.e. waterfall) would otherwise allow. Starting with an idea and getting that idea into the marketplace quickly allows Passport to partner with our clients and users in building the end-result product through iterative rounds of feedback and collaboration. Our own brand of agile development also allows us to release new features (and the inevitable occasional fixes) into production faster and pivot with the market when needed or ahead of the market where we see an opportunity to do so.

Mobile technology enables every enforcement officer to have a super computer in their pocket. Passport's software enables the City to leverage the power of this technology with its cloud-based solution. It means that on Passport's platform the City will:

- Write more tickets due to the industry's most efficient monitoring and issuance processes
- Improve yield and speed of collecting payment by making all tickets available for payment in true real time (2 seconds or less)
- See higher revenues with the same or fewer resources

Unified Backend - THE PARKING PORTAL



Technology changes so rapidly that it is imperative to choose a partner committed to the long-term success of the program. This begins with a unified backed solution that is built to scale with the cities needs for reporting, analytics and business intelligence. Passport strives to continuously deliver upgrades and enhancements directly related to improving the overall technology experience for all program stakeholders. Passport's and the City of St. Louis's interests are aligned to provide a parking management system that achieves the requirements

set forth by the City, but also help the City in achieving its long term vision for mobility. Any business relationship benefits from aligned incentives in order to achieve the most seamless transition from one vendor to the next. If the solution from both a software and pricing model is not designed to scale to the clients needs it creates friction in the relationship and inhibits an ideal implementation process and ongoing relationship. All of Passport's relationships begin with aligning of incentives and building the best technology for our partner cities.

Elite Client Support & Client Success



Passport has compiled a team of best-in-class providers that will fulfill different aspects of the Parking Management Software System as a cohesive unit, but one strength is persistent: service. Passport has built their businesses by providing extreme client support with a proactive dedication to the success of their client's parking programs.

Client Success is a part of Passport's DNA and is core to its business strategy. The City of St. Louis will have access to a dedicated Passport Client Success Manager (CSM) who is focused on the continued growth and evolution of the Parking Management System. Their primary role is to proactively bring strategic opportunities to the City while serving as a business consultant, constantly searching for areas to add value to the City's program. The CSM is supported by dedicated technical and tactical teams to ensure bug fixes, configuration changes, and system modifications are delivered promptly without coming at the expense of the strategic value provided through the Client Success team..

Through this procurement, the City of St. Louis is not just hiring a vendor, but rather selecting a technology partner; it is determining who will best represent, launch, and accommodate the City as it exists today and in the future. Partnering with Passport means access to a team of 225 dedicated employees, including 50+ in-house engineers, all of whom ensure that the City's system will always be at the cutting edge of technology. Passport and its partners are primed to become the City of St.



Louis' newest partner, and are best suited to meet the needs of the City both today and in the future.

Sincerely,

Khristian Gutierrez, Chief Revenue Officer 128 S. Tryon St. Charlotte, NC 28202 (704) 837-8066 khristian.gutierrez@passportinc.com

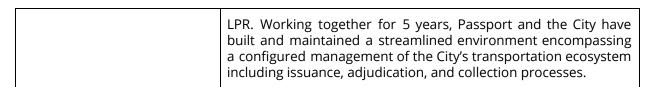


References

Must furnish at least five (5) references from municipalities with the same software, three (3) of which with minimal installations of more than 7,000 parking spaces.

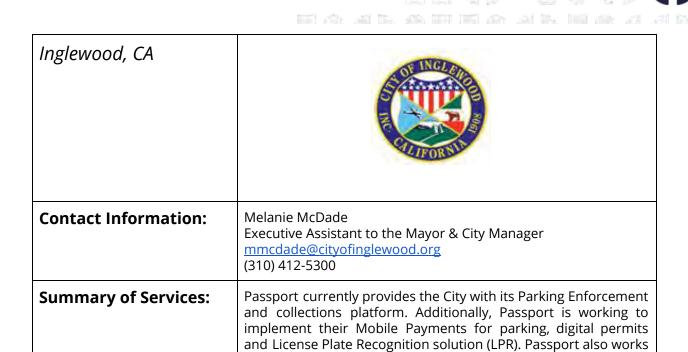
Chicago, IL 36,000 Spaces	OF CHICAGO AND
Contact Information:	Dennis Pedrelli CEO Chicago Parking Meters dpedrelli@amigroupllc.com (312) 262-6862
Summary of Services:	Since 2014, Passport has been serving the City of Chicago through its relationship with Chicago Parking Meters. They trusted Passport to provide the City with a successful private label mobile payment solution, which they received. After sustaining a successful partnership, CPM started using the entire Passport Platform, complete with an Enforcement solution - this decision was a choice over the City's vendor of choice, Conduent, after all options were evaluated. All the data brought in is aggregated in a single, robust backend system. CPMutilizes CALE meters and Passport has had robust and successful integrations with them. Passport has also extended features such as parking availability and demand based dynamic pricing for the City to help its parkers find open spaces with ease as well as help the City manage congestion by instituting demand based pricing during games and events in the zones around Wrigley Field.

New Haven, CT 10,970 Spaces	City of New Haven
Contact Information:	Michael Pinto Deputy Director mpinto@newhavenct.gov (203) 946-8077
Summary of Services:	Passport provides the City with a Private Label Mobile Pay for Parking App, Enforcement Solution, Harvester, and soon Mobile



Oak Park, IL 7,240 Spaces	Oak Park		
Contact Information:	Delia Tamas Parking Services Supervisor dtamas@oak-park.us (708) 358-7275		
Summary of Services:	Passport provides the City with a Mobile Pay for Parking App as well as Enforcement and Permit solutions for their Parking & Police Departments. In collaboration with Passport Oak Park launched a program that not only supports a very complex municipal structure but provides an ease to residents and guests who use the system.		

Clayton, MO	CLAYTON M I S S O U R I		
Contact Information:	Gary Carter Director of Economic Development gcarter@claytonmo.gov (314) 290-8467		
Summary of Services:	Passport provides the City with a Parking Enforcement Platform and collections as well as Mobile Pay for Parking App The City has a strong focus on adjudication and integration with it's court system to enable appeals and escalation.		



with Inglewood to serve 10 additional local communities under

the Umbrella of Inglewood's technology providers (ICMS).



Experience

Fort Lauderdale, FL	FORT LAUDERDALE			
Current Projects:	Mobility Management Platform			
Summary of Services:	Passport and the City of Fort Lauderdale have partnered to implement Passport's Mobility Platform, an innovative system designed to transform municipal mobility management. Passport's technology will enable Fort Lauderdale to bridge data from previously unconnected systems to make smarter, more strategic decisions about transportation, with the ultimate goal of creating a better experience for residents and visitors. The integration will also allow the implementation of tools, including dynamic pricing and predictive availability, to maximize operations and make Fort Lauderdale a more vibrant, livable city with improved parking and mobility. Linking whole mobility systems under a single umbrella provides the opportunity to scale operations, welcome new modes of transport, and make data-driven decisions to improve traffic flow, enhance accessibility, and bring cities closer to becoming a fully-connected, multi-modal hubs of the future. The Passport platform will give Fort Lauderdale unprecedented access to data and will centralize all forms of mobility in one place. With Passport, the city will be able to: Assess and share real-time parking demand & availability Expand the availability of digital payments throughout the mobility ecosystem Enable predictive availability capabilities for parking facilities Optimize parking inventory through dynamic pricing Enforce mobility rules, rates and regulations through a real-time compliance platform Enable management of emerging modes of transportation through a central platform			



Charlotte, NC	CLT CLT			
Current Projects:	Parking Enforcement, Mobile Transit Ticketing, Micro-mobility Pilot			
Summary of Services:	Passport provides its home City of Charlotte with a myriad of services including Parking Enforcement and a private label Mobile Ticketing Transit Application, "CATS Pass." Recently the City and Passport (in partnership with Lime®) have launched a Micromobility Pilot, pioneering this new approach to micro-mobility management, the City will be one of the first to apply parking principles, data analysis, and a software platform to charge for scooter parking in order to balance the supply, demand and distribution of scooters.			

Detroit, MI	CITYOF DETROIT				
Current Projects:	Private label Mobile Pay for Parking App, Micro-mobility Pilot				
Summary of Services:	Passport created a private label application, ParkDetroit, for the City. Recently the City and Passport (in partnership with Lime®) have launched a Micromobility Pilot, pioneering this new approach to micro-mobility management, the City will be one of the first to apply parking principles, data analysis, and a software platform to charge for scooter parking in order to balance the supply, demand and distribution of scooters. The City wants to embrace the adoption of scooters and drive positive outcomes such as reducing congestion, providing first mile/last mile solutions, improving pedestrian safety and increasing mobility options in underserved areas. The first-of-its-kind software platform from Passport will leverage data from micro-mobility providers and allow cities to: Analyze scooter distribution and usage patterns Power curbside pricing and payments Manage scooters to address city-level objectives like equitable access and first/last mile solutions for transit				



Berkeley, CA	BERKELEY			
Current Projects:	Transitioning Conduent's etims solution to Passport's Citation Management platform (CMP)			
Summary of Services:	Passport executed a contract with the City of Berkeley and is currently implementing a Parking Management System inclusive of Citation Management, Citation Processing, Permit Management, and Collections. The Parking Management System is scheduled to go-live on July 1st, 2019. Berkeley issues more than 150,000 citations per year and 50,000 permits per year. Passport is transitioning the City from their current provider, Conduent, and upgrading their permit program to Passport's Digital Permit platform. Integrations include: ParkMobile, IPS, Paylock and Munis			



Scope of Services

Citation Management/PVB

• The vendor will be responsible for processing tickets generated by the STLTO and the St. Louis Police Department.

Yes. Passport will be operator agnostic in order to provide this service to the City.

Passport can provide the City with its cloud-based SaaS *Enforcement Application*, which includes the violation monitoring and issuance application, OpsMan Mobile; white labeled and mobile-optimized end-user portal for violation payment and appeals *RMCPay*; and the unified backend system, *OpsMan*. Enforcement's front-end application ("OpsMan Mobile") is a native Android application that is available for free on the Google Play store, which will be used by enforcement officers to issue citations. In less than 2.5 seconds the enforcement officer will be able to enter a partial license plate number ("LPN"), check whether the vehicle is illegally parked, and begin a new citation. Passport is able to streamline this process so much by using dynamic lookups of each LPN, checking each character against a continually updated database. Prior to issuing the citation, OpsMan Mobile will double check the LPN against the most recent database to confirm that a parking session has not been initiated during the issuance process. Once issued, all citation data will be pushed to the cloud-hosted database and be made available to both the violator for payment and the City for tracking in real time.





See the handheld issuance process step by step below:



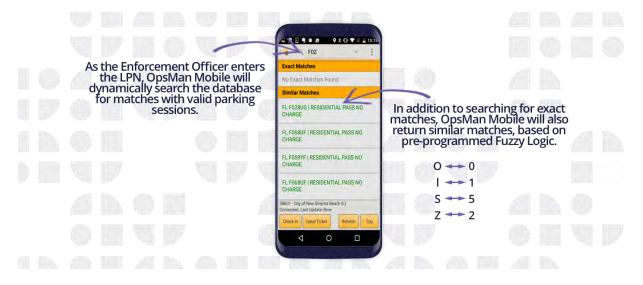
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All data related to violation issuance (OpsMan Mobile), violation payments (RMCPay), integrations (Genetec, Cale, etc.), and back office management (OpsMan) is aggregated in OpsMan in real time and available to and updated to all system access points. This real-time integrated data exchange provides the City with a number of benefits:

- Parking enforcement officers will be able to **monitor parking sessions** as soon as those sessions begin. These sessions will also be removed as soon as they expire.
- Parking enforcement officers in the field have a *real-time view* of a violators violation history, helping them make the most informed enforcement decisions possible.
- Violators have the ability to *pay for a violation immediately upon issuance*, increasing compliance and contributing to City revenue goals.

 Issued violations are automatically entered into OpsMan, initiating the escalation and collections process set forth by the City, without any action required from City administrators.



 The ticket processing system should allow customers to pay parking tickets immediately after issuance.

Yes. RMCPay draws from data stored in the back office <u>and updates in real-time</u>, as the back office updates. After a parker is issued a citation, they become a violator, at which point they have two options: appeal the citation or pay the citation. Passport's Resolve My Citation ("RMCPay") feature provides the violator a single platform to accomplish both of those tasks. RMCPay is a custom-branded website bearing the City's colors and seal to match other government websites and provide continuity to the City's operations. In addition to paying for all citations at one time, the violator will also be able to see details associated with each citation. These details include the street address where the vehicle was parked at the time of issuance, any photographs taken by the enforcement officer to support the citation, notes made public by the enforcement officer, the date of issuance, reason for the citation, vehicle make, any late fees, and appeals history. If the violator is marked as a scofflaw, RMCPay will alert the violator of this, explain the reason for the designation, the consequences of the designation, and how to reconcile your account. After the violator has selected which citations to pay, they will be brought to a payment portal. To ease the payment process, Passport will prefill specific data, such as the billing address state. The violator can then pay using a credit or debit card. Once a citation has been paid, the back office will update immediately and reconcile the account.

• Additionally, the vendor should allow customers to pay parking tickets via phone, web, mobile, or in person.

Yes. Passport enables violators to pay for their citations via its mobile optimized website, Resolve My Citation "RMCPay," IVR phone system, and in person (Passport will be operator agnostic in order to provide this service to the City).

Passport also offers a one-of-a-kind feature to those cities that use Passport's Citation Management and Private Label Mobile Payment for Parking Platforms: *In-App Citation Payments*. When a parker is issued a citation, they will be able to pay for that citation using the same Passport app that they used to purchase parking. The violator simply navigates to

the "Citation Payment" tab on the side menu, enters the citation number or license plate number and state. The citation will appear, including the reason for the citation, fine amount, and issue time and date. The violator selects the citation they wish to pay and pay for it using the same pre-stored card used for mobile payments.



 Customers should also be able to search ticket information with their license plate number or ticket number.

Yes. When the violator visits the site, they will be prompted to look up the citation by either a license plate number ("LPN"), citation number, or VIN. Based on the number entered, the system will return all citations associated with that LPN. If the violator has multiple outstanding citations, they will be able to pay for all or a selected few of the citations at one time.

 The vendor will be responsible for fielding customer complaints related to parking enforcement.

Yes. Passport will be operator agnostic in order to provide this service to the City.

• The vendor will also be expected to staff a parking violations bureau where customers are able to pay for parking violations in person.

Yes. Passport will be operator agnostic in order to provide this service to the City.

• The vendor will be responsible for the monthly reconciliation of ticket revenue collected for each bank account. This report must be submitted to the STLTO by the 10th business day of each month per bond indenture requirements. Yes.

Passport as Merchant of Record:

Serving as the City's Merchant of Record, payments can be remitted to the City monthly. Passport can accommodate the City's requirement at no additional cost and schedule accordingly. As the merchant processor, Passport will obtain sales information from the payment sources, receive authorization and funds from the issuing banks, and send payment to the City. Passport is on the national registry of both Visa and Mastercard as a

merchant service provider and undergoes annual PCI-DSS compliance audits. Passport also offers gateway services, which can be bundled with its merchant processing services. Gateways are an e-commerce application service that authorizes payments between the City and the violator. Gateways enable the City to process multiple transaction types (credit cards, debit cards, , etc...) in real time. The gateway also offers protection by encrypting credit card date. Passport's gateway services tokenize credit card data and transfer it using a secure socket layer, providing additional security. Passport's gateway facilitates three merchant services functions: authorization, settling, and reporting while limiting fraud. The City may opt to use any of the 15+ gateways that Passport is integrated with, but in order to offer Apple and Android Pay, the City will need to be on Passport's gateway.

The City as Merchant of Record:

Passport is also able to work with any supported MOR that the City chooses to allow for daily deposits into City accounts.

- Software that allows the STLTO to audit and monitor ticket processing, run accounting reports, and perform other analytics. All reports should be able to differentiate between Police and STLTO tickets.
 - Yes. OpsMan includes some of the most robust reporting capabilities in the industry across its 60+ standard reports, ad hoc report builder, unique data visualization tools, and custom report building capabilities. OpsMan reports allow the City to make data-driven decisions in its enforcement and permitting processes. The additional scheduling, security, and export functions mean the City can optimize its data and system access. The system's reporting capabilities can be run by Officer, or groups of officers (completely configurable by the City) enabling the City to differentiate between STLTO and Police issued citations.
- Managing appeals of parking violations. The STLTO independently contracts with attorneys to review contested parking tickets. The vendor would be responsible to schedule parking ticket appeals and manage any supporting evidence submitted by customers in support of their appeals. Vendors should also provide the ability to conduct adjudications online.
 - Yes. Passport will be operator agnostic in order to provide this service to the City. For online web-requested appeals, within OpsMan, the City will be able to review the appeal information provided by the customer and either approve or decline the appeal without having customers come into a physical location or call in. The appeals platform within OpsMan collects all of the data related to violations and can be manipulated and analyzed by the City through queries and reports. The City can track what reasons are given most often for appeals and tie that to a particular enforcement officer or time of day and day of the week. The City will also have access to look up a violation appeal by violation number or LPN and track the progress.

OpsMan will manage the entire appeals process post customer initiated appeal. All violations and appeals will contain the violation number, reason for appeal, date of appeal, and the appellant's argument. Because OpsMan allows the City to assign specific levels of authorization to different job titles and individuals, only certain administrators and adjudicators will have access to action appeals. All appeal requests by a parker will auto-generate an email notification to designated City administrators and adjudicators. The City will have access to all appeals data in real time, meaning that an appeal can be viewed and decided instantly once submitted by the violator. Mailed-in or telephone prompted appeal or hearing requests can be documented and actioned through OpsMan by a City employee.

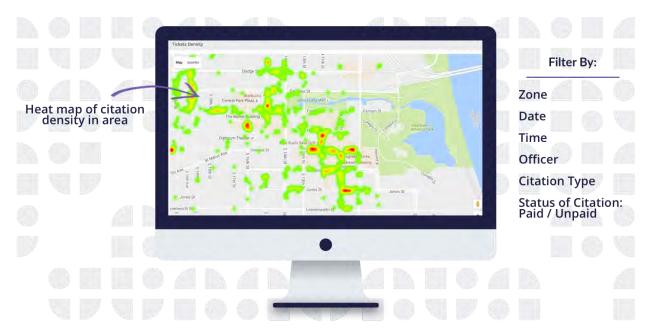
Functionality

Back end reporting capabilities (please be specific)
 Reporting:

OpsMan includes some of the most robust reporting capabilities in the industry across its 60+ standard reports, ad hoc report builder, unique data visualization tools, and custom report building capabilities. OpsMan reports allow the City to make data-driven decisions in its enforcement and permitting processes. The additional scheduling, security, and export functions mean the City can optimize its data and system access.

- ➤ **Individual Officer Performance:** These reports can be pulled daily, weekly, monthly, or from a set date range defined by the user. These reports can be used by enforcement supervisors and managers to evaluate the performance of individual officers.
- Daily and Monthly issuance reports with all violations issued by time and officer so you can see the officer's patrol day (first, last, gaps, etc.)
 - Daily and Monthly Officer Workload Reports: provides a day by day or month by month breakout of the number of violations issued and the associated amounts due per officer. Specific officers can be queried on as well.
 - **Officer Workload Chart:** provides the City with transparency into officer productivity. This generated data will give City administrators the ability to visualize and analyze any gaps in production or scheduling. Users can hover over data points in officer performance and see additional details on the activity. The report specifically tracks each violation that is issued per PEO by issuance time.
 - Officer Activity Chart: provides the user with an activity graph for a selected officer that plots specific officer activity counts against time. Violation activity reported in this chart includes violations issued, chalking marks executed and office reports submitted.
 - **Custom Report**: this report is a very flexible report with a comprehensive filter list to allow the user to drill down into query specifics.
 - **Officer Report**: provides the user with an officer by officer summary of the date and time of their last login to the issuance application and last violation issued.
 - **Violation Type Report**: provides key summary information for each violation type including violations issued, total amount due, % of total based on date range, officer, and violation type filters.
- Daily breadcrumbing reports tracking the physical path of the handheld device
 - Officer Route Report: allows the user to specify a date and time, duration of the route review and select an officer (or multiple officers). The user is returned a map that clearly shows the officer's route as you progress through time. This report enables City supervisors to easily visualize and proactively optimize officer routes to yield the most positive enforcement results.
- Issuance maps
 - **Ticket Density Report:** displays a visual of the areas where the officers have written tickets through a heat map. The City will have unique insight into the location of violation issuance. These heat maps show which areas have the most violations issued, helping to optimize routes to areas most in need of coverage. Conversely, this report can also be queried to identify permit districts (or portions of

districts), meter strips, street cleaning routes that receive inadequate enforcement.



Program Wide Violation and Patrol Reports

- These reports will be used by senior enforcement managers in assessing overall enforcement performance, trends, etc.
 - Total Daily and Monthly issuance totals
- **Unpaid Report:** provides a listing of all unpaid violations based on the set date range.
- **Paid Report:** provides a listing of allpaid violations based on the set date range.
- **Chalking Report:** provides a listing of all chalking-based violations issued by one or more officers.
- **Warnings Report:** provides a listing of all warnings issued with filters to query within specific parameters
- **Zone Report**: provides a group listing of enforcement activity summary by zone. Zones can be configured to mirror existing permitting districts and enforcement area locations. Information returned to the user includes number of violations issued, total fee for those violations, the number of paid violations, total payment for those paid violations, current yield, and average days outstanding of the paid violations. A summary will be provided for each zone configured for the City.
- Month and year to Date Issuance by Violation Type
 - **Violations by the Numbers Report**: provides a high level month by month break out of the number violation payments, the revenue amount of violations payments and similar information.
- Appeals/Dismissals by violation code
 - Resolved Appeals Report: provides a listing of already resolved appeals with a sort feature for the issue date, appeal date and violation type.

> Accounting and Control Reports

These reports are mainly daily reports supporting financial controls to ensure that all financial transactions are captured and processed properly.

- Reports on payments that are balanced with the City's merchant account
 - **Merchant Report:** provides a daily summary of all funds processed through a merchant account. This report will contain violation payments and refunds as well as permit payments and refunds.
 - Payments Report: provides a listing of all violation payments made within a defined date range. Filters can be included to query for a specific payment type, partial payments, and batch payments.
 - **Reversals / Refunds Report**: provides a listing of the violation payments that were reversed or refunded.
 - **Adjustment Report**: provides a listing of the violations that received an adjustment to its price. The adjustment date and time, violation number, type of adjustment, adjustment amount and the user who executed the adjustment will be provided.

➤ High Level Fiscal Reports

These management level reports relate to larger patterns of citation payments and total Accounts Receivables:

- Geographic summary
 - **Zone Funds Report:** provides the user with key financial information on a zone by zone basis.
 - **Not Ticketed Locations Report**: provides a listing of locations that have not been ticketed in the selected date range
 - Violations by Location: provides a location by location summary of violation information.
- Aged Receivables
 - **Ticket Aging Reports:** These can also be broken out in a variety of ways to highlight trends in sub-groups of issuance, such as CO plates versus Out-of-State plates.
- > Audit Reports
- > Appeal Reports
- > Permit Reports

Passport will also provide a range of reports that will enable City staff to monitor activity in the Permit Program and analyze trends in account/permit activity. These include, but are not limited to the following:

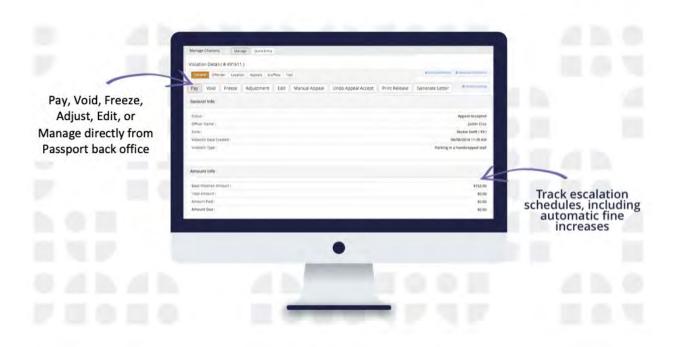
- Payment Report
- Permit User Report
- Permit Daily Report
- Permit Zone Report
- > Permit Refunds Report

Back End Functionality:

From the "Ticketing" tab, the administrator will be able to manage the entire citation management program. By clicking on "Ticketing" there will be a drop down menu with options including "Write a Citation," "Manage Citation," "Void Queue," "Violation Types," "Settings," and "Appeals." Write a Citation allows an administrator to write a citation without downloading OpsMan Mobile. This is most often used by police officers who don't usually enforce parking regulations, but needs to write a citation and print it from their in-car printer.

"Manage Citation" allows the City to lookup specific citations or a group of citations issued by a specific officer and see a complete file on each citation. By clicking on a specific citation,

the administrator will see the general information about the citation (where it was issued, by whom, total fine amount, total paid, LPN, vehicle make and type) as well as all associated pictures. This detailed view will also return information about the offender, including last known address, the exact location where the citation was issued, any appeals, whether the LPN is eligible to be classified as a scofflaw, and a full audit train related to that citation.



The "Void Queue" will return a full list of all citations that were voided after issuance. "Violation Type" allows the administrator to add, edit, or delete types of citations and their associated fines. From the "Settings" drop down menu, the City will be able to make adjustments to the overall system, including to Citations, Chalking, Street Names, Common Notes, Void Types, Common Appeal Responses, and Custom Fields.

The "Appeals" drop down menu will give the City increased control over the adjudication of parking citations. Process Appeals returns a list of all citations that have been appealed through RMCPay, the appeal reason, the appeal date, and a description of the action. By clicking on an individual appeal, the administrator will be able to view the full citation detail and respond to the appeal. The administrator can accept or decline the appeal or adjust the fine amount. To streamline this process, the back office has a drop down list of Common Appeal Responses. Once the response is selected or written the administrator may attach any supporting attachments and change the status of the appeal. Each action will be stored with the citation for future use and reporting by the City.

The Appeal Follow Up selection, allows administrators to respond to appeals that were received through other channels, including emails. Processed Appeals returns a complete list of all of the appealed citations that have already been processed. Process Hearing Requests allows the City adjudicator to see which appeals have requested hearings for tracking and scheduling.

Users

Clicking on "Users" will return a drop down menu with "Roles" and "Users." "Users" is only accessible to a Main Administrator and will be used to create a user, edit access to the back

office, reset a password, or delete an account. The Main Administrator can filter based on the Role or search for an individual administrator.

The "Roles" page allows the Main Administrator to change the back office access for an entire role. During implementation and thereafter in account creation, the Main Administrator will assign a role to each user. Based on those roles, the Main Administrators can set access controls. Commonly defined roles include "Accounting" and "Customer Support."

Scofflaw

Clicking "Scofflaw" returns a drop down menu of Boot and Tow and Export Scofflaw. Export Scofflaw allows the City to quickly export a complete list of all Scofflaw offenders in either CSV, Excel, or LPR format. Boot and Tow allows administrators to search Scofflaws by name, LPN, Boot/Tow cross streets, make and model, or Boot/Tow number. This will return the Scofflaw's name, LPN, make and model, total outstanding fine, and the total number of citations associated with that violator. By clicking on an individual violator's name, the administrator will see a complete list of all outstanding citations, update the status to Towed, Boot or Tow, Impounded, Disposed, Released, and Outstanding. To assist this program, Passport recommends giving limited administrative access to the back office to boot and tow companies, allowing them to see which vehicles need to be booted or towed, where they are, and updating when the vehicle has been released.

Multilingual features

Passport's back office software products are available in English, Spanish, and French.

• System must exercise industry standard protocols to ensure data security

Passport maintains PCI-DSS Level 1 Version 3.2 compliance. No sensitive information is stored or transferred on Passport's database provided under component A. Only names, phone numbers, and email addresses are stored on the database. All credit card information is stored in an isolated card storage database. That data is encrypted and tokenized to reduce the risk of credit card fraud in the event of a breach.

Passport regularly engages multiple methods and agencies to ensure its security standards are audited and are up to par:

Pricewaterhousecoopers conducted ethical hacking on Passport's system. PwC hackers attempt to break Passport's system, searching specifically for security flaws. Any issues that arise from this exercise are immediately relayed to Passport and fixed.



Passport hires A-LIGN to assist in meeting specific auditing and security assessment needs. A-LIGN helps navigate security standards for credit card transactions and ensures that Passport continually meets and exceeds those standards.



Passport utilizes Secure Socket Layer (SSL) to securely transfer sensitive data between the application and servers. SSL is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

• System must provide redundant/failsafe servers which ensure at least 99.9% uptime of all components of the system

Passport's guaranteed uptime of 99.999% meets the City's uptime requirements. Passport is able to guarantee this uptime by utilizing Amazon Web Services (AWS) which hosts servers on multiple sites across the United States. The system is designed to maintain continuous utility in the event of a primary data center failure. Should the primary center fail, the system will continue to operate. Every effort is made in the Passport system to ensure the consumer experience is unharmed by potential downtime.

Integration with mobile payment users

Passport is a leader in integrated technology utilizing open APIs so that it can integrate with all other providers in the client's ecosystem. Passport is currently integrated with multiple mobile payment providers including ParkMobile in New Haven CT and Berkeley CA. Passport also integrates with PaybyPhone and others.

• Event permit system, either via mobile payments or pay by web

Passport's Permits system is configurable to include as many permit types as needed by the City. Passport's mobile optimized website, RMCPay provides permit applicants with a shopping cart feature to *purchase a single or multiple permits*. If the permit does not require City approval, the applicant may add the requested permits and vehicle information to the shopping cart and pay for them all in a single transaction immediately.



• Integration with all major meter equipment, ticket software applications and sensor technologies

Passport is integrated with all major meter equipment providers including the city's current vendors IPS and Flowbird (Parkeon/CALE) but also including all major meter providers including: MacKay Meters, T2, and many others.. Passport is also integrated with the major enforcement and sensor providers including Civic Smart, Parking Sense, Conduent, T2, T2 Flex, AIMS, Duncan Solutions, UP Safety, gTechna, DataTicket, and Complus. Via Passport's open APIs, integration is possible with any provider to the City.

Waiting list and mass email functionality

Passport's system supports waitlisting for permits or specific types of permits. Using the waitlisting functionality, the City has full control over the amount of permits it wants to approve, effectively capping the number of permits available and active. Using the operator settings in OpsMan, as well as the waitlist functionality, the City has full control over when, how, and how many permits get issued. The RMCPay permits application and payment portal supports full *automatic email notification capabilities* to the customer and the City for permit application submissions, permit application decisions, and payment confirmations. However, the applicant must provide a valid email address upon permit application to receive email notifications. All emailed notifications will be tracked and documented in the Trail section for each permit record.

• Online personal account for customer to create, update and manage their accounts
Passport's system allows permit applicants and customers to log into the RMCPay portal at
any time and see a history of their transactions, detailing date of purchase, type of permit(s)
purchased, and total costs. The system allows similar control to violators enabling them to
pay for citations, see details associated with each citation (including the street address
where the vehicle was parked at the time of issuance, any photographs taken by the
enforcement officer to support the citation, notes made public by the enforcement officer,
the date of issuance, reason for the citation, vehicle make, any late fees, and appeals
history.)



Customer Service

Must provide live operators available 24/7 to create accounts and resolve issues related to pay by mobile devices

Passport will provide the software solution for the City's chosen operational partner. This will enable all of the City's needs to be met as streamlined as possible.

When onboarding to Passport's platform, the City will be assigned a Client Success Manager ("CSM"), whose function is to provide additional value to the City. To accomplish this, the CSM sits at the apex of marketing, sales, professional services, training, and support. In a nutshell, the City's CSM is both its internal advocate and external consultant. The CSM will proactively identify opportunities for adoption, growth, and expansion throughout the city. Client Success Managers will act as the City's industry experts. With a thorough understanding of the goals set forth by the City of Compton, the City's CSM will analyze the aggregated data, identify trends, and provide insight into the current status of the system and provide recommendations on how to adjust in order to meet the established goals. These recommendations will include suggestions such as product expansions, system optimizations, and upcoming product updates.

To address any critical problems or triage any issues, the City will also have access to a dedicated Client Operations Specialist (the COS). The COS is trained in solving most technical problems that the City may encounter and for any problem that is outside the scope of their training, the COS will liaise with the software engineer that built the system. Any issues will be addressed immediately and should be resolved within 24 hours of notice.

Passport also offers call center services to the cities it serves on a case by case basis, dependant upon the overall scope of the project.

Location and contact information of Passport's Customer Support Staff

Passport's Customer Support Staff is located in the Charlotte, NC Headquarters. Passport offers a direct line as well as a Toll Free number. (End User Support) 704-817-2500

Toll Free (US): 866-477-9773

Marketing

Passport's Marketing team is able to provide robust and creative methods for the City to increase compliance, raise awareness, or any other need that should arise related to the Parking Environment. Passport's Marketing team is stacked with highly skilled professionals committed to the success of Passport's products & solutions.

Meet the Team

Client Lifecycle Marketing Team

Katie Pelfrey Client Lifecycle Marketing Manager

with a client-centric approach and affinity for detail and organization. In her current role, Katie combines her aptitude for project management and digital and traditional marketing to creatively drive results-oriented campaigns. Katie's top focus is to boost client app utilization.

Katie is an out-the-box thinker

Buddy is a detail-oriented marketer

Buddy Mitchell Client Lifecycle Marketing Manager

and attentive project manager dedicated to helping clients win through development of engaging marketing tactics. As a CLM, Buddy leans on his experience in creating and implementing campaign promotions to help



Director o Marketing



Grant Emory End-User Marketing Manager



Jennefer Price Digital Marketing Manager



Sara Wasserboehr Graphic Designer



drive product utilization and positive brand sentiment.

Designer



50+ large-scale unches in last 12 months

Mike Rogers Designer



Passport's Integrations

ParkMobile	() . IPS.	O PARKEON
NEW HAVEN	Salem	Acton formands
Bellray Beach	SAN JOSE	Pittsfield
we park core-	CTTY OF TUCSON	Las Vegas
	THE CITY OF OXFORD	HARTFORD
	THECITY OF ASHEVILLE	SPOKANE
	CITY OF DURHAM	CITY OF DURHAM
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	CITY OF ATLANTA, GA	savannäh
	MISSISSIPPI	Saint Paul Minnesota
	MICHIGAN STATE	A STATE



Implementation Schedule

Passport relies on the seven principles of project management: define the scope and objectives, define the deliverables, project planning, communication plan, tracking and reporting project progress, change management, and risk management. During contract negotiation, Passport's product managers, project managers, and the City will all define the scope of the project and the deliverables. Based on that document, Passport will estimate the amount of time necessary to complete the project and set a projected launch date. Throughout the implementation process, the City's dedicated Project Manager will communicate weekly to update all stakeholders on the status of the project, request any additional information, confirm design of deliverables, and ensure that all expectations are being met. The project lifecycle will be tracked using Salesforce, which is used by all client-facing departments in Passport to maintain consistency. Finally, Passport will expertly transition the City's administrators to its Client Success Manager ahead of launch to train all necessary parties on the backend system, best uses, and other ways to improve the efficiency and transparency of the system. Going forward, it is the Client Success Manager who will act as the main point of contact for the City.

Passport strives to hire the most talented knowledgeable people in their respective fields. Even still, expert team members regularly encounter new situations or challenges that have no "off-the-shelf" solution. Passport encourages one another to raise their hands during the early stages of implementation and seek direction or feedback rather than pushing towards completion by assuming answers or a best approach. When engaging in a new project, Passport seeks full immersion itself before executing.

Alignment begins with Passport's understanding of the City's parking environment and RFP requirements, bidding responsibly, and tactfully allocating resources to quickly capture the final scope and progress the implementation:

> The City desires a state-of-the-art and flexible Citation Management Application. Passport pioneered the Android-based parking ticket issuance methodology. The application software was engineered in this manner from Day 1 to allow for a rapid and constant flow of updates and bug fixes. Thus, Passport was born in the cloud and arrives in symbiotic alignment with the City's desired solution with the necessary platform scalability, as demonstrated in Passport's 600 other cloud-based installations, to support an operation the size of St. Louis.

Implementation will be driven by two teams at Passport: Client Success and Service Delivery. Client Success is comprised of Client Success Managers, Product Support Specialists, and Customer Support Representatives, who will all be available to the City from the point of contract execution to expiration. The Service Delivery team is made up of Project Managers and Implementation Specialists, whose sole responsibility it is to quickly and efficiently launch products for clients. The Implementation Specialists will work diligently behind the scenes to build the citation environment, establish integrations, and test the system, while the Project Manager works directly with each City and its stakeholders. The City's dedicated Project Manager will develop a tailored Project Plan outlining all milestones, deliverables, and roles and responsibilities of each key stakeholder both internally and externally with quality control and testing throughout.

Passport developed an implementation process that is easily digestible, transparent, and has successfully launched Passport's mobile technology solutions in more than 5,000 locations in a timely manner. To keep the process lean, Passport maintains active integrations with 100+ software providers in the parking, enforcement, and transit industries as well as 18 major merchant processors. While each client transition varies based on needs and complexities, on average, Passport can launch its enforcement platform in 70 days from contract execution. Using Passport's efficient process, the transition for Chelsea, MA (80k citations per year) was completed in under 2 months and Berkeley, CA is positioned for a 2.5 month launch cycle. Passport designed its process to

be dynamic and flexible, while still controlling for quality. The project is laid out into smaller pieces, which can be dynamically implemented as the City provides Passport with necessary information. The faster the City can return required forms, provide contact information, and approve steps, the faster the system can be implemented.

To keep the City on track, the dedicated Project Manager will hold weekly calls with City stakeholders, providing updates, asking questions, or generally pushing the project to the finish line. With Passport, the City receives a dedicated team that is always available to the City to answer questions, take feedback, adjust the system, fix bugs, brainstorm ideas, and ensure that the City is getting exactly what it expects.

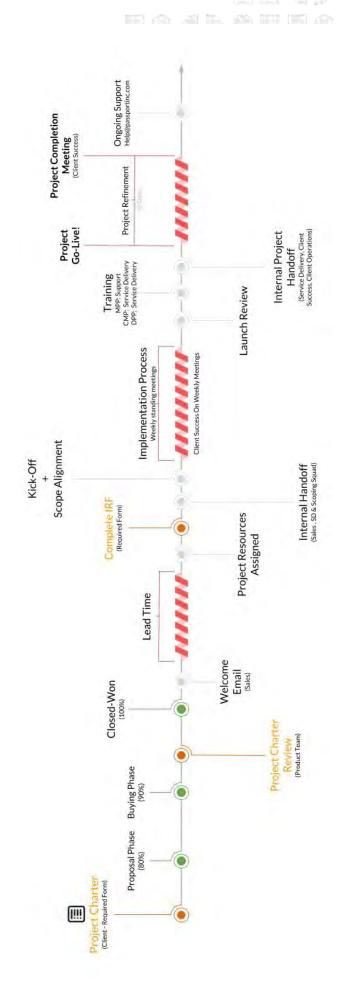
Implementation will be split into four categories: Discovery, Setup, Training, and Launch. Only discovery and launch have dependencies built into them. In Discovery, the City will be asked to fill out an Information Request Form, which covers all pertinent aspects of the current parking environment, including providing contact information for representatives at other service providers (meters, pay stations, LPR, etc.). The only other dependency occurs in the Launch stage -- **Passport will not launch a product without the City's express approval**. Throughout the process, Passport will continually ask for feedback and approval and this last step should be a simple decision, but still one that should and will be made by the City alone.

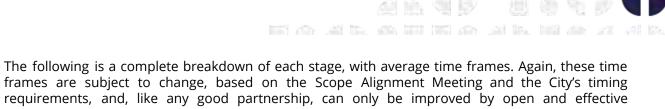
Passport understands that a transition to a new enforcement system comes with multiple variables and high stakes. With tens of thousands of tickets written annually the City cannot afford to trust a supplier without the proper expertise to complete this process and facilitate a seamless transition with zero loss of data. Passport is the best partner to work through this transition with the City based on its proven experience in transitioning large clients from other providers.

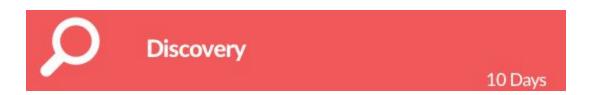
Passport's Enforcement Platform will enable the City to create an environment of both increased parking compliance as well as increased citation revenue. St. Louis' citation and parking environments can become more efficient and customer-friendly with Passport as its single integrated provider.

On the following page you will find a succinct version of passports implementation timeline:

Application Implementation Timeline

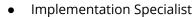






communication.

Milestone	Passport	Client	Description	
Kick-off & Project Foundation Training	✓	✓	30 minute meeting to welcome the City to the Passport family, review the onboarding process, and walk through baseline product training.	
			Passport Team Members:	
			Suggested City Team Members:	
Complete Information Request Form		✓	This form gives Passport a complete understanding of the detailed specifics of the parking environment as it exists at the time of contract execution.	
			This is one of only two dependencies in Passport's implementation process. This form <i>must</i> be completed prior to the Scope Alignment Meeting.	
Scope Alignment Meeting	✓	✓	1 hour meeting to review the Info Request form and define the scope of work. Topics of discussion include delinquency notices, merchant processing, and necessary integrations.	
			Passport Team Members:	



Client Lifecycle Marketing Manager

Suggested City Team Members: • Project Manager

- Enforcement Team

Determine Target Launch Date

Based on the Information Request Form, Scope Alignment Meeting, and the City's timing needs, Passport will set a Target Launch Date.

Passport Team Members:

- Dedicated Project Manager
- Implementation Specialist



Stage	Milestone	Passport	Client	Description
Data Flow	Confirm Data Flow	✓	✓	During the Scope Alignment Meeting, necessary integrations will be discussed, including what brand of pay stations/meters are used and how paid parking spaces are enforced. In order to make this step seamless, the City will be asked to provide contact information for each 3rd party vendor. Passport Team Members: Dedicated Project Manager Implementation Specialists
	Finalize Integration Details			Passport will work alongside 3rd party vendors (pay stations, meters, enforcement providers, LPR technology) to set up an integration for each 3rd party, allowing data to flow smoothly between it and Passport. Passport Team Members:

- Dedicated Project Manager
- Implementation Specialists

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		in all	400 IIII	man at he made at at he had on
	Complete Integration Testing	1		Once the integrations have been configured, Passport will test the integration using in-house consultants Quilmont in conjunction with crowdsourced testing software.
				Passport Team Members:
	Approve Data Flow		✓	Once Passport has thoroughly tested the integration, the City will be given access to a non-production environment to perform its own testing. Once satisfied with the integration, the City will sign off on the integration.
Funds Processing	Confirm Gateway Provider	•	√	During contracting, the City will select their Merchant of Record. During the Scope Alignment Meeting this will be confirmed and Passport will ask for contact information for the City's Merchant Processor and Gateway.
				Passport Team Members:
				If Passport is the Merchant Processor and Gateway, this stage can be skipped.
	Provide Merchant Details		✓	If Passport is not the Merchant Processor and Gateway, the City will be asked to provide credentials for a Card Not Present Account that has been set up for the mobile payment parking sessions. Once the provider is confirmed, passport will provide a list of required credentials.
	Confirm Successful Test Transaction	1		After credentials are input to the system, Passport will run a few test transactions to ensure the integration works.
				Passport Team Members:
	Approve Fund Processing		✓	After Passport has thoroughly tested

				the City will be asked to provide written confirmation that the funds from the test transactions are available in its bank account.
Citation Configuration	Complete Citation Buildout	✓		Using the Information Request Form, Passport will build the citation environment. The environment includes the types of citations available, the fines associated with each, the escalation schedules, and the actual form that each officer will fill out when issuing a citation.
				Passport Team Members:
	Perform Citation Testing	/	✓	After the environment is built, both Passport and the City will have time to test the new platform. Passport will run diagnostic testing and quality assurance, while the City will test the platform by issuing dummy citations.
				Passport Team Members:
	Approve Citation Configuration		1	After testing is complete, the City will be asked to give written approval of the citation environment.
Build RMCPay	Setup Website	✓		Using the logo and color schemes provided in the Information Request Form, the City will customize the base RMCPay website to the City's branding.
				Passport Team Members:
				If the City requires an integration with its court system, that integration will be built and tested at this time.

Approve Website Design

this time.

When the website is built, the City

the merchant processing integration,



will be asked to approve the design in writing.

Delinquency Notification Configuration Letter Template

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Passport will provide the City with a template for the delinquency notifications. The baseline Passport template has been extensively tested to increase compliance and direct the violator to the RMCPay website. The City may edit the content of the letter, leaving the formatting intact to the extent possible.

Passport Team Members:

Dedicated Project Manager

Approved Template to Engineers

Once the City has provided edits, which are then made, and the letter template is approved, Passport will pass the template to its engineering team. The Citation Management Engineers will build the templated letter into the City's back office portal to be automatically generated at points of escalation. The Engineers will build in a series of formulas to alert the system which letter to send at each interval of time.

Passport Team Members:

- Dedicated Project Manager
- Software Engineers

After the letter template has been built into the back office system, Passport's Service Delivery team will configure the system to the City's escalation schedule, using the algorithms built by the engineers.

Passport Team Members:

- Dedicated Project Manager
- Implementation Specialists

Legacy Citation Write Test Script
Transition

Setup letter Dissemination in

Passport Back Office System

Passport's Engineers will write a test script to transfer the City's citations. The script will account for how many citations are outstanding, how many unique citation codes are contained in those outstanding citations, and how those outstanding citations will fit into the new Citation

Management Platform.

Passport Team Members:

Citation Management Software Engineers

With the transition script written, Passport will test a sample batch of outstanding citations. After the script is run, Passport will cross check the sample batch from the old system to the new. The transferred data will be pushed to a non-production environment.

Passport Team Members:

- Dedicated Project Manager
- Implementation Specialists
- Citation Management Software Engineers
- **Quality Assurance Engineers**

Two days before the Go-Live date, Passport will transfer all outstanding citations over to the new system. This will transfer all data up to the date of the transfer. Once the new system is live, Passport will then transfer the data from the two day transfer over to the new system. All data will be transferred without any lossage.

Passport Team Members:

- **Dedicated Project Manager**
- Implementation Specialists
- Citation Management Software Engineers



Test Transition

Full Transition

Milostopo

Milestone	Passport	Client	Description
Confirm Training Schedule	✓	✓	Once a majority of the milestones have been completed and the Target Launch Date is confirmed, Passport will set up a time to train the City. Depending on what was

agreed upon in contracting, this will either be remote or in-person.

In-person training is not any more effective than remote training and does cost extra.

Passport Team Members:

 Dedicated Client Success Manager

Prior to the training session, the City's Dedicated Client Success Manager will provide detailed instructions to the City on how to best prepare for the session, including who should be present, the amount of time it will take, and any required hardware (i.e., computers with wifi connectivity and smartphones).

Passport Team Members:

 Dedicated Client Success Manager

Passport will host a 1 hour training session with any City employees who will interact with the new *Enforcement* system. Passport recommends training all enforcement staff, anyone responsible for adjudication of parking and traffic citations, city accountants, the police technology chief, and parking enforcement manager all be present for training.

Passport Team Members:

 Dedicated Client Success Manager

All training is done via a "Train the Trainer" method, equipping each person present with the tools and knowledge to train their teams now and in the future.

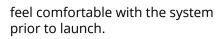
the City until all key staff members

✓ After training, Passport will provide a hands-on assignment for City staff to complete to test everyone's comprehension of the system. Passport will continue to work with

Complete Training Preparation

Training

/



Passport Team Members:

 Dedicated Client Success Manager



Milestone	Passport	Client	Description
Provide Final Launch Approval		•	Prior to launch, Passport will send a Launch Approval Email to the City seeking written approval of the system.
			The system will not launch without the City's written approval.
System Launch	√		The system will be moved from a non-production to production environment, press releases will be published, and the launch marketing campaign will kick off.
			Passport Team Members:
Post Launch Statistics			1 week after launch, the Client Success Manager will provide a statistics dashboard to the City. This dashboard will show the City's statistics during its first week of launch (utilization, users, etc.) and show benchmarks of other similarly situated Cities after the same time period. The Client Success Manager will work with the City to understand what this data means and how to leverage it for continued growth. Passport Team Members: • Dedicated Client Success Manager

The City may decide to increase its marketing package at this stage, which will be appended to the contract.

Client Effort Score Survey

After launch, the City will receive a survey to rate its satisfaction with the on-boarding process. Passport is always seeking to improve this process and wants the City's candid opinion on ways to improve each client's experience.

Passport Team Members:

 Dedicated Client Success Manager

Transition Experience

Passport's *Enforcement* platform is currently deployed in more than 90+ parking environments across North America. During implementation, Passport will collect all legacy data and transfer it to OpsMan, including all outstanding violations, which will be put through Passport's automated collections process. The implementation will be completed in phases at the direction of the City's dedicated Client Success Manager (see Project Team section in Appendix I for more information). Once launched, the City will continue to have access to the Client Success Manager, who will be the main point of contact for any feedback, questions, or concerns regarding the product.

Passport's top priority is to create operational and economic efficiencies for its clients while maintaining a positive B2G relationship with all of its clients. Adaptability, responsiveness, and flexibility with respect to client's needs is largely responsible for a 98% client retention rate across 600+ clients. Passport will deliver this unparalleled level of service to the City now and until the completion of the contract.

Passport's technology acumen and experience is best suited to transition the City from its current environment to a SAAS solution born in the cloud. Passport has successfully displaced several leading violation management systems with the ability to convert over 10 years' of historical data and millions of records into its new *Enforcement* platform.. As integration and displacement experts, Passport will ensure all legacy data from the City's internal system is converted and actionable in the City's *Enforcement* platform.

A preliminary export (dry run) is run on the data to be uploaded from the City's current systems into Passport's platform - this is a small sample size. This dry run is done to encompass the migrated information and ensure that it is functioning correctly prior to the full import being completed during the scheduled conversion.

System Acceptance Testing

Passport shares the City's commitment to fully testing our application/platform prior to the start of live operations. As part of our implementation process, we will early on request a large subset of all relevant data in the current vendors database, including citations, plates, permit accounts and individual permits, payment plans, etc. Passport will then load this data into our application; this process will allow Passport to verify its understanding of the data and our ability to map it to our structures. It will also allow Passport to better plan for the final, full conversion. As an additional



benefit, this will allow Passport to train the City and the City's chosen operational partner's staff using realistic City data, including violation codes, locations, etc. with which they are familiar.

Once Passport has successfully configured OpsMan to meet the final requirements (as verified in the Scope Alignment phase), Passport will be ready to conduct testing:

- The component incorporating the feature/function
- The specific feature/function to be tested
- The number of test cases to be conducted
- The output that will verify results (reports, online inquiry, notice records generated, etc.)
- The expected outcome
- Test results (actual outcome) and pass/fail status

Once approved, the test program will be produced as an actual testing log so that results can be logged with the testers name, results and any required follow-up.

In addition, Passport will keep a detailed exceptions log (MS Excel). As issues are identified in testing, they will be logged under an "open issues" tab, with a listing of the feature, the failed result/problem, date identified, and assignment. As issues are addressed they will be moved to a "retest" tab for verification that the issue was resolved. If resolution is confirmed, the issue will be moved to a third, "resolved" tab. This process will have several benefits: it will insure that the City has all necessary elements of the system tested; during the testing, the City can quickly evaluate the progress of testing and, more importantly, review Passport's efforts to resolve identified issues. By sorting on certain columns, both the City and Passport's implementation managers can focus on issues by component, feature, or time to resolve.

At the end of the process, the City can review a clear path through testing, issue identification and issue resolution. Based on such a review, the City will be responsible for formally authorizing Passport to initiate the final data conversion and use of the application in ongoing operations.

While the final testing plan will be a large document running to dozens of pages, here is an example of how one function—entry of new citations—would be tested. Such testing would cover:

- Citations issued with OpSMan Mobile
- Warnings issued with OpsMan Mobile
- Citation reprints issued with OpsMan Mobile
- Offline citations issued with OpsMan Mobile
- Any Handwritten citations entered by the City's operational partner

In addition, Passport will test all potential error scenarios which must be addressed as part of adding the citation to the database, such as:

- Duplicate citation number already in the database
- Missing data fields (mostly an issue with handwritten citations)
- Discrepancies between skeleton record and uploaded citation record
- Illogical entries (e.g. back dated citations issued in January of the next year)

In developing a full test plan with the City, Passport can commit to using the same level of thoroughness in testing all application components and features.

This is a practical, achievable proposal for testing that will ultimately satisfy the City that OpsMan is ready for live operations, and document that the testing process was valid and complete.

Data Conversion

Existing violations are exported into reports and formatted to fit into the new system. During the full conversion, Passport imports all existing data from most to least recent until the full library of historical data has been imported. Through experience, Passport has refined the process for a smooth transition. The process is as follows:

- Passport fully reviews all data exported for custom fields and violation status that needs to be converted.
- Pending appeals will be reconciled in the new system;
- Passport will leverage the existing DMV lookup data, including holds, to ensure the most up-to-date system;
- All outstanding DMV requests will be converted into the Passport system; and
- Any leftover actionable tasks are completed in the existing system prior to transition to either be closed or cleanly imported into the new Passport system.

Legacy Permits
Permit Payment Records
Legacy Citations
Citation Payment Records
Citation Notes
Multimedia Index Files (.csv)
Boot and Tow Data
Fleet Registration Data

Throughout the conversion to the Passport system, citation data from the City's current system will seamlessly transfer. For instance, a ticket that has a status of "Open," "Closed," or "Escalated" will maintain that same status in OpsMan. The same is true for DMV hold statuses and any notes associated with a ticket. Passport will handle any other conversion-related issues that may arise during the transfer as well, making the conversion painless for the City and the end user.

Hardware



Zebra TC56 Touch Computer + Bluetooth Printer

OpsMan Mobile is available on any Android device and may be downloaded from the Google Play store, free of charge. The City may use any mobile device with an Android 4.4+ operating system. Passport highly recommends the use of Zebra's TC56 Touch Computer Series, which meets the needs outlined by the City in the requirements documentation. The TC56 is a ruggedized Android touch computer that is capable of scanning 1D and 2D barcodes for easy citation issuance. The touch computer has a Corning Gorilla Glass window, with 5.0" High Definition display that is built for outdoor usage. The display screen touch panel has dual mode capacitive touch

with stylus or bare or gloved fingertip input. Additionally, the TC56 has a rechargeable 4,300 mAH lithium ion power Precision plus standard Capacity battery that quickly charges through a USB port. The battery delivers up to 14 hours of power, ensuring that parking enforcement officers have plenty of power for even the longest shifts. Should an officer need to replace the battery during the shift for any reason, Zebra TC56 allows for Warm Swaps, meaning that batteries can be changed without having to power down the device or close apps.

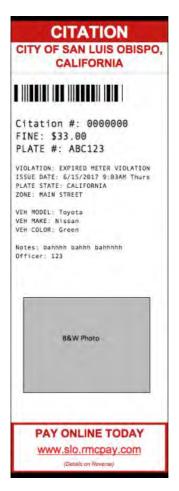
The camera on the TC56 is 13MP with a rear camera flash LED that generates balanced white with a f/2.4 aperture. This high quality camera will make it much easier for parking enforcement officers to take multiple pictures of each vehicle, which can be stored with the citation in Passport's back office and/or printed directly onto the citation. In addition to the camera, the TC56 can also scan 1D and 2D Code 39 Barcodes with extraordinary range using SE4710 Imager. The scanner has a wide field of view to increase application flexibility, allowing officers to scan barcodes from farther away, even if the barcode is damaged, dirty, or poorly printed.

In order to print the citations, Passport recommends the use of Zebra's ZQ510 Bluetooth printer. Zebra's ZQ500 series of mobile printers have class-leading battery power, durability, and easy remote management. The outside-four-walls model of the printer is designed to handle the elements, generate high quality citations, and guarantee power for the longest shift in the field. Zebra's patented technology reduces battery power consumption by calculating and delivering the exact amount of power required to provide the highest quality printing. The ZQ510's Power Smart Print Technology anticipates upcoming printing to optimize battery consumption and print speed. When the battery does need to be recharged, Zebra offers a rack-based backroom charging station that can accommodate all of the City's devices at once. Additionally, printers can be charged using an AC-to-USB power adapter.

Alternatively, the City may re-use their existing Android smart phones with their new citation management system. If the City exercises this option, Passport will still set up the existing phones, downloading the OpsMan Mobile application and establishing a connection between the Android and Bluetooth printer.



Paper



For the Zebra ZQ510 printers, Passport offers three levels of paper: Blank paper, Polythermal Blank Paper, and Custom Pre-Printed Paper. The Blank Paper allows for single-sided printing and is not waterproof, so it also requires an envelope. This paper also does not offer pre-perforation for set citation sizes. Each roll can print approximately 75 citations per roll.

The polythermal paper is Appvion PolyTherm synthetic base paper that is water and environmentally resistant. The PolyTherm line of paper is Appvion's most durable product and replaces the need for an envelope when leaving a citation. Appvion is FSC Chain of Custody certified for their support of responsible forest management. When used in the Zebra printer, each PolyTherm roll allows for single-sided printing, is 100% waterproof, and can print approximately 75 citations per roll.

Passport's highest level of paper is its Custom Pre-Printed paper. The paper is also Appvion PolyTherm paper and, as such, does not require an envelope when issuing a citation. Unlike the blank PolyTherm, however, the custom paper can accommodate double sided printing and is perforated for exact citation size. This paper will be customized with the City's watermark or logo to add more assurance to the violator in the validity of the citation.

Regardless of the paper used, Passport will customize the front of the citation to include the City's name, the RMCPay website, the values that need to be printed, the layout, barcodes, the number of photos that need to be printed, and other stylistic requirements. If using the customized pre-printed paper, the City may also choose to customize the back of the citation, including information related to payment options and the appeals process.

Accessories

The Zebra ZQ510 can be outfitted with a number of accessories, making the officer's experience more comfortable or extending the battery life. Passport can supply a case or strap to carry the printer over the shoulder as opposed to attaching it to a belt. Additionally, Passport can provide a number of charging options including a car charger and charger rack, which charges up to 5 printers at one time.

The City may purchase accessories for the N5 units to make them easier to carry. The N5 Belt Case attaches either to the officer's belt or can be carried over the shoulder. Additionally, the Neck Strap allows the officer to carry the unit over their shoulder to free their hands and not add additional weight to their belts.



Added Value - Permits

Passport's digital permit platform is an innovative technology serving some of the largest systems in the country, including the New York City Housing Authority (NYCHA) and the Los Angeles Metropolitan Transportation Authority (LA Metro). Working in tandem with Passport's parking enforcement platform it is one of the most flexible and dynamic tools available to the City. Through a continually iterative development process Passport designs custom permit tools for Cities and agencies around the country.

Customer registration for virtual resident and other non-resident commuter parking permits is a simple process that can be completed in under 1 minute. The permit applicant will go to the City's newly created, fully branded RMCPay website. This website will be in the format of https://<CityName>.RMCPay.com and can also be linked to from the City's official parking website. Once on the City's portal page, the permit applicant will have the option of signing in or registering for an account.

To register for an account, the applicant will enter either their email address or phone number. Once that is entered, Passport's system will automatically generate a 3-digit verification code. Depending on which method of registration the applicant used, they will receive an email or text message with the code. Once entered, the applicant will be asked to create a 4-digit PIN. The combination of phone number (or email address) and PIN will be the only login credentials needed to create an account.

Once registered, the permit applicant will select which type of permit they would like to purchase. The application process will vary based on the City's individual requirement, but a sample user experience for applying for a residential permit is as follows:

Permit Information

The first box of the application will outline the permit information, specifically the type (residential, guest, employee, etc.), zone, cycle, dates of validity, price, and availability. The zone relates to which area within the City the permit will be used. For residential permits, the zone will correspond to specific streets using cross streets for easy reference. The cycle details whether the permit is a one-time permit or recurring (monthly or annually) and whether it is prorated based on the date purchased or not. Availability will only appear where there is a cap to the number of permits that can be purchased within that zone. If the limit has been reached, this section will appear as "unavailable" and the applicant will either be placed on a waitlist or simply be denied the permit and have to apply again at a later date.

Vehicle Information

Once the specifics of the permit have been detailed, the permit applicant will input their vehicle information. The permit will be linked to the vehicle's LPN, but to avoid fraudulent activities, such as sharing a license plate, Passport will also ask for the vehicles make, model, and color. Passport's Digital Permitting solution can be configured to allow multiple vehicles to use the same permit. To accurately enforce multiple permits, Passport recommends the use of its Enforcement solution as well, though it is not necessary to activate this feature.

Customer Information

The next section of the application is customer information. As all of Passport's systems are managed by the same back office, if the permit applicant has a valid Passport account with the City (through the *Parking* application) and has filled out their profile, then the permit applicant's name, phone number, and email address will prepopulate in the appropriate fields. This information can be edited or updated at any time using either the parking application or the profile section of the RMCPay website. Additionally, the state will be pre-populated to the state in which the City is located. This leaves only the street address, city, and zip code to be entered.



Proof of Residence

If verification of status (residential, employee, etc.) is required to purchase a permit, the system can be configured to require documentation. The permit applicant will drag and drop the appropriate files to be uploaded to their application. The application will be sent to the approval queue, where a City administrator will be required to view, verify, and confirm the documentation. Once approved, the permit applicant will receive an email informing them of the approval and directing them to complete their purchase.

Address Validation

Once the application has been completely filled out and the applicant has acknowledged the terms and conditions, the system will validate the address entered with USPS's database of address. This normalizes the address, putting it into a standard format. If the City has configured the system such that a household may only purchase a limited number of permits, this normalization will be integral to the feature's operation.

Order Summary

Following address validation, the permit applicant will be brought to an order summary page. This page will outline all permit details and the fees associated with the permit. Fees will appear as separate line items for the permit itself and credit card processing fees.

If the permit applicant has stored payment methods in their Passport account (via the *Parking* application), these same payment methods will be available to complete the permit purchase. However, if there are no saved payment methods, the permit applicant will enter all relevant payment credentials in order to complete purchase. The permit applicant can manage their stored payment methods at any time within the Payment tab of RMCPay. For security purposes, only a 4-digit tail will be visible and the parker will not be able to edit the credit card number, but may delete cards and add new ones as necessary.

Subsequent Applications

If the permit applicant already has an existing permit and would like to add a second permit or renew their existing permit, they will visit the same RMCPay website either through the City's parking website or by visiting the site directly. The permit applicant will login using either their email address or phone number and unique PIN. Once logged in, they will have a view of all current permits with the options to renew, manage, change, or add a new permit.



Added Value - Mobile Payments

Passport Parking is a mobile application that is available for free on the Google Play and Apple App stores. By downloading the Passport Parking app, users [parkers] are able to initiate and pay for parking sessions. The parker starts by configuring their account and vehicle information and by identifying the zone and duration of the parking session. Prior to starting their parking session, the parker will be asked to confirm the session details and the itemized charges, including parking and convenience fees. The parker can pay by adding a credit card, PayPal account, Apple Pay, Android Pay or by preloading a dedicated wallet. After the session has been started, the parker will be able to track when their session expires, receive relevant notifications, see a map of their current zone, and extend their session remotely. To accommodate users who do not have access to the mobile applications, Passport has developed a mobile-optimized companion website, which mimics the Passport Parking application. This website is accessible on any internet-connected device and allows parkers to initiate and pay for parking sessions and to conveniently manage their account. If the parker does not want to pay online, Passport also offers an interactive voice recognition service (IVR). The IVR system allows the parker to call a toll-free number and use the number pad to initiate and pay for parking sessions. At the end of the IVR process, the parker can confirm their purchase and will have both the parking and convenience fees clearly communicated to them. After initiating a session, the parker can call back into the IVR system and extend their parking session.

USER EXPERIENCES

Once the parker completes their account setup, they can begin their first parking session. Each session flow progresses from entering a Zone, entering in either a vehicle LPN or a parking space (depending on whether the City operates a LPN-based or space-based environment, selecting a Time and Confirming their session and payment details. Passport revamps its user flow with shortcuts at each step, which streamlines the user experience and makes the process more efficient for the parker. Once the zone is selected, the parker will enter their space number. This number will also be clearly marked on the decal affixed to each parking meter. Similar to the dynamic function for entering a zone, available space numbers will be eliminated from the list as the parker enters each digit. The parker can either select from common session durations, such as minimum or maximum, or can specify a specific duration.¹ If there are changes to the parking rates tied to specific times of day or the number of hours parked, these will be clearly defined above time selection options.

Prior to starting the first parking session, the parker will be required to enter payment information. Passport's available payment options are all major credit cards (Visa, MasterCard, Discover, and AMEX), credit-card issuer backed debit cards (ie. the Visa/MasterCard logo is present on the card), Apple Pay, and Google Pay². To enter a new credit card, the parker will input the card number, expiration date, CVV, and zip code. If the parker only has one payment method stored, this will be the default payment method for all future sessions. However, if the parker has multiple payment methods stored, there is the option to designate one method as the "default." Additionally, the City may choose to have the parker purchase a digital closed-loop wallet for a preset amount with options to configure auto-reload, minimum recharge amount, and other settings.

All parkers will be required to confirm their payment when starting a session. The confirmation page clearly outlines the zone, space number (if in a space-based zone), vehicle parked, start time, end time, parking fee, convenience fee, and payment method. When the parker confirms the details, the payment method will be authorized by the gateway. Any payment method that is incorrect, fraudulent, or has insufficient funding will be denied and the parker will receive a notice that payment was not confirmed and the "active session" screen will not appear on the app. After a

¹ Increments will be customized and configured to the City during implementation.

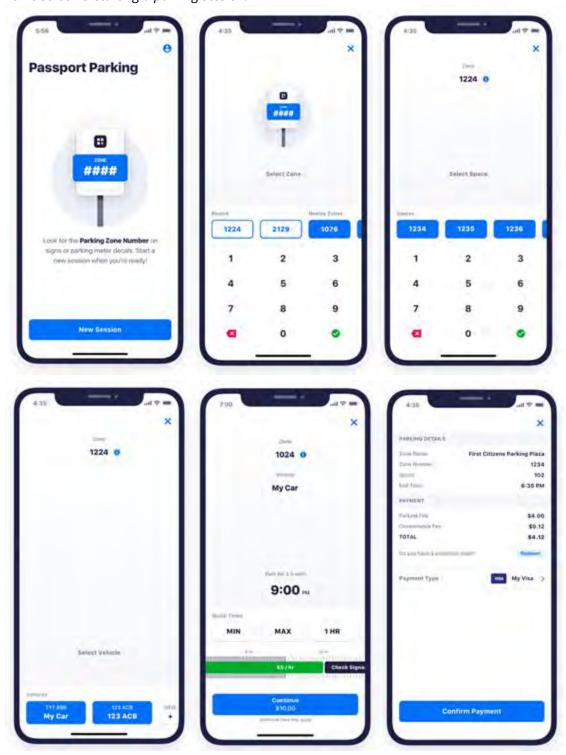
² City must be on Passport's gateway and use a merchant account that is compatible with Google and Apple pay to receive these features.

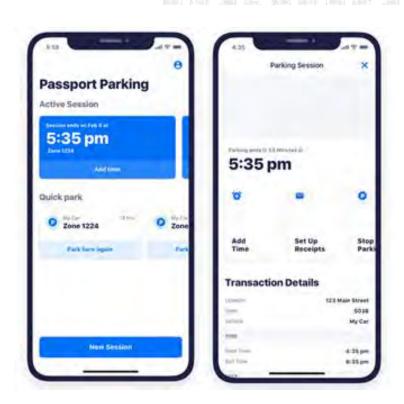


session is completed, they will receive an email receipt from their session. Additionally, all previous parking sessions will be accessible from the parker's History. A receipt can be exported as needed.

Screenshots from Passport Parking iOS app

Home screen & starting a parking session:





As the session nears its end time, the parker will receive a notification the app. The notification will show up in the parker's notifications page on their smartphone, reminding the parker that the session ends soon. The parker will be able to configure the amount of time left before their session expires within the application.



PRIVATE LABEL PARKING FEATURES



After launching the first private label parking app, ParkOmaha, in 2014, Passport continues to set the industry standard for the quality and design of private label parking applications. Passport's 40+ private label applications allow individual cities to apply their unique vision to Passport's technology in an effort to resonate with local riders. Beyond the distinct branding and name, the app encompasses community symbolism and highlights a customized approach to providing superior parking payment opportunities to your users.

Passport's private label apps follow industry-leading app usability best practices to ensure a seamless user experience. Passport ensures all branding is consistent across the app interface, signage and marketing materials to ensure immediate recognition and adoption of the app. Passport's Marketing and Design teams will work with the City to coordinate an initial app name brainstorm, determine the name of the application, provide app design concepts and sample mockups of the newly designed application.

Preloaded, Closed-loop Wallets

Passport allows its parkers to easily create and manage a preloaded, digital wallet to be used as one of many available payment methods. The great benefit of this method is that the parker will only be charged with the preset convenience fee when adding value to their wallet, regardless of the

Wallet Options	Open	Shared	Closed
User Benefits	Users can access wallet funds in any municipality or at any operator.	Users can access wallet funds across shared operators, for example, Parking and Transit.	Users can only access wallet funds in the municipality/operation in which they were loaded.
Operator Benefits	Convenience for citizens, travelers.	Convenience for citizens, travelers.	Municipality holds the wallet funds and captures 100% of the benefits.



amount added. The benefit to the City when parkers use this option is that the City receives full payment from value added to the parker's wallet, regardless of when or if they purchase tickets.



Passport's Platform provides a *flexible*, *secure*, and *extensible* solution to dramatically simplify the management of parking and mobility systems. The Passport Platform, which underpins all of Passport's products including Citation Management and Permits, is a piece of cloud-based software infrastructure that allows a wide variety of systems to communicate and coordinate through a set of standardized application programming interfaces, or APIs, in real time. Passport's Platform also includes several user portals, including Passport's next-generation back office solution for reporting, real-time dashboards, and system management. Finally, the Platform includes software to detect trends and provide insights based on the data flowing through the Platform and a fault-tolerant data lake that the City can access, analyze and export on demand. The Platform allows a variety of systems to directly integrate, including: sensors, parking applications and meters, enforcement systems, PARCS, third party data applications, commercial loading fleets as well as new and emerging modes of transportation such as micro-mobility services (e-scooters) and ride hailing systems.

An important feature of Passport's Platform is extensibility: **the City is able to add any internet-connected system to the Platform to share curbside policy, collect revenue, and generate insights from the data that the system aggregates.** This capability gives the City unprecedented visibility into its operation, as well as the ability to add or remove technologies without undue burden or cost. Extensibility also means that the City will be well-positioned to dramatically increase transparency and visibility into its operations across the organization and with the public.

This "true platform" approach allows the City to disseminate information to many tools, apps, websites, and other media versus requiring citizens to come to a single specific tool. This dramatically increases the accessibility of the City's information without introducing any additional management burden on the City. Passport's Platform uniquely simplifies and standardizes the City's access to data from the full parking ecosystem, including meters, apps, sensors, red light cameras, LPR devices, and other internet-connected technology. Passport has built and deployed standards-compliant APIs that are currently being used to aggregate 90+ data sources across many large cities in the United States, UK, and Canada. The City can integrate both new and existing solutions into their environment without requiring systematic changes or custom, "black box" integrations.

Once aggregated into the Platform, the data can be exposed in Passport's back office as well as provided to other tools in the future with minimal effort at the City's discretion. For example, the City could use the Platform as a data warehouse for in-house analysis projects, export data in real time to existing reporting tools, or procure for new tools that can integrate directly with the Platform.

Passport's Platform Benefits

Passport's Platform simplifies and standardizes the City's ecosystem in the following ways:

Standards-based, open APIs that allow any internet-connected technology to connect to the Platform to *read data* (*rates, occupancy, restrictions, etc*), *record data* (*parking sessions, sensor observations, LPR plate scans, enforcement events, etc*) and provide funds to the city (note: payment processing is an optional service). The City has the ability to approve any entity for access to these APIs, whether through procurements or to enable the rapid development of new applications outside of traditional procurement.

In addition to the APIs themselves, Passport's Platform offers parking payment solutions (parking apps, meters, etc) a variety of settlement options to ensure that the City receives funds from all entities integrating with the Platform APIs. Existing solutions can continue using their existing settlement flows or can transition to a Platform-supported flow at the City's discretion.



The following APIs are currently available for integration into the Platform:

- > **Parking APIs** support the lookup of rates and availability information, as well as the creation of parking sessions.
- > **Enforcement APIs** support the validation of parking sessions and issuance of violations.
- > Sensor APIs support the integration of 'observational' devices like cameras and presence sensors.
- > **Data integration APIs** support the programmatic export of data to other systems, such as a third party data warehouse or analysis tool.

The Platform also includes APIs for public transit, micro-mobility, ride hailing, commercial loading zone management, and tolling. The City can manage who has access to each of these APIs at its discretion.

The full suite of Platform APIs will be available in an online developer portal Passport will provide to the City. The City can share this documentation with approved vendors along with access credentials to enable new technologies in the City's parking environment. References in this document to "Parking APIs", "Enforcement APIs", "Sensor APIs", and "Data integration APIs" all refer to the APIs documented in the related section of Passport's developer portal.

In order to integrate, the City provides the vendor with the documentation as well as some credentials (an API key, for example) and the vendor can begin the integration with no further work from Passport or the City. Passport's technical and product teams will be available for technical support for both the initial integration and ongoing support should City-approved vendors require it, and Passport will also be building a content library of troubleshooting resources to better assist with vendor issues.

The flow for adding additional technologies to the Platform is extremely straightforward and cost effective for the City, and includes three steps:

- > The City requests new API keys from Passport, either via email, phone, or through the web-based portal, and Passport provides a unique key for each integration.
- > The City distributes API keys to authorized entities, which will allow those entities to programmatically access specific information (such as rate information and/or predicted availability data).
- > The authorized entity can integrate their application, product, or hardware with the Platform APIs using the provided API keys, which will transmit information from the entity to the City.

Once integrated, vendors will automatically receive the latest rate, restriction, and other policy information from the City, and any parking session activity will be automatically available to the City for reporting, enforcement, analysis, or other activity. The number of vendors that can be added to the Platform by the City is not limited by Passport.

For example, a mobile application (ParkMobile), an auto manufacturer (Ford), and two meter providers (Cale and IPS) could integrate with the **Parking APIs** to ensure all transaction information is flowing to a single source (the Platform). A management team could review real-time activity on a dashboard, and an authorized enforcement vendor's handhelds could query this information to ensure that parkers are legally parked, regardless of how the parker paid.

Importantly, any vendor device capable of accessing the internet should be able to integrate with the Platform at the City's discretion; Passport publishes the API specifications and does not restrict



the vendors with which the City chooses to integrate. Any number of vendors can be integrated with the Platform, and vendors can be added or removed at the City's discretion.

Integrations from multiple sources also unlocks advanced functionality that is difficult to build without a Platform; for example, integrating parking technologies via the **Parking APIs** and enforcement technologies through the **Enforcement APIs** enables opportunities for directed enforcement data feeds that can significantly improve the efficiency of enforcement officers' routes. Directed enforcement is not specifically detailed in this response but is a viable opportunity once all data is available in the Platform.

Passport's Platform comes equipped with a next-generation backoffice portal for reporting and management. By default, the portal automatically reports on key revenue and activity metrics across all vendors through a series of map-based overlays, charts, and other visualizations. Both real-time (dashboard) and batch (downloadable reports) interfaces can be customized to support additional KPIs at the City's request.

Additionally, the backoffice portal presents predictions based on historical trends of aggregated data. Passport, with the support of Keith Chen, current UCLA professor and former Head of Economics at Uber, is currently developing software capable of predicting availability based on historical session activity, and these predictions will also be available in the portal and Parking APIs along with other data-driven insights built from our extensive repository of transportation data.

Multi-tenant Parking Payments

The parking industry has reached an inflection point. Ecosystems of loosely coordinated vendors no longer serve the goals and aspirations of parking departments, which manage valuable and high-leverage curbside assets in complex urban mobility systems. The number of ways to pay to park is proliferating, with multiple tenants (vendors) supplying ways to pay to park in the same areas. This fosters innovation and optionality for those paying to park, but creates an increasingly complex environment to manage.

Effective management of a multi-tenancy parking strategy requires comprehensive coordination within a City's vendor ecosystem, deeper data insights about curbside behavior, and more effective tools for operators to manage their curbside operations. Most of the coordination challenges converge on two core needs: the need to push consistent policies *out*, and the need to pull siloed activity records *in*. These two functions create a virtuous cycle for improving the parking system, and effectively amount to a shared 'operating system' for curbspace.

Passport is uniquely positioned to empower the City with a unique solution to facilitate a platform that is inclusive of both a system wide rate engine with a user facing application. With Passport's experience in managing multiple applications via one platform, Passport is the only company able to provide an engine to publish the City's parking rights and rates to multiple providers from one platform. At present, Passport currently supports over 90 individual applications on its Platform across North America and the UK in cities of scale including Chicago, London, Portland, Boston, and Toronto. Passport is reliably and consistently performing the backend computing legwork to support these individually operating apps.



APPENDIX I - Project Team

Passport Leadership understands that success is more achievable with a talented and diverse team that shares the same vision. With its recent acquisition of NuPark, Passport is now over 250 employees strong, from its headquarters in Charlotte to its UK expansion. This distinguished group brings a wide array of experience and perspective for helping our clients.

Passport and the City share a mission in that they are both invested in getting objectives across the finish line, striving to efficiently and effectively implement new ideas. Being an owner is also about being accountable and taking pride in actions and everyday work. Passport's attention to detail, system of dependencies, and experience managing high complexity projects will ensure the highest quality of service delivery for the City.



Nathan Berry, Director of Sales

Nathan Berry serves as Regional Director of Sales for the western United States. Nate is an original member of the Passport sales team and helped develop what is today one of the most dynamic sales teams in the industry. Nathan is known throughout the industry as an expert in technology and parking operations. He worked closely with New Haven, CT, implementing their strategic design for citation management, as well as working with Portland, OR and LA Metro., to transition an existing solution to Passport's private label mobile payment application for parking. Nathan received his bachelor's from Iowa State University School of Business and received his M.Div from Wake Forest University.



Heather Scott, Director of Service Delivery

Heather Scott, PMP, is the Director of Service Delivery at Passport, overseeing project management for all clients from project initiation to design and implementation.

With 17 years of experience in project management in a broad range of industries, both with startups and Fortune 100 companies, Heather plays an essential role in delivering exceptional client experiences at Passport. Heather previously served as Senior Program Manager at Skookum, a digital strategy, design, and development firm. Prior to working with Skookum, she was Client Manager at Fuel Sports Management Group, focused on sponsorship acquisition for NASCAR. Heather has also held positions at Phase 3 Marketing & Communications and ESPN. She holds a B.S. from Springfield College and a PMP certification from the Project Management Institute.

Passport is committed to focusing on clients and giving its full attention to executing on highly efficient implementations supported by first-rate client experiences. Heather has implemented a clearly outlined and documented process for launching client projects that ensures quality control and adherence to deadlines. She has an extensive technical background in complex systems implementations, as well as a deep understanding of systems interdependencies. As Director of Service Delivery, she ensures that Passport implementations follow the tenets of PMBOK, which include putting detailed project plans together, following implementation best practices, and setting stakeholder and decision maker communication protocols.





Justin Cruz, Software Team Lead

Justin has driven Passport's Citation Management Platform from its first iterations into an enterprise level platform. His depth of experience in designing and building mobile applications and scalable backend management solutions has contributed to the success of the platform on multiple fronts. Justin leads the team that creates, supports, and improves the software that Passport's clients in cities like New Haven, CT; Salt Lake City, UT; and Omaha, NE. Justin received his Bachelors of Science from James Madison University.



Cameron Lynn, Dev Ops Engineer

Cameron has supported the software development lifecycle and infrastructure needs of several Passport software development teams spanning products in enforcement, parking, permits, shared services, and transit. Using his experience with distributed systems, cloud services, and production support, he helps ensure that Passport applications can be deployed in a scalable and automated fashion. Cameron received his Bachelors of Science in Computer Science from Carnegie Mellon University.



Damien Howley, Vice President of Client Success

Damien is an experienced SaaS and technology leader with a focus on business growth and expansion. Over his fifteen year career, his responsibilities have ranged from product implementation to executive leadership. Damien has a proven record of building, developing and scaling Customer Success initiatives with an emphasis on customer health and retention. He has spent most of his career in California, most recently in Silicon Valley.



Ariel Hodges, Client Success Manager

Ariel Hodges is a Client Success Manager covering the MidWest and Southern regions of the United States. Ariel's love for people and helping them to achieve their ultimate success has led her to gain 3+ years of experience in the Customer Experience industry. These passions have led her to the parking industry, and she now provides a wealth of knowledge to Passport clients, from Citation Management, Mobile Pay, and Digital Permits. Ariel works diligently to maximize growth for her clients while being their strategic partner and helping them navigate the many resources Passport has to offer.



Spencer Harrell, Team Lead, Client Operations

Spencer Harrell is part of Passport's Product Support Team. He acts as the first line of testing and qualifying code bugs from configuration errors, as well as communicating those bugs to Passport development teams for further analysis and repair. He provides a deep understanding of our products and their technical aspects. Prior to Passport, Spencer attended Winston-Salem State University where he received his Bachelor of Science degree in Mathematics.





Michael Rafferty, Senior Sales Engineer

Prior to joining the Sales Engineering team, Michael served as the lead product manager for the Enforcement and Permit products. Michael was also responsible for building Passport's Service Delivery team from the ground up as well as leading some of the largest implementations in North America, including implementing Passport's Citation Management solution for the cities of New Haven and Salt Lake City. Michael has a unique perspective from his product management and service delivery experience, which makes him a highly effective sales engineer. Michael previously worked at a large financial institution trading financial products. Michael graduated summa cum laude from the University of Florida with his B.S. in Business Administration as well as with minors in Statistics and Actuarial Science.



APPENDIX I - Training

Passport takes a proactive, role-based training approach with client staff to ensure their overall readiness to effectively and efficiently use Passport's web, mobile and hardware mobility solutions during and after system acceptance testing.

³Adults retain approximately 90% of what they do!

Passport's approach to adult learning supports this statistic based upon its learning process. Passport builds learning solutions to support internal Passporters, Passport clients and partners with the below approach:



Passport's objective for all learning approaches is to provide the most effective and efficient learning experience so learners master the skill/behavior in the least amount of time.

Learning solutions are delivered in a few methods:









Instructor Led			
(In-Person & OnSite at			
St. Louis facilities)			

Virtual Instructor Led via St. Louis classrooms or multiple PCs

Web Based Training via Passport U

Passport Knowledge Center (online procedure portal)

The decision to use any of the four delivery methods separately or in combination with one another is based upon the functional roles within the client' organization, the learning activities required for certification, and the facilities & technology available for use. All will be discussed and refined with the City in order to create the best learning experience for the City staff.

Instructor Led Training:

Passport provides in-person, onsite instructor led training prior to testing activities and the go live date to ensure the following:

- Those testing have the skills to use and provide testing feedback on the Passport mobility solution(s)
- Train and certify *Power Users* to support teams during and post the Go Live launch
- Train and certify *Passport Certified Instructors* to support teams where the best learning solution is the in-person experience during and post the Go Live launch

Virtual Instructor Led Training:

Passport provides virtual instructor led training (aka: Webinar) (VILT) as an alternative to in-person instructor led training when teams span multiple locations or when certification does not require the

³ From www.basicknowledge101.com



physical demonstration of hardware. In some cases VILT is also leveraged to provide follow-up training to the initial in-person, onsite training and for any continuing education.

Web Based Training via Passport's Learning Management System:

Passport extends to the City, use of **Passport U** with a personalized, self-managed learning portal for use by the City of St. Louis staff. Learning solutions offered through Passport U span across administrative, back-office, and management roles with the web-based courses structured in the adult learning approach shared above.

Online courses are designed for adult learners. Passport does this by including engagement activities, knowledge checks, practice scenarios, and certification challenges to demonstrate the retention of new knowledge with the learner's ability to use Passport's mobility solution(s) in alignment to their functional roles.

Selected administrators and managers have access to Passport U dashboards to understand staff learning progress and completions.

For additional consideration, **Passport U** can be expanded beyond Passport's mobility learning solutions. **Passport U** has features for building and publishing City-specific courses in addition to importing purchased courses that address industry specific skill sets, City-specific professional competencies, life safety, and compliance topics. If interested, Passport will work with City staff to provide library course options with pricing.

Passport Knowledge Center: Passport provides an online Knowledge Center (KC) for City staff to leverage on-demand 24/7/365. The KC houses all mobility solution(s) procedure manuals along with best practices and how-to videos.

Summary: Passport offers a comprehensive learning package to ensure the City's staff are educated and equipped to perform their roles successfully. Training is designed with the learner in mind, and has built-in flexibility to account for different learning styles, roles, time constraints, and products, setting the learner up for success. With the Passport solution, the learning package ensures the City's staff can fix minor hardware maintenance, appropriately handle operational issues, and use the software with ease. Passport also offers supplementary content and learning programs to enhance the employee experience for the City staff.

Based upon the requirements, the timeline below highlights the key training activities in order to have City staff ready to utilize Passport's mobility solutions for both the System Acceptance Testing and Go Live. The Passport learning program will ensure City staff understand and are fluent in the software solution, addressing minor hardware maintenance, and working through operational issues.



Partnering with the City's leadership, Passport will execute training for the anticipated staff
that will be performing the System Acceptance Testing (SAT). Training will utilize the Go Live
materials aligned by functional role to ensure consistency between both implementation
activities. Additionally, Passport will leverage all feedback provided during and after the SAT
readiness training to refine the materials and overall learning experience for the Go Live
training of City staff.

- Four weeks prior to the scheduled Go Live date (or as agreed to with the City), Passport will provide onsite, instructor led training for City staff. The purpose of the training is the following:
 - Ensure "key roles" have the knowledge and practice to perform their roles and lead the organization through the transition post the systems go live (management and accounting teams)
 - Establish certified SuperUsers by function for the purpose of staff to have onsite resources to leverage
 - Establish Passport Certified Instructors within the City to complete the training of functions where training is ongoing and must be onsite and in-person (enforcement officers)

Passport provides a comprehensive learning program that focuses on how each functional role utilizes the specific Passport mobility solution(s). The goal is to increase the overall speed-to-proficiency of learners for the benefit of the City's overall productivity as an organization.

Passport will work directly with the City to refine and personalize Passport's current program curriculum to create the best learning experience for City staff.

To do this, Passport's learning program addresses three key knowledge inflection points for the City:

- Knowledge Readiness to perform System Acceptance Testing (SAT)
- Knowledge Readiness to GO LIVE
- Knowledge Readiness to support **Business as Usual (BAU)** operations anticipating City new hires, functional role changes and/or promotions







A. Systems Acceptance Testing (SAT)	B. GO LIVE	C. Business as Usual
 In Person On-Site training for: Key staff executing the testing for each area of the City 	 In Person On-Site training by Passport for: Specialty roles (audit, accounting, management) Creating Passport Certified Instructors - key staff that will train and/or certify the larger groups of staff for Go Live readiness where in-person training is needed Creating Passport PowerUsers - key staff who are the internal experts in the use of Passport solutions 	Passport Knowledge Center for online procedure manual access In Person On-Site training by the City's Passport Certified Instructors: • Enforcement officers & supervisors, admins & back-office, and contracted cashiers, lockbox & data entry staff Annual re-certification of Passport trainers via on-site, Virtual Instructor Led Training and Web-Based Training

NOTE: Roles and approaches can be adjusted based upon the City's guidance.

Passport defines its training program into eight key areas based upon the mobility solutions being utilized.

	Program Description	Delivery Methods
Management	Provides leaders and middle management with the skills and knowledge to leverage Passport's information solution set for the improvement of operations	ILT, VILT, WBT
Enforcement Officers (EO)	Provides officers with the knowledge and skills to issue citations and maintain their equipment	ILT
EO Leads & Supervisors	Provides supervisors with the knowledge and tools within Passport's system to improve daily operations	ILT, VILT
IT Team	Provides IT professionals with an understanding of the Passport system and how it is maintained and supported	ILT
Accounting	Provides finance professionals with the knowledge and skills to effectively and efficiently utilize Passport's system to support daily, weekly, monthly, and annual accounting routines.	ILT, VILT, WBT
Admin & Backoffice Provides administrative professionals with the knowledge to use the Passport system to support in-office payments, data entry of handwritten tickets, lockbox payments, and general inquiries.		ILT, VILT, WBT
General Support (CSS)	Provides call center service professionals with the knowledge and tools to accurately and efficiently support citation and permit questions from City constituents.	ILT, VILT, WBT

ILT= Instructor led training | VILT= Virtual Instructor led training | WBT= Web based training

EXAMPLE: Program Framework

Enforcement Officers					
Tell Me	Show Me	Do It > Certification			
 Overview with end-to-end enforcement process with violator payment portals Defining OMM - features Hardware operation Explaining how the issuance process impacts other teams and City processes 	 Demo OMM software w/multiple scenarios for each feature Hardware operation & maintenance 	 Write Citations with scenarios for each feature Demonstrate hardware operation & maintenance 			
Business as Usual:	On-Site, In-Person training facilitated by Passport Certified Instructor (PCI)				
Continued Education:	For application enhancements that require in-person training, Passport will work with City management and the City's PCIs to ensure the readiness of the PCIs to communicate the changes.				



See below for a sample of a delinquent notice, a hearing scheduled notice, appeal decision notice, and an insufficient funds letter. All letters and notices will be customized to meet the City's noticing requirements:

YOUR LOGO HERE

[Operator Name Here] [Operator Address Here] [City], [State] [Zip]

TEST LETTER 1300 S MINT STREET SUITE 200 Charlotte, NC 28203

 Violation
 2741654

 Date
 05/01/15 11:37 AM

 Lot
 Lot #123456

 Vehicle
 Black Cadillac

 Plate
 NEJ-385 (NC)

[Operator] records indicate your \$20.00 payment for parking citation #2741654 issued 05/01/15 11:37 AM has not been paid and is overdue as of June 10th, 2016. Please visit [operator].rmcpay.com today to pay your fine and avoid further penalties and fees.

This violation was legally issued to the above noted vehicle, which was stored on property operated by [Operator] on the date noted. Records show that your vehicle was cited as noted and therefore you are responsible for paying this parking violation.

Please visit [operator].rmcpay.com to pay your fine and late fees today to avoid further penalties and fees. Please be aware that this may not be your only outstanding parking citation. All of your outstanding tickets may be viewed at [operator].rmcpay.com.

Penalties may include vehicle immobilization and/or towing at additional expense to you if parked on [Operator] operated property. Notification of Delinquent Payment For Parking Violation # 2741654

Non-Payment

Amount Due **\$20.00**

As a vehicle storage provider, it is imperative to our business that we make every effort to seek prompt payment for parking citations. As noted above, failure to resolve the outstanding amount may result in penalties including immobilizing or towing your vehicle, however our preference is prompt payment to resolve the outstanding amount and avoid any inconvenience to you. We thank you in advance for your cooperation in this matter.

-- [Operator] Parking Enforcement Division 01/11/2017 15:59

PAY ONLINE TODAY

[operator].rmcpay.com



City of New Haven, CT PO BOX 1941 New Haven, CT 06507

January 22nd, 2019

Zev Gottdiener 6 Brown St 2nd floor NEW HAVEN, CT 06511-5742



Your written request to contest liability of the below listed parking violation has been received.

A hearing has been scheduled for . Please appear in person at this time and date at 200 Orange Street, Room G3, New Haven, CT. You will be afforded an opportunity to meet with a Parking Violations Hearing Officer.

A determination of liability will require payment of the fine at the time of the hearing.

If payment of the fine is received prior to the hearing above, your appearance at the hearing shall not be required, and the City will cease further efforts to collect payment of the the violation below.

Pursuant of City Ordinance 29-30.1 (e), you are ordered to appear at the date, time, and location noted above. Your failure to appear shall result in a judgement of liability by default, and render all fines and penalties immediately due.

You may request a hearing be conducted by mail by delivering in person or via mail this notice, signed and dated where indicated, which must be received by the Traffic Department at least five days prior to the scheduled hearing date. The hearing officer will review the information you originally submitted, along with any additional information you may send. A decision will be sent by mail.

I REQUEST A HEARING BY MAIL X

	a	ъ.

Ticket#	Plate/State	Date/Time	Description	Fine	Penalty	Credit	Total
11033942	AK12652/CT	01/18/2019 at 8:00 PM	44 - Meter expired/no voucher	\$25.00	\$0.00	\$0.00	\$25.00

There are four convenient ways to pay any outstanding violation

ONLINE newhaven.rmcpay.com

BY PHONE 203-687-4008

Mail check or money order payable to the City of New Haven. Write all parking ticket BY MAIL

number(s) on the memo line. Your canceled check is your receipt. Mall your payment to the

address below. Please do not mail cash.

IN PERSON Collection Office, 1st Floor, 165 Church Street, Room 167, New Haven, CT





Joshua Croft 598 Madison Ave 1F ALBANY, NY 12208 City of Albany Parking Violations Bureau City Hall, 24 Eagle Street Albany, NY 12207

January 22nd, 2019

INSUFFICIENT FUNDS NOTICE

Your check was returned to the City of Albany for insufficient funds for payment of Parking Citation # 10922086. As a result of the returned check, the ticket payment has been reversed and a \$34.00 service charge has been applied.

Total payment in the amount of \$115.00 must be paid within 10 days in order to to avoid additional penalties. The only type of payment we will accept by mail is certified check or money order. NO PERSONAL CHECKS. See attached for the updated total due.

You may pay the citation(s) by any method below:

- Online at albany.rmcpay.com
- Mail payment by certified check or money order (Do Not Send Cash) payable to City of Albany, or in person between 8:30 a.m. and 5:00 p.m. weekdays to:

City of Albany Parking Violations Bureau City Hall, 24 Eagle Street Albany, NY 12207

Please include a copy of this notice with your payment if paying by mail.

Sincerely,

Parking Violations Bureau 811



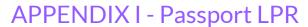


Joshua Croft 598 Madison Ave 1F ALBANY, NY 12208 City of Albany Parking Violations Bureau City Hall, 24 Eagle Street Albany, NY 12207

January 22nd, 2019

REQUEST FOR DISMISS - DENIED

Your request to dismiss the	citation listed below has been received.
Citation Number: 10922086	
Issued: January 14th, 2019	at 11:20 PM
Violation: O-FIRE HYDRAN	T
Vehicle: (NY) JDL1203	
Amount Owed: \$115.00	
The request has been denie	ed for the following reason(s):
The explanation is r	not acceptable as an excuse for the charged violation.
Your protest was re	ferred to the Department of Traffic Safety/Engineering. Confirmed the area in question was
properly posted.	
Meter was checked	by Parking Authority. No problems were found.
Received more than	n 20 days after date of citation. Note statement on ticket "FAILURE TO RESPOND WITHIN 20
DAYS WILL BE DEEMED A	AS A PLEA OF GUILTY".
Other:	
The citation must be paid w	ithin ten (10) days of the date of this letter. The above amount includes the New York State
Surcharge of \$15.00. Please	e note: Anyone owing over \$200.00 is still in jeopardy of being booted or towed.
You may pay the citation(s)	
 Online at albany.rmcpay. 	.com check or money order (Do Not Send Cash) payable to City of Albany, or in person between
8:30 a.m. and 5:00 p.m. w	NGS 등에 있다면서 보다 있다. 그래, 생각하다, 그림으로 하게 되는데 생각을 하면 없는데 사람들이 되었다. 그리고 있는데 아이들은 사람들이 되었다. 그리고 있다. 그리고 있다. 그리고 있다. 그리고 있다.
	olations Bureau City Hall, 24 Eagle Street Albany, NY 12207
Write the ticket number(s) a	nd license plate number on your Check or Money Order to ensure proper credit. If payment has
been made, please contact	us with proof of payment in order to update our records. If your decision stands as "NOT
GUILTY", please return all o	correspondence to above address and we will notify City Court/Traffic Court so they may
schedule a court date.	
If you do not understand this	s notice or need assistance please call (518) 434-5006.
Sincerely,	
Parking Violations Burn	2001
Parking Violations Bur 811	eau



LPR Overview:

Primary Components



(2) Genetec SharpX Cameras

(1) Industrial PC Controller (black box)

AutoVu LPR Processing Unit (black box)



(1) AutoVu LPR Processing Unit (black box). The LPR Processing Unit comes with four camera ports. In mobile installations, the LPR Processing Unit is sometimes referred to as the "trunk unit" because it is typically installed in the vehicle's trunk. Or "Black Box"

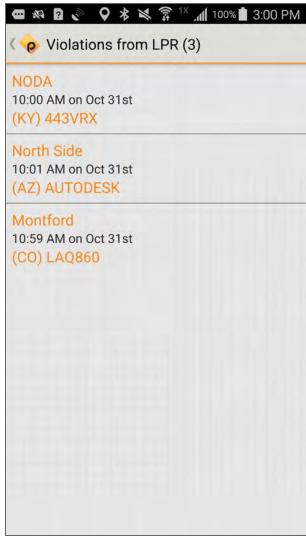


LPR Real-time integration with OpsMan Mobile Issuance device:

















APPENDIX I - Case Studies



Portland, ME is a historic seaside city with a bustling downtown district. The city issues over 130,000 tickets a year, and in 2017, was looking to update its enforcement operations with an integrated, real-time solution that minimized manual work and maximized efficiency. Through a competitive bid process, Portland found a partner in Passport, the leader in mobile solutions for parking and enforcement.

\$100k gained

from historically delinquent citations in less than 6 months.

0% data loss

during the transition to the Passport platform.

7 dedicated

Passport team members.

HELLO REAL-TIME DATA

Manual ticket writing, calling to confirm scofflaw violations, and tedious data entry are all a thing of the past, thanks to Passport's end-to-end solution. Enforcement officers use Passport's mobile enforcement app to search for vehicle registration information, tickets are issued via a wireless printer, and the data is managed in real-time through Passport's back office system.

V0118

My initial impression of Passport was how enthusiastic the staff was and their commitment to teamwork...not only do those thoughts still remain, but they have been validated.

John Peverada, Parking Manager for Portland





PARTNERSHIP & SUPPORT

A dedicated project management, training, and product support team led Portland's enforcement launch, and ensured zero data loss during the system transition. A dedicated Client Success Manager visited Portland in person to provide on-site training to system administrators and enforcement officers.

CUSTOMIZED REPORTS

Portland required specific reporting functionality to service its operations. That included an Officer Route Map to track officer beats in real-time, an Officer Activity Chart to track citation issuance activity, and a Ticket Density Heatmap to identify areas of high and low productivity. The culmination of these reports has led to a modern and optimized system for parking enforcement in Portland, that would not have been possible in previous years.

ABOUT PASSPORT

Passport is the global leader in mobile payment applications for transportation. Passport's leading product lineup – parking payments, transit payments, enforcement and permit management – collectively serve to reduce operational complexities, simplify community interactions, and create new value opportunities.

Both Chris and April have been fabulous to work with and are great assets to Passport. Chris visited Portland and provided on-site training that went very well, and April works tirelessly responding to our questions and summarizing the notes of our meetings (many times responding after 5:00PM). You are fortunate to have them on your team. Finally, Michael Rafferty and the developers have been very good to work with...I wanted to let you know that I am impressed with all of team members that I have had contact with from Passport.

John Peverada, Parking Manager for Portland

passportinc.com sales@passportinc.com © 2018 Passport Labs, Inc. All rights reserved.



BEFORE PASSPORT

New Haven's parking enforcement used offline handheld devices and offered limited payment options to end users. The city also needed customized options to improve efficiencies in the system. New Haven decided to engage Passport to overhaul its platform and implement a real-time software solution.

WITH PASSPORT

Through a shared innovation process, over 100 enhancements and changes were made to the citation management platform in New Haven resulting in increased functionality and performance.

A wireless printer syncs to any android device so tickets issued are uploaded to the system in real-time versus an offline system that requires hardware docking.



18% increase in online payments

4%
increase in
citations issued

145,000 citations issued per year

10% increase in revenue

Passport and the experience and technological insight that they bring to the table has enabled the City of New Haven and our enforcement to become more user efficient and public friendly. The new system allows the officers in the field to do more with less effort, as well as convey more real-time information to the public than ever before.

Former Deputy Director of Transportation, Traffic, and Parking V0917



ONLINE CITATION PAYMENTS

Customers in New Haven were able to take advantage of a real-time branded payment platform, creating the convenience to make citation payments versus having to pay in person or mail-in the payment.

New Haven's online citation platform debuted with many new features that were developed specifically for the city. Working together, a new chalking system was developed, ticket layouts were optimized for an improved customer experience, a refined website was introduced, and a boot/tow portal was created to rapidly streamline yes/ no rules on eligibility policies. The combination of back office enhancements and user facing improvements resulted in a successful conversion and enhanced performance for parking enforcement.



ADDITIONAL FEATURES



Full import of legacy citations



Customized IVR solution for voice-enabled payments



Work-order feature (report an incident) and integration



Integrations with CT DMV, ATS/EHI, Veoci, Yale Asset Works

Process for court scheduling and appeals



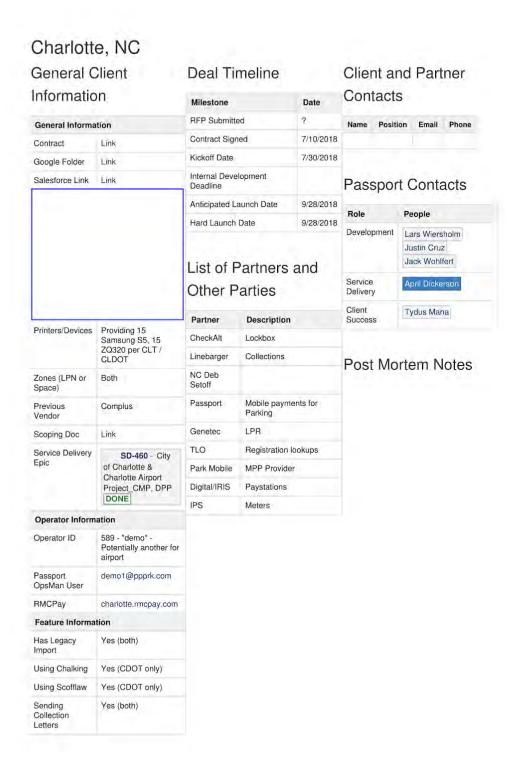
Fully responsive client support team

To learn more about our citation management solutions, contact us today.

passportinc.com sales@passportinc.com © 2017 Passport. All rights reserved.



The following are the Discovery & Onsite Shadowing Notes taken by Passport's Project Manager for Passport's client, the City of Charlotte, NC.





Using IVR No. NC Debt Setoff & Collections

Ves (CDOT only)

Outstanding Committed Development Work for Launch

Key Summary T Created Updated Due Assignee P Status Effort

No issues found

Outstanding Committed Development Work for Post Launch

Key Summary T Created Updated Due Assignee P Status Effort

No issues found

Completed Development Work

Key	Summary	T	Created	Updated	Due	Assignee	Р	Status	Effort
CM-1922	Ability to see Past Citations AND Scoff Notifications		Nov 29, 2017 14:58	Oct 26, 2018 12:27	Dec 08, 2017	Unassigned		DONE	
CM-2183	Void Type Setting "Yes, Disable Online Payment" Not Working_Ferndale, MI		Aug 09, 2018 10:59	Oct 12, 2018 08:47	Sep 16, 2018	Unassigned		DONE	
CM-2243	Make Appeal Response Required during Process Appeals Flow_CDOT		Sep 13, 2018 16:24	Dec 28, 2018 14:39	Oct 12, 2018	Barry Foy		DONE	
CM-2222	Genetec Integration_City of Charlotte		Aug 27, 2018 16:49	Dec 07, 2018 09:40	Sep 20, 2019	Josh Kohn		DONE	
CM-2220	Breaking out Dismissed Amounts_CDOT & CLT		Aug 27, 2018 11:34	Oct 23, 2018 10:53	Sep 21, 2018	Barry Foy		DONE	
CM-2189	Legacy Import for City of Charlotte, NC		Aug 13, 2018 11:28	Oct 12, 2018 08:49	Sep 23, 2018	Lars Wiersholm		DONE	
CM-2219	Aging Report_CDOT & CLT		Aug 27, 2018 11:09	Oct 12, 2018 08:48	Sep 21, 2018	Unassigned		DONE	
CM-2216	Create Appeal Letter Templates_CDOT & CLT		Aug 27, 2018 10:46	Oct 01, 2018 13:21	Sep 07, 2018	Josh Kohn		DONE	
CM-2244	Update Charlotte RMC Colors, Logo, Strings_CDOT & CLT		Sep 14, 2018 10:00	Oct 01, 2018 13:19	Sep 21, 2018	Justin Cruz		DONE	
CM-2203	Citation IVR Setup_CDOT		Aug 16, 2018 17:24	Sep 28, 2018 11:35	Sep 07, 2018	Justin Cruz		DONE	Medium
CM-2221	Setting to Require a certain # of Photos to be taken in OMM_CDOT & CLT		Aug 27, 2018 11:40	Sep 21, 2018 09:39	Sep 14, 2018	Unassigned		DONE	
CM-2196	Add an indicator printed on the ticket that reads "X images on file"		Aug 14, 2018 13:22	Sep 20, 2018 16:00		Unassigned		DONE	
CM-2217	Delinquent Letter Report_CDOT & CLT		Aug 27,	Sep 13, 2018	Sep 21,	Unassigned			



		2018 10:56	15:46	2018		DONE
CM-2241	Violation pulling in Permit Info from another Operator_CDOT	Sep 13, 2018 15:08	Sep 13, 2018 15:44		Jack Wohlfert	DONE
CM-2231	Add Incident Custom Report to Charlotte_CDOT	Sep 04, 2018 14:52	Sep 13, 2018 12:46	Sep 07, 2018	Unassigned	DONE LOW
CM-2212	Charlotte, NC - New RMCPay Site Setup Request	Aug 23, 2018 10:17	Sep 11, 2018 15:03	Aug 30, 2018	Justin Cruz	DONE
CM-2218	Adjust Ticket Amount during Process Appeals_CDOT & CLT	Aug 27, 2018 11:01	Aug 27, 2018 14:42	Sep 21, 2018	Unassigned	DONE
M-2197	Build a better user-audit report for ticketing platform	Aug 14, 2018 13:39	Aug 27, 2018 11:23		Lars Wiersholm	DONE
CM-2100	Adding & Editing Multiple Offenders in OMW	Jul 10, 2018 09:01	Aug 22, 2018 20:18		Unassigned	DONE
M-2198	Add Blank/Null/Other Option to State Dropdown_CDOT	Aug 14. 2018 16:47	Aug 15, 2018 11:04		Unassigned	DONE
CM-2274	Required Number of Photos not working 100% of the time_CLT	Oct 05, 2018 15:55	Oct 08, 2018 10:35		Justin Cruz	CLOSED
CM-2188	Lockbox Integration (CheckAlt)_CDOT & CLT	Aug 13, 2018 11:18	Aug 23, 2018 16:08	Sep 14, 2018	Lars Wiersholm	CLOSED
M-2202	Add Moped as Vehicle Type_CDOT	Aug 14, 2018 17:23	Sep 13, 2018 12:47		Unassigned	DONE
CM-2195	Add attachment indicator to Manage Citations	Aug 14, 2018 13:16	Sep 11, 2018 15:03		Barry Foy	DONE

24 issues

Outstanding Uncommitted Development Work

- · Will not do, need to set expectations

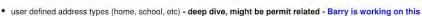
 - ACH payments on RMC no
 Paypal on RMC if really necessary Confirmed with the City that we will not pursue for now.
 - Video capture on OMM expose charlotte
 - "Two levels of security for OMW and OMM" does this mean MFA? not doing this
 - · Classify "eustemers" to limit payment methods in office, eg no check payment system - try to avoid
 - Endorse checks deep dive probably isn't applicable with our system
 - "Allow a user to make any adjustment to a report at all times" sure
 Handheld battery life 12 hours. We are on the hock for all hardware
 - Handheld battery life 12 hours. We are on the hock for all hardware. sool stery Just bring this up with elient to set expectations. Provided them with Car Chargers, could explore charging packs if necessary

 - Printers accommodating varying paper sizes. This does not work on the Z0320
 Void Records saved prior to printing. This is not how our in-app void feature functions explain this
 Update all violations for a "contact" when the contact information changes for a lookup on a new ticket. requirements they will need to manually update
- . Need More Information
 - Storing SSNs in the system deep dive not needed
 - Debt set-off need social deep dive on SSN storage and data coming back from debt set off

REQ-113 - NC Debt Setoff Integration_CDOT & CLT DONE

REQ-110 - Collections Integration_CDOT & CLT

- EOS CCA Collections Agency Integration IN RALLY
 - When is the 22.5% being charged? Not added to ticket price, it is billed and remitted after the fact.
 - Is the ticket still payable via RMC or should it be voided? Still payable via RMC
- · Collections (LGBS or similar I'd prefer Caprecsys if possible) Can city log into LGBS's portal to view "inventory"? No-REQ-110 - Collections Integration_CDOT & CLT IN RALLY



Manual address prioritization - deep dive might be permit related- Barry is working on this

Address invalidation - deep dive might be permit related- New ticket

"Merge duplicate customer records" - deep dive - Most likely do not need
Citation notices via email instead of by mail - this could save us money because we are eating letter costs. - deep dive. figure out where email might come from - Both the Airport would only want to do this if we can send both an email and a physical letter, so we can just leave this one alone for now.

Letter Sending - Delinquent, Placed on Debt Setoff List, Appeals, Scofflaw deep dive here need to figure out appeal letters

- Integration with uBack, charitable giving through RMC only listed in Salesforce deep dive, is this every ticket and a certain
 percentage or an opt in/ opt out. Can they key in their own percentage? Kennebunk, ME Barry worked on this. This is on hold
 - · Just circled up with Ben W and Kelsey O on this, Sounds like no specifics were discussed or promised so we can tell them how it will work (ie, set price and City is responsible for remitting funds, the will not be automatically routed to uBack.)

CM-2188 - Lockbox Integration (CheckAlt)_CDOT & CLT Lockbox Provider Not Doing - Client does not need/want this CM-2203 - Citation IVR Setup CDOT · IVR? - DONE

- Multiple violations on a single letter to violator deep dive to figure out CLT's exact requirements then go to dev. Should
 not be an issue. Will cause confusion since RMC is pulling in both the City and Airport
- NC DMV? deep dive Not needed Might continue to explore for cost savings (currently using TLO bc NLETS is not
- Accounting system no details here. Shadowing Finance on Friday 8/17, should know more after that No integration needed.

Park mobile In progress - DONE CM-2222 - Genetec Integration_City of Charlotte LPR - Genetec DONE

 Paystations - Digitial In progress Meters- IPS & Duncan In progress - DONE

- Relationally link and simultaneously update citation files. If we are able to update RO info automatically, this might not be applicable. Lars Wiersholm Are we planning to pursue this? April Dickerson - no.
- · Booting/Towing Process:Boot/Tow Agency Custom Fines Defined ... need to dig in see below notes from Onsite Shadowing

Appeals - proposed plan set below - need approval. Approved

- Scofflaw Reports Historical Data Do they need this? This would have implications on how we save data Lars Wiersholm Michael Rafferty Should we leave this one alone for now? Or do you want me to dig in? April Dickerson this is not an easy ask - seems like they don't need it.
- · Letter Sending Report Need to confirm what the ask is Lars Wiersholm Michael Rafferty Should we leave this one alone for now? Or do you want me to dig in? April Dickerson Letters sent on tickets can be brought up on a per ticket basis and we can enable total letter count reports (custom report). I don't think they need anything beyond this. If they do, can be another custom report.

Ready for Dev:

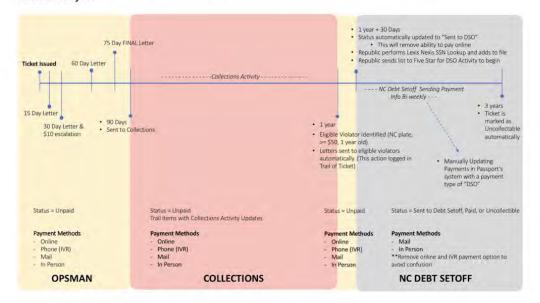
"X number of pictures on file" printed on ticket -CM-2196 - Add an indicator printed on the ticket that reads "X images on file" DONE · Manage citations indicate attachment - (this ticket will only be for manage citations - not permits) CM-2195 - Add attachment indicator to Manage Citations DONE DONE · Import configuration plan sign-off. Looks like they want every thing to be explicitly documented and signed-off on. "Visio format" -CM-2189 - Legacy Import for City of Charlotte, NC go to dev DONE CM-2190 - Legacy Import for Charlotte Airport DONE DONE · Additional autocomplete scenarios - Fill in everything from a scofflaw hit - add attribute to userdef fields to pull to new ticket from previous tickets - DONE · Better audit trail for user actions in OMW and exporting of audit trail. - add new report that pulls actions by user - go to dev - for CM-2197 - Build a better user-audit report for ticketing platform permits too DONE DONE

. No Dev Work Needed:

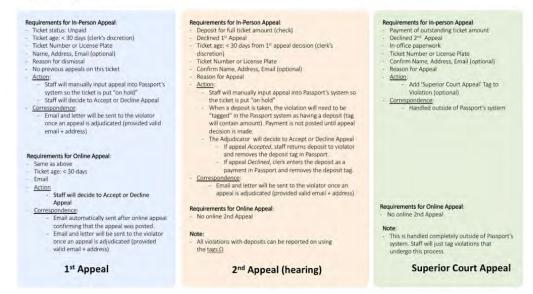
- · Telephone notes in OMW direct to notes, no dev.
- Unlimited photos per citation test current configuration, no dev work DONE
 Developer and DONE
 Developer and DONE
 Developer and DONE
 Unlimited photos per citation test current configuration, no dev work DONE
 Developer
- Customer-based scofflaw calculation (not vehicle) need to test Scoff is LPN based, we are good here.

CDOT Process Flow

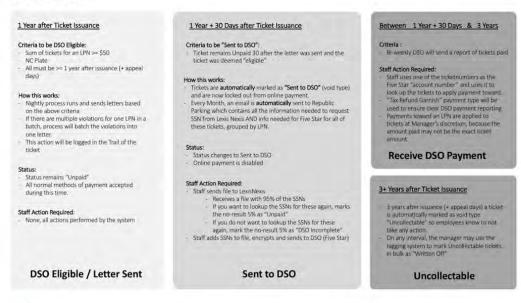
Ticket Lifecycle



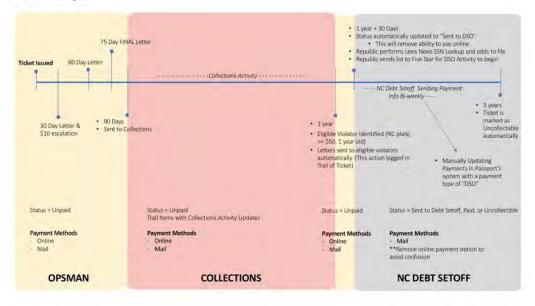
Appeals Process







Ticket Lifecycle



Appeals Process



CLT Appeals Process

Requirements for Online Appeal:

- Ticket status: Unpaid
- Ticket age: < 15 days
- Ticket Number or License Plate
- Name, Address, Email
- Reason for appeal
- No previous appeals on this ticket
- Action:
 - Staff will decide to Accept or Decline Appeal
- Correspondence:
 - Email and letter will be sent to the violator once an appeal is adjudicated (provided valid email + address)

Requirements for Mailed Appeal: (rare)

- Same as above
- Action
 - Staff will manually input appeal into Passport's system so the ticket is put "on hold"
 - Staff will decide to Accept or Decline Appeal
- Correspondence:
 - Email and letter will be sent to the violator once an appeal is adjudicated (provided valid email + address)

CDOT Shadowing Notes

→ Backoffice Shadowing Notes 8.8.18

Backoffice Shadowing Notes 8/8/18 - CDOT

Booting/Towing Process:

- Scoff = 3 or more unpaid citations that have aged 90 days This is configured
 When an officer comes across a scofflaw violator, they call the office to determine amount owed and place a boot (need to understand more about this, what does the office do when notified?)
- . The violator is provided information to let them know they need to pay by 4pm or the vehicle will be towed (need to understand what information is provided so we can make sure our URL is listed)
- Is there a boot fee? If so, how is that paid? At 4pm if tickets remain unpaid, ParkIt sends Eastway (towing company) list of outstanding tickets for that LPN and Eastway tows vehicle
- All tickets and the tow fee must be paid in order to release vehicle.
- · At the end of the month, Eastway remits funds and sends a list of tickets that were paid to Parklt.
 - This causes issues since those tickets remain "unpaid" for several weeks. Unfortunately no way around this, Eastway skims \$5 per ticket paid
- · Raff proposed that they handle it like Portland: Outstanding tickets must be paid online or in the office and show proof of payment to the tow company prior to the release of the vehicle. This would eliminate the need for remitting funds and solve for the ticket status delay. Charlotte is looking into the details of their contract with Eastway and will let us know. Cannot do it this way, see above note

Registered Owner vs Appeal Reporter vs Manual Entry



- · Need a way to capture user/person information in a variety of ways and stored separately I think we can use SLO model for
- · Need a way to edit or manually enter an address and mark it as "primary" so the letter defaults to the marked address, not the

CM-2100 - Adding & Editing Multiple Offenders in OMW

one pulled from NLETS DONE

· Can NLETS pull vehicle information? Not planning to do this

Handwritten Tickets

· Need to update these to include our URL or have the current URL redirect to RMC- CDOT mentioned yesterday they prefer the redirect

Payments

- In-person
 - Manually entered by clerk: check, cash, money order, credit card (they have a POS system)
- Refunds
 - Currently this is a very lengthy process (need to dig in to figure out why this is an issue)

Appeals Process

· See above chart

DMV Integration / lookups / letters

- · Park-it office has access to a manual DMV integration they "use what the police use". They use this to verify contact info.
- Looks like Complus has a DMV integration hoping to use NLETS instead.
- They utilize the drivers license number (manually entered) to differentiate between people with the same name. We can just use something else like birthday. So far they don't use the DL# for anything else.
 letters go out at 2 weeks and 30 days.
- · Rental agencies:
 - Agencies send batch of owner info to CLT in a physical file

 - CLT enters this contact info manually
 CLT expects system to now send letters to updated address
- . In a "drive-off" situation, the Ipn is currently looked up manually and a letter is sent manually. See below Might create a template on Manage Citations to automate this for sending by the Parklt Staff Need JIRA

Drive Off

- Is there a way to mark a citation (after issued) as a "Drive Off" custom field in OMM
- If so, this would need to be reportable. custom fields solve for this.
- Would we need to create a letter template that can be generated via manage citations so that the Parklt staff can print and mail to the violator?

Miscellaneous

- Configure Void Queue DONE
- Create a Dismissed Void Type Not needed
- . Sometimes they issue multiple violations to the same citation need to keep in mind for legacy data and set expectation that its not an option moving forward Need to look into car chargers - long shifts - **DONE**
- Permit Application needs to capture driver's license # Need to configure
- . They do not issue refunds or pro-rating for Permits
- · Complus is NOT person-based. "T2 used to do..." a bunch of person-based stuff. They want a person-based system but don't need it.
- No skeleton tickets
- CLT wanted a way to tag "people" that write bounced checks and not accept checks from them in the future. This was in the RFP but it sounds like an extremely low priority item as it happens so infrequently. Plan is to ignore for now. (we can set up a tag for this that they can add fairly easy, thoughts?)

Enforcement Shadowing Notes 8.14.18

Enforcement Shadowing Notes 8/14/18 - CDOT

Sean Moriarty These are the notes I took during the shadowing today, I will reference this during our meeting tomorrow.

Equipment

- They are currently using IMZ320 printers and Samsung Galaxy S7's
- Are the ZQ320 Printers waterproof? No plastic cover
 Are the Galaxy S7's waterproof? Good for up to 5ft of water for 30 min
- · Are the Otterbox Cases waterproof? No
- · Do the phones cases have clips? Yes

- . Do the Zebra printers have charging stations? Checking with Drew Confirmed, No, but can order them for \$350 for a 5
- Do the Zebra printers have car chargers? Don't think so, asking Drew Confirmed, No
 Do we have batter packs for the phones? Trying to figure this out. Will order car chargers Need to confirm how many.

Custom Fields

- Street (can we use just E/W/S/N vs full words?) Persist & Required DONE
- . Block Does not persist, Required DONE
- Permit # Not Required DONE
- · Space/Meter # Required DONE

General Info

- Genetec is taking photos and comparing them they are pinged with they run into a car that is in violation
 - They do receive scoff notifications, but they can only apply a boot if 1) the parker is in violation and 2) if they have a boot
 They do not enforce paid parking bc it is space based
 - · How does Genetec integrate with the Handhelds?
- · Only Enforce On-Street
- Meter Bagging might be free
- Paystations: They pull a stall report and then compare to parked cars and then check park mobile to see if they paid Meters: They check for valid session and then check park mobile to see if they paid
- · Parkers can park at any of the meters
- Park Mobile has different zone numbers for each block and side of the street
- Currently use envelopes, but I explained why we don't need to use them
 They have been with Complus for 5 years.
- During rush hour, they will ticket cars in the parking lane \$50 and then call Eastway to tow. The towing fee is \$100, so Eastway charges \$150 to get their vehicle back and then remits the \$50 at the end of the month.
 - The ParkIt Agent must be there when the tow truck arrives

 - Fill out a Tow Form, Leave a Tow Sticker Notice
 They print two tickets, one for the tow company, one for the customer

Feature Requests

· Add Moped as a Vehicle Type Michael Rafferty Justin Cruz Thoughts on this? It would change for everyone.

CM-2202 - Add Moped as Vehicle Type_CDOT DONE

· What happens with plate state when you enter a VIN only? It should not print... Add Blank/Null/Other State Option to State

CM-2198 - Add Blank/Null/Other Option to State Dropdown CDOT

Dropdown DONE

- We will add the photo on the citation and remove it if it isn't happening..DONE
- . Drive Off option before and after printing Can we make custom fields show up on the Edit screen after print?

REQ-30 - Custom Field Config that Allows for editing/updating after ticket prints_CDOT

IN RALLY

- They will need the option to submit a work order (they enter meter #, location, and then a comment)...April to configure
- Need to mark 2 tires This dumb Space Based Chalking??
- Configure Void Queue .. DONE
- Need the ability to Advance Ticket Paper Add Button to side menu

ICE-32 - Button to Advance Ticket Paper_CDOT

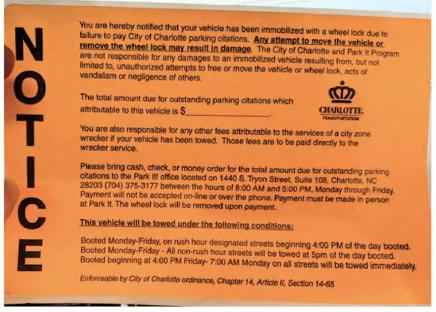
. They have the option to log statuses - Travel Time, Meal/Break, Meter Bagging Assignment This could be a cool feature,

REQ-40 - Logging Officer Statuses_CDOT

IN RALLY

Configure Internal Notes .. DONE







City of Charlotte - Park It! 1440 S. Tryon Street, Suite 108 Charlotte, NC 28203-4263

If not paid within 30 days:

- · Delinquency fee assessed
- Collection process initiates

PAYMENT OPTIONS

. Mail: Enclose parking citation and payment.

DO NOT MAIL CASH

- · Walk-in: Payments accepted at Park It office. M - F: 8AM - 5PM
- Internet: www.parkingticketpayment.com/charlotte
- Pay Citation by Phone: 1-855-256-5750

APPEAL OPTIONS

• Internet: www.parkingticketpayment.com/charlotte



→ Backoffice Shadowing Notes 8.15.18

Onsite Shadowing Notes 8/15/18 -CDOT

- The PD is allowed to issue multiple violations on the same citation
 When the back-office staff is entering these citations, they should write the first one with the regular ticket # 1234 and

the next would be 1234A and the third 1234B. Lars Wiersholm Do you see an issue with this?

- · April to configure common appeal responses sent from Ricky DONE
- Appeal Process
 - . 1st Appeal: Online, Walk-In, or Mail (decision made by ParkIt Staff)
 - All appeals are printed, prior to a decision being made.
 - · Lars Wiersholm Can we print Appeals (the request portion, not the decision)? April Dickerson no there is no clean way to do this.
 - In Passport's system we may do away with printing the ones that are accepted since there is no reason to create a packet for the 2nd Level Appeal
 - Accepted Send Email OR Letter
 - . Online Appeals automatically get an email unless they specifically request a letter to be sent
 - Letters are generated from the system, but printed and mailed manually

 - The response/reasoning (if provided) from staff is included in the email and letter
 Ticket Status would change to "Closed" and the violator is no longer liable to pay the ticket
 In Passport's system, the status will be "Appeal Accepted"
 - · Adjudicator needs to be able to generate an appeal decision letter on the fly at any point after the decision is made (manage citations letter type) (need jira). Setup appeal letters to send automatically
 - Denied Send Email OR Letter Status: Unpaid (violator receives an additional 30 days to pay ticket prior to escalation kicking in)
 - . Online Appeals automatically get an email unless they specifically request a letter to be sent. See above
 - · Letters are generated from the system, but printed and mailed manually (this will not work with the above - operationally a pain)
 The response/reasoning (if provided) from staff is included in the email and letter

 - Ticket Status would change to "Open" and the violator would get an additional 30 days before the escalation kicked back in
 - In Passport's system, the status will be "Unpaid"
 2nd Appeal: Online, Walk-In, Mail (decision made by Adjudicator)
 - Must submit payment prior to scheduling a hearing with an adjudicator. They prefer checks so they are easily returned if the appeal is accepted.
 - What happens to the ticket status at this point?
 - · Lars Wiersholm Can we make payment required prior to being able to submit the second appeal?
 - How are the adjudicators decisions being communicated back to Sandra & Ricky?
 - Are Sandra & Ricky manually inputting appeal decisions from the Adjudicators?
 - · How are hearings scheduled?
 - If someone appelas online the second time, how do they know their court date?
 - · Accepted Send Letter
 - Violator is refunded the money
 - · Are Emails ever sent?
 - Letters are generated from the system, but printed and mailed manually
 - The response/reasoning (if provided) from staff is included in the letter Ticket Status would change to "Closed" and the violator is no longer liable to pay the ticket
 - . In Passport's system, the status will be "
 - · Denied- Send Letter
 - · Are Emails ever sent?
 - Letters are generated from the system, but printed and mailed manually
 The response/reasoning (if provided) from staff is included in the letter
 Ticket Status would remain "Closed"

 - . In Passport's system, the status will be "
 - 3rd Appeal:
 - · Handled by the Court
 - . They do not let ParkIt know the decision
 - · Already marked as Paid in the system
- Additional Towing Information:
 - · Easyway clips \$5 per ticket paid in their office. This is not an additional fee on top of the ticket, it is remitted to Eastway by the City (cuts into their revenue)
 - This is part of their contract so we cannot use the Portland model where they violator has to show their receipt to the tow company to get their vehicle

CM-2203 - Citation IVR Setup_CDOT

- Need to Set up an IVR 855.256.5750 (test with ticket # 3070003420)
 - · City of Charlotte ParkIt Program There is already \$3.50 fee
 - Purchased (980) 270-2129
- · Permits:
- Currently physical, no online portal
 Could use LPR for this....
- Residential Permits:
 - \$30 for each Permit
 - Proof of Residence Required

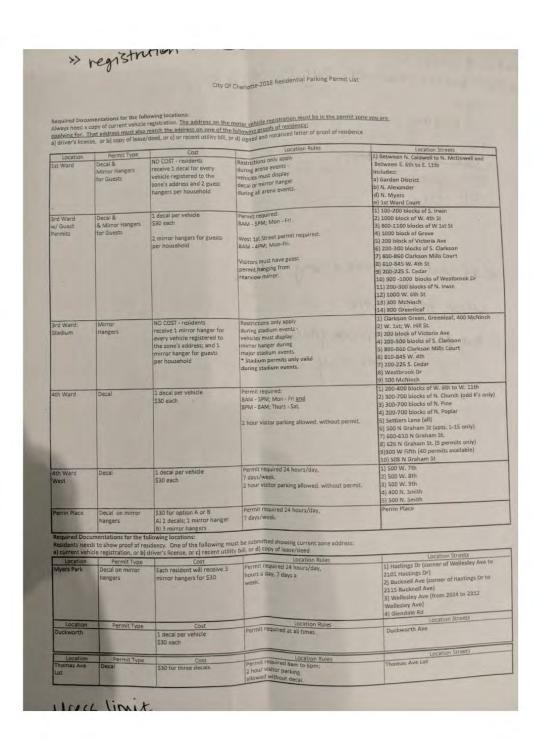


- How long are the permits valid for?
 How many residential permits are said earn year?
- See below outline for more details

 Address Limit = 2 (have additional tenants managed as additional vehicles on one of those permits)

 Need to figure out how to handle Guest Permits maybe these remain physical?
- Need vehcile Registration for each car added
- Need Approval Queue
 Football Bus ONLY Permits
 \$40 per Day
 1300 S Church
 - - Choose your Start Date
- Choose your Start Date
 No Approval Needed
 All Day
 Food Truck Permits
 Lynn Henderson Handles
 Complicated System with a lot of considerations does not make sense to attempt to handle this online
 Need a way to log the payment and permit in the system
 Physical Permit used
 Are Inese done Dy LPNY





Residential Parking Permit Info



- o Residential Wards 3rd,4th, 4th West cost \$30.00
- Permits must be picked up at 1440 S. Tryon St. STE 108
- · Always bring your driver license
- · Always bring valid vehicle registration(s)
- o If your name and address matches the ward you are applying for on license and registration that is all you will need
- If the address does not match on license and/or registration then bring another proof (for each document not matching such ward address)

PROOF OF RESIDENCEY:

- · Duke Energy power bill or confirmation
- · Piedmont Gas bill or confirmation
- · Water Bill or confirmation
- · Tax bill from Municipality or Federal
- · Lease or Deed
- · Homeowners or rental insurance
- · Postal change of address
- · Meckleriburg County Voter ID Card

*All of the above must display your name, and the WARD address

If the vehicle is not in your name: A NOTARIZED LETTER from the owner must be presented containing: Your NAME, Your WARD ADDRESS, COLOR, MAKE, and MODEL of the vehicle, STATE, and LICENSE PLATE NUMBER, and a STATEMENT THAT YOU HAVE PERMISSION TO DRIVE SUCH VEHICLE.

TEMPORARY PERMITS are also available. These are one day use PERMITS per vehicle. The cost is \$3.00 per vehicle per day (Please call in advance, 704-375-3177, when ordering in QUANTITY).



Finance + NC Debt Setoff Notes 8.17.16

8/17/18 Finance Shadowing - CDOT

Collections integration

· Can the City log into the collections agencies portal to view details? Which details? No

NC Debt Setoff lifecycle

- Airport does not have access to Lexus nexus. Can they use your system? Talk to Allison
- Confirm parameters
 - . \$50 per ticket not LPN per LPN
- Pulls report from Complus
 - Issue Dare, state, plate, name, address, city, state, zip, ticket #, Notice Date, Original Fine, Penalty FINE, MISC FEE, BAD CK DISMISSED, PAID, DUE
 NOTICE DATE IRRELEVANT
 This is everyone that is still

 - Replacement of previous overwrite OR Add On
 Only changing status in OMW when there are partial payment
 Need to change status to Uncollectible City needs to write them off

Lockbox integration

- How many check payments are received within a month? between 15 and 50.
 Who do you bank with? Wells Fargo.
 Really want to handle this securely.

Reports

- What are the top 5 reports
 - Daily Cash Report
 Cashier Report
 Ticket Detail Report
 - - - · State, plate, mail hold, hold until, issue date, 1st notice, 2nd notice, final notice, ticket #, violation, location, meter #, DC, Date Pd, Fine Amt, Penalty Amt, Dismissed, MIsc Fee, Bad Ck Amt, Amt PD, Due
 - 1st Notice, 2nd Notice, 3rd Notice not needed in this report
 DC- Paid in Full, DS= Dismissed,

 - How many tickets were waived/...
 - · Dismissed amount captures full amount when appeal is accepted

Credit Card refunds

. What's the current process? Not clear

Appeals

- confirm process:
- 1st level appeal made online
 Options for changing this
 weary of refunds lots of paperwork
 - . Turn off 2nd level appeals online (in person or mail)
- Scott can get us the ordinance
- Charlotte Muni Code
 Chapter 14
 Appeals 14 Sec 2-25

Other

- In Person Daily report of all tickets paid by user (not necessarily broken out) permits are included in this
- Daily Cash Report

 - Citation Amount, Penalty Amount,
 Separated by Cash, Credit, Tokens, Online, PayPal
 - · That will not change
- . Online Report with Citation Numbers- broken out by penalty



- . \$3.50 per ticket online and IVR
 - PayPal is clipping a % off the \$3.50 (\$1.10 for a \$25 ticket)
- Manually breaking out the fees for penalty vs base amount
 At most 16 daily payments with PayPal (didn't have a sense it was important)

Every 15 days - Letter frequency

Sounds like we might not need to worry about Lockbox

Custom Ticket Numbers for Airport vs City to help differentiate

- CLT Shadowing Notes

CLT Airport Onsite Shadowing Notes 8.122.18

Appeals: Currently we do not have the option to reduce the ticket amount from Process Appeals, you can only accept or decline an appeal. D

- . I am confirming that it is okay that the same person who is "requesting that the ticket amount be reduced" is the same person who has the ability to reduce the violation amount.
- · We need to set up Appeal Letters and make sure that they get attached to each email response that is sent. There will be 6
- Sometimes they do not want to input the appeal manually or will receive an appeal via mail (which does not include an email address) and will want the ability to generate any of these 6 letters from Manage Citations as well, so the same 6 letters should be added to this view as well.
- . When a letter is generated from Manage Citations, is that marked in the trail? Lars Wiersholm

NLETS: I am working on digging more into this with my team to clarify Elizabeth's question regarding criminal vs civil penalties and to confirm whether we would need a signed form for both CDOT and CLT. More to come on this.

- I did confirm that DFW is using TLO (not NLETS).
- · Question is outstanding for Michael Rafferty

Vehicle Information: Currently there are two records of vehicle information (make, model, color) in the system 1) information from the issuing officer and 2) from the DMV lookup that is performed at 30 days. I am trying to confirm:

- 1. For the Import, since we have both records, which one to use as the "source of truth" (other will be saved in notes)
- 2. That one source is okay moving forward

Barcode Scanner; I made it clear that we would not provide a barcode scanner, but they can procure one on their own. Lars Wiersholm Ca n you confirm what information is stored in our ticket barcodes? April Dickerson - just the ticketnumber.

Reports:

. They avidly use an aging report (see below example) Dev Work

AGE OF TICKETS	NUMBER OF TECKETS	VALUE OF PIKES	VALUE OF PENALTIES	PARTIAL PD/DISM	TOTAL VALUE
8+30 DAYS	206	57,980.05	5.00	\$.00	\$7,980,00
31-50 DAYS	222	89,250.00	81,890.00	\$.00	\$11,740.00
61-90 DAYS	206	\$4,605,00	5780,00	\$100	\$5,365.00
91-180 DAYS	235	011,250.00	\$2,340.00	\$45,00	\$13,575.00
181-865 DAYS	353	012,510.00	53,510.00	623.00	\$15,995.00
OVER L YEAR	1,231	439,390.03	\$12,170.00	\$325.00	\$51,235.00
OVER Z YEARS	1,249	439,390.00	\$13,310.00	\$475,00	\$52,225.00
DYER 3 YEARS	2,181	462,030,00	\$21,760,00	\$500.00	\$83,310,00
OVER 4 YEARS	010	\$20,925,00	68,080,00	\$390,00	\$28,615.00
DWER 5 YEARS	5,994	\$111,955.00	\$39,260.00	\$2,310.00	0140,305,00
TOTALS	10,608	3318,715.80	\$103,120.00	\$4,070,00	2417,765.00

. They also always breakout Dismissed amounts vs penalty amounts vs reduced amounts ... does our system do this? Dev Work



TOTAL AMOUNT PAID: 55,300.00

TOTAL AMOUNT DISMISSED: 36,325.00

TOTAL AMOUNT REDUCED: 580.00

TOTAL AMOUNT UCD: .00

Documentation

Document	Description
RFP	
RFP Response	https://docs.google.com/document/d/117JtNIMH7Oy5XrzIXDxd6JkLJsxrZ11W9PUu7v1oSsY/edit
Contract	(Stored in Spring CM) https://na21.springcm.com/atlas/Documents/Preview.aspx?aid=18848&ldUid=8bb7d116-5a88-e811-9c17-ac162d889bd1
Scope of Work	In the Contract, Scope written by client
Requirements Matrix	https://docs.google.com/spreadsheets/d/1usDlc-S1d08PRjXuBp5n7XsH4kuJL8vPmDj4yGoCYnM/edit#gid=80024424
RFP Findings	https://docs.google.com/document/d/1BNje6O4s9xPIEslct9R31KSy0Q_RJ0DH6FWWIE59VGg/edit?ts=5b4d1864

Question List

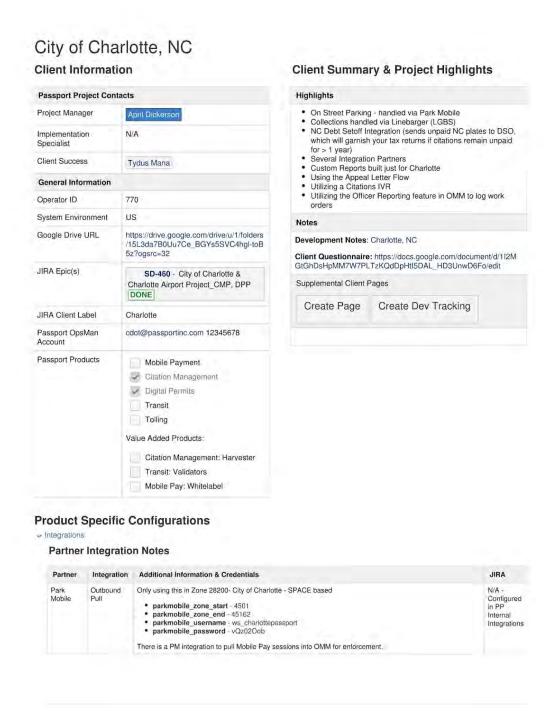
Date Asked	Asked By	Question	Answer

Misc Documents:

Do we have an easy way to differentiate amount waived from Appeal Accepted vs amount waived from voids vs amount reduced by waived penalty fees? Dev Work

Project Manager's Summary Notes

The following notes are Project Management notes taken for Passport's Client, the City of Charlotte, NC.





IPS	Inbound	Only using this in Zone 28200- City of Charlotte - SPACE based	CT-1332
	Push		01 1002
		 Client ID: DjFC0FRxSsCwCYZnsWngiKGhAooj6um0bfrXz56d3/A= Pole & Space Mapping 	
		There is an IPS integration to push single space meter sessions into OMM for enforcement.	
Digital Iris Ticketing	Outbound Pull	Not yet configured, waiting on the City of sign a contract with Digital to pay for the integration with us.	N/A - Configured
ricketing	T do	Only using this in Zone 28200- City of Charlotte - SPACE based	in PP
		There is a Digital Ticketing integration to pull multi-space pay station sessions into OMM for enforcement.	Internal Integrations
Genetec	FTP	Scofflaw Server (Passport sending files to Genetec)	CM-2222
		Server: sftp.pdev.io Username: clt_genetec	
		Password: ceEs2fEn Port: 22	
		Chalking Data (Gentec sending files to Passport)	
		Server: sftp-lpr.pdev.io	
		Username: lpr_clt_770 Password: hornetsPanthersBannanas36	
		Port: 22	
		There is a Genetec integration in to send our scoff file and to pick up citations that need to be issued a violation through LPR chalking.	
Linebarger (LGBS)	FTP	This is a Collections Integration to send outstanding citations to Collections after 90 days. The tickets will be closed at 365 Days. Scope Document: https://docs.google.com/document/d/1yvyuk2xknTDG6uKl4hyrs-SzR3y	CM-2187
,		sXmmWP0NVQeMivKk/edit?ts=5bae30fd	
NC Debt Setoff	Report / Manual	This is an integration with a State Agency that garnishes Tax Refunds if citations (only NC plates) remain unpaid for 365 days. See below flow char for more information.	CM-2186

1 Year after Ticket Issuance

- Oriteria to be DSO Eligible: Sum of tickets for an LPN >= \$50 NC Plate
- All must be >= 1 year after issuance (+ appeal

How this works:

- Nightly process runs and sends letters based on the above criteria if there are multiple violations for one LPN in a batch, process will batch the violations into one letter.
- This action will be logged in the Trail of the ticket

Status:

- Status remains "Unpaid"
- All normal methods of payment accepted during this time.

Staff Action Required: None, all actions performed by the system

DSO Eligible / Letter Sent

1 Year + 30 Days after Ticket Issuance

Criteria to be "Sent to DSO":

Ticket remains Unpaid 30 after the letter was sent and the ticket was deemed "eligible"

- How this works:

 Tickets are automatically marked as "Sent to DSO" (void type) and are now locked out from online payment.

 Every Month, an email is automatically sent to Republic Parking which contains all the information needed to regoest SSN from Lesis News AND info needed for Five Star for all of these tickets, grouped by LPN.

Status:
- Status changes to Sent to DSQ Online payment is disabled

Staff Action Required:

- Natif Action Required:

 Staff sends fift to Luxishop's
 Receives a file with 95% of the SSNs
 If you want to lookup the SSNs for these again, marks
 the no-result 5% as "Uppaid"
 If you do not want to lookup the SSNs for these
 again, mark the no-result 5% as "DSO (Incomplete"
 Staff adds SSNs to file, encrypts and sends to DSO (Five Star)

Sent to DSO

Between 1 Year + 30 Days & 3 Years

Criteria: 8-weekly 050 will send a report of lickets paid

Staff Action Required:
Staff uses one of the ticketnumbers as the
tive Staff uses one of the ticketnumbers as the
tive Staff uses one of the ticketnumbers and uses it to
took up the tickets to apply payment howard.
Tak Refund Garmen's payment type will be
used to ensure class 2050 payment reporting.
Payments toward on LPN are agreed to
tickets at Manager's discretion, because the
amount paid may not be the exict Ocket,
amount.

Receive DSO Payment

3+ Years after Ticket Issuance

3 years after essuance (= appeal days) a beker is submatically marked as well type: "Uncollectable" as employees know to not sake any action On any interval, the manager may use the sagging system to mark Uncollectable bekers in hulls as "Written Off"

Uncollectable

Citation Management

Citation Management Notes

RMCPay charlotte.rmcpay.com



Custom Reports	 Incident Report - This is monitor the Officer Reports (work orders) Ticketing User Audit - Created for Charlotte to oversee actions made by users in OpsMan Web (only related to ticketing activity) Dismissed Ticket Revenue - Breaks out revenue that was dismissed by 1) accepting voids 2) accepting appeals and 3) reducing ticket amounts (negative adjustments) Total Letters Sent By Violation Type - Provides the Operator a count of the number of letters sent per violation type
Printer Models	Zebra ZQ320 (15)
Printer Paper Type	Custom Paper
Enforcement Devices	Samsung Galaxy S7 (15)
Chalking	Yes - mostly being handled by LPR (Genetec) but we did configure this for on-foot officers
Scofflaw	Yes
Using Harvester?	No, cannot use Harvester bc of Collections and Debt Setoff
Sending Collection Letters?	Yes, 4 letters: 15 days, 30 days, 60 days, 75 days (violations sent to Collections at 90 days)
Legacy Import?	Yes, imported from Complus CM-2189

Compliance

Expand Citation Management checklist

- Client has approved the system setup via email. Basecamp, or other written mechanism.
- Violations / Escalations / Appeal setup has been tested and signed off on by Client
- Test transaction(s) have been performed and the fund flow is working properly on all applicable systems. (RMC, IVR)
- All integrations have been completed, tested, and approved
- Client training has been completed for all necessary parties.
- Phones/ Printers/ Paper have been configured and delivered
- All systems and login credentials have been provided to the Client
- RMCPay has been created and launched (If applicable)
- Letters / Collection process has been configured and signed off on by Client (If applicable)
- Client billing information and financial details have been recorded and updated within Salesforce
- Client has given approval for launch

Completion Date: 28 Sep 2018

Additional Project Notes

Click here to expand.

Deal Folder- Charlotte (CDOT & CLT)
Contract Signed- 7/10/2018 Saved in Dropbox for reference with highlights. https://na21.springcm.com/atlas/Documents/Preview.aspx?ai d=18848&ldUid=8bb7d116-5a88-e811-9c17-ac162d889bd1

RFP- Charlotte Enforcement Proposal November 2017

Requirements Matrix: REQUIREMENTS MATRIX FINAL.xlsx (this is also listed in the contract)

Salesforce: https://na63.salesforce.com/0060f00000uHebq RFP Breakdown: Contract & Proposal CITATION Findings_Charlotte.docx Citation Questionnaire: City of Charlotte (CDOT) Citations Questionnaire

Permit Questionnaire: City of Charlotte (CDOT) Permit Questionnaire

Kickoff Date- 7/30/2018 Launch Date- 9/28/2018 Training Date- 9/17/2018

Sales- Kelsey Owens

CSM- Tydus Mana Client Contact -

- Shuanne- procurement, by the books, really nice
 Allison Naftel CDOT anaftel@ci.charlotte.nc.us Direct line 704-336-3922
 Scot Mooney Republic Parking smooney@ci.charlotte.nc.us



Address - Parklt Office, ATTN: Allison Naftel, 1440 South Tryon, Suite 108, Charlotte, NC 28202

. The Company shall email all invoices to cocap@cl.charlotte.nc.us.Accounts Payable (or AP) must be in the first line. On the Attn: line, you must indicate the department or area, along with the appropriate contact name. Invoices that are addressed directly to City departments and not to Accounts Payable may not be handled as quickly as invoices that are addressed correctly.

Initial User - cdot@passportinc.com 12345678 Operator ID - 770

JIRA Epic- SD-460 CITATION DETAILS:

- Type Municipality
 Space / License Plate- Space
- Annual # of Citations Issued- 34,615
- Customer Service- 704-375-3177, no email
- · # of Zones- 12
 - Zone 28200: City of Charlotte (overarching zone, this is what all integrations are tied to for monitoring)
 - Zone 28201: First Ward
 - Zone 28202: Second Ward
 - Zone 28203: Third Ward
 - Zone 28204: Fourth Ward Zone 28205: Southend
 - Zone 28206: NoDa
 - Zone 28207: NC Music Factory

 - Zone 28208: Perrin Place (created for Permits) Zone 28209: Myers Park (created for Permits) Zone 28210: Duckworth (created for Permits)

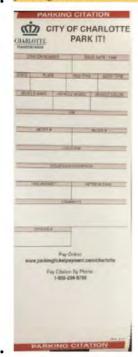
 - Zone 28211: Thomas Ave Lot (created for Permits)
- VAR? No
- IVR- currently (855) 256-5750 purchased (980) 270-2129 CM-2203 Admin Fee \$3.50 per fransaction fee Letter Fee- N/A

- Monthly Minimum- N/A
- Annual Service Fee- \$45,000
- Escalation Percentage- 22.5% when collections are sent to an agency at 90 days
- Integrations-
 - Park Mobile
 - Digital Paystations
 - IPS Meters
 - Genetec Collections
 - NC Debt Set Off
 - uBack NOT DOING
- CheckAlt NOT DOING
 Monitoring Permits? Yes, Passport Permits
- Custom Citation Numbering- No
- Existing MPP- Park Mobile
- Merchant of Record- First Data (separate accounts for the city and the airport and separate accounts for permits and citations)
 - Gateway
 - Accepted CC's-
 - WageWorks / Commuter Benefits. Details Here: https://passport.atlassian.net/wiki/spaces/ENGINEERING/pages/34019
- Handhelds- 15 Samsung Galaxy S7 with case and screen protector
 Google Play Account: cdotparking@gmail.com
 Password: cdot1234

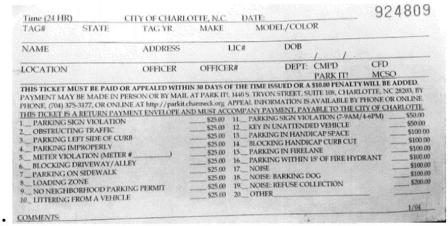
(Pricing to include all Hardware necessary to perform the services.) Equipment:

- 15 Samsung S5
- 15 Rugged Phone Case
- 15 Phone Charger
- 15 Phone Screen Protector
- 15 Zebra zq320 Printer
- 15 Zebra zq320 Bluetooth Printer
- 15 Charger
- 15 Battery
- 15 Shoulder Strap
- Paper for up to 50,000 citations

The Company shall provide handheld ticket writers. The equipment should be capable of capturing and storing pictures or videos of license plates and any pertinent media related to ticketed vehicles. The Company shall maintain, repair, and replace the equipment at no charge to the City, and periodically replace or upgrade the equipment regardless of its condition at no additional cost. The Company shall provide a minimum of 15 handheld ticket writers and replace them at least every three years regardless of condition.







- PO: P10007 Phones for CDOT \$4,500 (\$300 per unit x 15 Samsung Galaxy S7) PASSPORT
- Printer Accessories: 15 ZQ320 with shoulder strap

 PO: P10005 Printers for CDOT \$6,120 (\$408 per unit x 15 ZQ320's) PASSPORT
- Violation Types- completed!
- Custom Fields- Created
 - Street
 - Block #
 - Permit # Space/Meter #
- Images -Must take 2, limit 100 Generate Letter PDF from Manage Citations
- Handwritten Tickets- (does it reference old payment portal?) No

- Payments- In Person, Mail, IVR, Online Escalations- 1 for \$10 after 30 days Chalking- 2 hours, 3 Hours, 15 min Tire Steam Enabled / Address Based
- Scofflaw- 3 or more tickets over 90 days
- Street Import-Done!
- Common Notes- Done! Letters Sent- 15, 30, 60, 75
- Days to Appeal- 30 days
- Common Appeal Responses- Done!
- Existing Provider/Legacy Citations- Complus

 Existing Provider Redirect Coordination-
 - Contract Notice for Existing Provider-
 - Current Provider Report Cheat Sheet-
 - Days of Enforcement (planning for transition)-
 - Delete Test Tickets-
 - Data Specs (Paid vs Unpaid, How many years)-
- Letter Templates- Approved!
 - 4 Appeal Letters
 - 1st Delinquent Letter
 - 2nd Delinguent Letter 3rd Delinquent Letter
 - FINAL Delinquent Letter

 - Drive Off Letter
 - DSO Letter (Manage Citation View)
 - Violation/Appeal View (Manage Citation View)
- Citation Template- Completed, approved, ordered
- Paper- Custom: Passport is covering up to 50,000 citations (770 rolls w/ 65 ticket per roll)
 - Paper for up to 50,000 citations
 - Citation Paper Stock.
 - If a Company proposes a solution for both CDOT and CLT then the Company shall provide distinctly
 - different citation paper stock so as to easily distinguish where the citation was received.
 - City Annual Issuance = 34,615 (78.69%)
 - Splitting the 50K tickets between the City and the Airport
 - 78.69% of 50,000 tickets = 39,345 tickets
 - 65 Tickets Per Roll



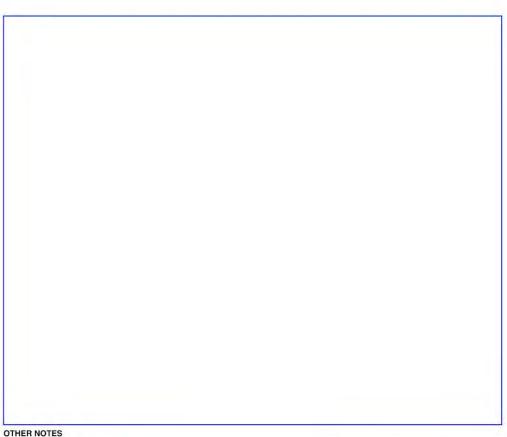
- Passport will cover the cost for up to 605 Rolls
- Since Park It is planning to move Uptown at the end of the year, then we will only order enough tickets to cover Oct-Dec
 - Currently issuing 3300 tickets a month
 - . 9,900 tickets for 3 months
 - 154 rolls = 10,010 tickets
- Passport would cover entire cost and then an additional 451 rolls for 2019. (with new citation template)
 PO: P10032 \$1124.20 (154 rolls at \$7.30 per roll) This just covers them through December 2018 PASSPORT
- Operator Settings (Print) Configured- Yes
- Users/Roles -
 - Officer Badge Numbers
- NLETS- Could not get approval, using TLO
- · ACH? N/A
- W9: Yes
- · Tax Exempt: Not tax exempt
- RMCPay- Charlotte.rmcpay.com
 Remember to set up letters & collections address to set default state
 Current Pay Portal- https://www.parkingticketpayment.com/off.php?imsvil=1C . Make sure to have this turned off or re-routed to new rmcpay
- Press Release MAR2-468
 Finance Fee Configured YES
- Test Processor YES PCI-437
 Live Processor- YES PCI-456

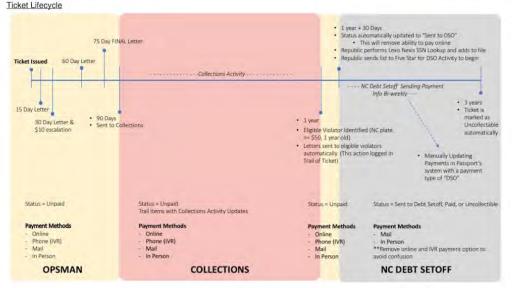
FINANCE NOTES

- Total Amount Spent: \$11,744.20
- Total Charging Client: \$0
- · POs:

 - PO: P10005 Printers for CDOT \$6,120 (\$342 per unit x 15 ZQ320's) PASSPORT
 PO: P10007 Phones for CDOT \$4,500 (\$300 per unit x 15 Samsung Galaxy S7) PASSPORT
 PO: P10032 \$1,124.20 (154 rolls at \$7.30 per roll) This just covers them through December 2018 PASSPORT
- Merchant of Record: Client
 Linebarger will be collecting the 22.5% of the ticket fee is paid after 90 days. We should remit this amount since Linebarger does not have a contract with the City.
- · Invoices:
 - The Company shall email all invoices to cocap@ci.charlotte.nc.us.Accounts Payable (or AP) must be in the first line. On the Attn: line, you must indicate the department or area, along with the appropriate contact name. Invoices that are addressed directly to City departments and not to Accounts Payable may not be handled as quickly as invoices that are addressed correctly.









Requirements for In-Person Appeal

- equirements for in-resion Appear.
 Ticket status: Unpaid
 Ticket age: < 30 days (clerk's discretion)
 Ticket Number of License Plate
 Name, Address, Email (optional)
 Reason for dismissal
 No previous appeals on this ticket
 Actions
- Staff will manually input appeal into Passport's system so the ticket is put "on hold"
 Staff will decide to Accept or Decline Appeal
- Correspondence:

 Email and letter will be sent to the violator once an appeal is adjudicated (provided valid email + address)

Requirements for Online Appeal:

- Ticket age: < 30 days
- Action
 - Staff will decide to Accept or Decline
- Appeal
- Correspondence

 Email automatically sent after online appeal confirming that the appeal was posted.

 Email and letter will be sent to the violator.
 - once an appeal is adjudicated (provided valid email + address)

1st Appeal

Requirements for In-Person Appeal

- Deposit for full ticket amount (check) Declined 1st Appeal
- Decimed 1 Appeal Ticket age: < 30 days from 1th appeal decision (clerk's discretion) Ticket Number or License Plate Confirm Name, Address, Email (optional)

- Reason for Appeal
- Reason for Appeal
 Action:

 Staff will manually input appeal into Passport's system so
 the tocket is put "on hold"

 When a deposit is taken, the violation will need to be
 'tageed' in the Passport system as having a deposit (tag'
 will contain amount). Payment is not posted until appeal
 decision is made. decision is made.
- The Adjudicator will decide to Accept or Decline Appeal
- If appeal Accepted, staff returns deposit to violator and removes the deposit tag in Passport. If appeal Declined, clerk enters the deposit as a payment in Passport and removes the deposit tag. Correspondence:

 - Email and letter will be sent to the violator once an

appeal is adjudicated (provided valid email + address)

Requirements for Online Appeal:

Note:
- All violations with deposits can be reported on using the tags.Ω

2nd Appeal (hearing)

Requirements for in-person Appeal

- Payment of outstanding ticket amount
 Declined 2rd Appeal
 In-office paperwork
 Ticket Number or License Plate
 Confirm Name, Address, Email (optional)
 Reason for Appeal
- Action:

 Add 'Superior Court Appeal' Tag to Violation (optional)
- Correspondence:

 Handled outside of Passport's system

Requirements for Online Appeal

o online 2nd Appea

Note:

This is handled completely outside of Passport's system. Staff will just tag violations that

Superior Court Appeal

NC Debt Setoff

1 Year after Ticket Issuance

Criteria to be DSO Eligible:

- Sum of tickets for an LPN >= \$50
- NC Plate All must be >= 1 year after issuance (+ appeal

How this works:

- Nightly process runs and sends letters based on the above criteria
- If there are multiple violations for one LPN in a batch, process will batch the violations into
- one letter.
 This action will be logged in the Trail of the

Status:

- Status remains "Unpaid"

 All normal methods of payment accepted during this time.

Staff Action Required:

- None, all actions performed by the system
- DSO Eligible / Letter Sent

1 Year + 30 Days after Ticket Issuance

Criteria to be "Sent to DSO":

- Ticket remains Unpaid 30 after the letter was sent and the ticket was deemed "eligible"

- How this works:

 Tickets are automatically marked as "Sent to DSO" (void type) and are now locked out from online payment.

 Every Month, an email's automatically sent to Republic Parking which contains all the information needed to request SSN from Less News AND Info needed for Five Star for all of these tickets, grouped by LPN.

Status:

- Status changes to Sent to DSO Online payment is disabled

Staff Action Required:

- Arrivation required:

 Receives a file with 95% of the SSNs

 Receives a file with 95% of the SSNs

 If you want to lookup the SSNs for these again, marks
 the no-result 5% as "Unpaid"

 If you do not want to lookup the SSNs for these
 again, mark the no-result 5% as "DSO Incomplete"

 Staff adds SSNs to file, encrypts and sends to DSO (Five Star)

Sent to DSO

Between 1 Year + 30 Days & 3 Years

Criteria :
- Bi-weekly DSO will send a report of tickets paid

Staff Action Required:

- aff Action Required:
 Staff uses one of the ticketnumbers as the
 Five Staff "account number" and uses it to
 look up the tickets to apply payment toward.
 Tha Refund Garnish" payment type will be
 used to ensure clear DSC payment reporting.
 Payments toward an LPN are applied to
 tickets at Manager's discretion, because the
 amount paid may not be the exact ticket
 amount.

Receive DSO Payment

3+ Years after Ticket Issuance

- 3 years after issuance (* appeal days) a ticket is automatically marked as void type "Uncollectable" so employees know to not
- tagging system to mark Uncollectable tickets in bulk as "Written Off"

Uncollectable

Digital Permits

Digital Permits Notes

RMCPay	Not currently using an online permit portal (only issuing through OMW)			
Custom Reports	N/A			
Renewal Model	Renewals			
Approval Queue	Yes			



Employers	No	
Permit Types	Residential, Food Trucks, Daily	
External Links	N/A	
Integration	N/A (potentially Genetec in the future)	

Compliance

- Expand Digital Permits checklist

Client has approved the system setup via email, Basecamp, or other written mechanism

Test transaction(s) have been performed and the fund flow is working properly on all applicable systems.

All integrations have been completed, tested, and approved

Client training has been completed for all necessary parties.

All systems and login credentials have been provided to the Client

Client billing information and financial details have been recorded and updated within Salesforce

Client has given approval for launch

Completion Date: 28 Sep 2018

Additional Project Notes

Click here to expand.

PERMIT DETAILS

- Monthly Service Fee per Active Permit- N/A
 Existing Permit Facing website: No
- Digital or Physical: Physical
- Customer Service: 704-375-3177
 LPN or Space: Space
 VAR? No

- · Permit Issuance (in-person/walk-ins): In person
- Is there a processing fee/cc fee associated to purchasing online? No online purchases
- Merchant of Record First Data (separate accounts for the city and the airport and separate accounts for permits and citations)
 Gateway Not needed for now since we are only issuing through OMW
 Accepted CCs

 - WageWorks / Commuter Benefits. Details Here: https://passport.atlassian.net/wiki/spaces/ENGINEERING/pages/34019
- · Legacy Permit System: Complus (not really, handled manually, just uses Complus to log payments)
- Branding/Color Scheme:(need logo) received Transferring current permit holders No
- - # of Zones: 7
 - First Ward
 - Third Ward Fourth Ward

 - Perrin Place Thomas Ave Lot
 - Myers Park
- Duckworth

 Types of Permits: Residential, Food Truck, Daily
- Price of Permits: Some Free, some \$30
 - Prorated: No
- Can permit be purchased prior to activation? No Vehicle Information: N/A
- Parker Information: N/A
- Permits per person 1 to 3
 - · Permit Sharing between Vehicles No
- Parker Info Changed after permit issued? Yes, LPN changes
 Eligibility for Permit: Proof of Residency, Driver's License, Vehicle Registration
- Permit Expiration: 1/1-12/31 (renewal in January)
- Waitlist: N/A
- · How will current users be notified?
 - This year, they will use their current process, we will need to put together a permit communication plan for Fall of 2019 for launching January 2020 permits on RMC
- RMCPAY- N/A for now
- · Current Permit Site: N/A



- ACH? N/A
 Finance Fees Configured- NO
 Test Processor YES
 Live Processor YES (received credentials from CDOT and plugged them in for permits) have not tested, RMC not built