

#### PREPARED FOR

# **City of St. Louis Treasurer's Office** Parking Management Software



321 Morris Road Fort Washington, PA 19034 JOAN YOUNG 888.583.6997 jyoung@upsafety.net





Dear Mr. Carl Phillips,

You will find no letters from professors, academics, mobility consultants or other prognosticators affixed to this response. You will find no CAPP, CPP or other industry certifications within our resumes, nor predictions on the effects of autonomous cars, rentable scooters, or shifting urban demographics on modern cities. For the same reasons, we will be an unmatched technology partner to the St. Louis Treasurer's Office (STLTO).

That's because our team gave up the belief that we could understand a parking operation more insightfully than the operator years ago. Instead, we fired the visionaries and hired more engineers. This is what has allowed our company, with 1/10<sup>th</sup> the revenue, 1/10<sup>th</sup> the staff and 1/100<sup>th</sup> of the funding to produce a product that goes head to head with the *visionaries* of the industry and wins.

Our business model makes this possible; we are a group of impassioned engineers, and we understand fully that the only value we add is the value we build. That's the SaaS model we have been evangelists for since long before the cloud was in favor; you are never just paying to license the same static piece of software year-overyear. You're paying for us to provide the infrastructure expertise, software engineering, consulting and support necessary to keep you at the cutting edge of technology for the entire term of your contract. In other words, the software we will be licensing to the STLTO in 2024 will be the same software we are selling as brand new to clients in that same year.

With this in mind, our solution meets and exceeds all specified requirements to the component we are responding to, including exceeding them in key areas, such as:

- Real-time officer tracking, messaging and dispatch functionalities
- Comprehensive Issuance Analytics, as well as innovative tools to keep officers safe
- Full understanding and utilization of the Hardware we are proposing; our President engineered the N5 class of products, and still serves as an advisor to Two Technologies, the manufacturer of the CitePro™
- A next generation Citizen Portal, which will improve engagement with the citizens the STLTO exists to serve
- A robust and always evolving API, to allow the STLTO to choose, and integrate to the best-in-class partners that best fulfill its mission

We fully understand that we are not the largest entity in the pack of offerors, but with the scalability of the cloud, the quality of our product, and the passion our staff holds for solving complex challenges, we believe we offer a solution that far exceeds the competition; one that will evolve, grow and improve even further as we better understand the challenges your staff and infrastructure face.

On behalf of my company, I am extremely pleased to submit the following response the RFP titled *Parking Management – Software, Meter Maintenance, Collections, and Parking Violations Bureau* to the City of St. Louis Treasurer's Office, for which United Public Safety ("UPsafety") is responding to the **Parking Management Software and Enforcement Technology** line of service.

If selected, we hereby agree to accept all terms and conditions contained in this RFP, while providing new and exciting ways for violators to interact with the STLTO, for managers to gain actionable insights in to their operations, and for officers to make the issuance process as efficient, equitable, and enjoyable as possible.

As President of United Public Safety, I am authorized to bind and negotiate for the organization and will serve as the direct contact for the administration of a contract for this project. My contact information is as follows:

(215) 394-1906 <u>jyoung@upsafety.net</u> 321 Morris Road, Fort Washington, PA, 19034

Thank you sincerely for your consideration. We look forward to the opportunity of building a mutually rewarding partnership with the City of St. Louis Treasurer's Office.

Respectfully,

Joan R. Young President, United Public Safety, Inc.



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## Section A: Scope of Services

## Section A Scope of Services

### OUR CITYCITE® PLATFORM WAS NOT BUILT FROM A WHITE TOWER.

It was not made to check boxes or to wow purchasing agents with features that look good on paper but are useless in practice. Our development que is set by our customers, meaning that our solution has been designed exclusively based on the feedback of the parking officers, back end administrators and enforcement directors who we have the pleasure to serve.

What we are proposing to the City of St. Louis Treasurer's Office today is the most advanced Parking Citation and Permit Management Application on the market, supplemented by an architecture built for integration, and a history of innovation in software and hardware. Let's begin with an overview of our solution's architecture:



## **CITYCITE® MOBILE: DATA COLLECTION SOFTWARE**

CityCite's<sup>®</sup> mobile Android-based data collection software is ready to run immediately on the CitePro<sup>™</sup> or the Android device of your choice. Including all the data fields specified by the STLTO, we have worked hard to ensure the software is intuitive, fast, and most importantly, that officers love using it. This came from painstakingly focusing on details such as:

- ★ Ensuring the software has optimal color patterns
- ★ Ensuring sunlight readability
- ★ Utilizing upload logic to ensure citations can be written with or without cellular service
- \* Dynamically optimizing drop downs based on usage patterns
- \* Advanced Panic Button and Voice Recording Logic to keep officers safe
- ★ Ensuring officers have all the information necessary in real-time to enforce equitably and efficiently

Let's start with what an officer sees upon login.

#### **Officer Dashboard**

From the moment officers log in, our application is focused on their efficiency. Our officer dashboard ensures that officers understand where and when they are needed most through Action Items, with each item linked directly to the next software action that needs to be taken to enforce on those violations. Furthermore, by collating their performance, officers can understand the ramifications of their own productivity, and work to improve on their own standards.



Next, let's look at how the officer would issue a citation.

#### **Issue Tickets Screen**

Once again, our focus is on officer productivity, and the efficient capture of data. Within this framework, our issuance screen will automatically:

	P	icket N	umber	B		
1	Vehicle Li	cense	Info			
Enter	r License # O	r Vin				*
Selec	ct State					*
2	Location					
MOR	RIS ROAD					*
3	Vehicle					
Selec	ct Vehicle Ma	ke				*
Selec	ot Type					*
Selec	ct Color					*
4	Violation					
Selec	ct Violation					*
Enter	r Meter No					
	TOTAL F	INE	\$0.0	0		
5	Image			TAKE	PICTUR	٩E
<		mage	1 of 2		×	•
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#### **Require Photo Evidence**

based on the STLTO's preference

With CityCite<sup>®</sup>, officers can take up to 12 photos, and select the most detailed image to be printed directly on the citation. Each photo, when taken, is tagged with an unmodifiable time, date and GPS stamp, increasing the violator's willingness to accept responsibility for the infraction and remit payment in a timely manner. This can reduce disputes drastically, and eases the burden placed on organizational staff.

#### **Fill Fields Based on Prior Issuance**

Once a license plate number is input, CityCite<sup>®</sup> is already referencing prior data. If a citation has been issued to the vehicle, all vehicle data will be input automatically. This data is fully modifiable if physical features such as the color of the vehicle have changed.

#### Inform Officers of Scofflaw and Escalate Fines Automatically

When issuing a citation, CityCite<sup>®</sup> verifies in real-time whether the plate number in question has had any prior citations or warnings issued by the STLTO, as well as citations which are unpaid or overdue. In the event of any scofflaw notification, the handheld will notify the issuing officer of scofflaw status, allowing the officer to decide if the vehicle is eligible for boot/tow, increased fines, or other enforcement actions.

## Allow Officers to Request Boot, Tow and Impound Services with Ease

After determining that a vehicle is eligible for boot, tow, or impound – which is automated via UPsafety's built-in mobile Scofflaw Notification alerts – officers simply press a button on the 'Issue Ticket' screen to solicit the required service from an approved external vendor or internal department. Additional fees may be applied and will be added to the citation fine amount if applicable.

#### The Output: UPsafety Citations

UPsafety citations make a noticeable difference for you and your patrons by providing easy-to-read, accurate information – every citation, every time.

Citations can be viewed online immediately after issuance, both by violators through the Citizen Portal and by administrators and Managers through the CityCite® Management Platform, including associated photos, GPS location and all other violation details.

TEAR AND WEATHERPROOF THERMAL POLYVINYL (NO INK AND NO ENVELOPES) City of St. Louis Treasurer's Office 1200 Market Street, Room 220 St. Louis, MO 63103 (314) 622-4700 PARKING VIOLATION TICKET # H02066 ISSUE DATE: 05/08/19 10:42 CITATION DATA, LICENSE NO.: M02021 LAYOUT AND LP STATE: MISSOURT VERBIAGE FULLY LOCATION: MORRIS ROAD VEH MAKE: ACURA **CUSTOMIZED** VEH TYPE: 4 DOOR TO YOUR VEH COL. GOLD VIOLATION: 22-101-Over Time Limit REQUIREMENTS FINE: \$50 **ONE IMAGE** GPS & PRINTED TIME/DATE DIRECTLY **STAMPING ON THE ISSUED** CITATION nigh (12 IMAGES OFFICER VIEWABLE 100M SIGNATURE IN THE BACK Signature (Moore #1234) CAPTURE OFFICE) You have committed the parking violation(s) listed above. If payment is not received within 7 days, a court summons will be issued for the ordinance(s) violated and your fine will increase. For additional information or to report a malfunctioning meter call: (314) 622-4700 Proof of payment rests with violator SEAMLESS Pay Online at: PAYMENT INTERACTION www.upsafety.net VIA THE WEB, PHONE, OR QR CODE

With pay by plate, issuance isn't always as easy as a visual inspection. That's why we were the first to introduce Mobile ALPR.

#### **Mobile ALPR**

Our Mobile Automatic License Plate Recognition (ALPR) feature allows users to capture an image of any parked vehicle's license plate and instantly check if the vehicle is parked over time at a metered or chalked space, has been assigned a valid parking permit, or is in 'scofflaw' status. This feature can dramatically reduce the time any officer spends in a given location and is designed to allow for more efficient and cost-effective enforcement practices.



For already congested, narrow streets, or, for short term or event-based changes in parking regulation, **sometimes officers are more efficient than vehicle mounted ALPR at timing stays.** 

For those times, our mobile software includes:

#### iChalk<sup>®</sup> Electronic Tire Chalking



iChalk<sup>®</sup>, CityCite's<sup>®</sup> electronic chalking feature, allows officers to easily track the time spent by vehicles in time-limited spaces or zones based on the evidence collection standards required by your organization. An image of the License Plate's position on the rear of the vehicle, vehicle license plate number, license plate state, location, space/meter number, a selected tire's valve stem position, GPS location, and the allowed time limit may all be collected in seconds to efficiently time a vehicle's stay. Features include:

- Valve stem position markings confirm that a vehicle did not move between the first and second chalks
- ★ Duplicate chalk alerts to intelligently determine if a vehicle's license number was chalked previously that day in any other location or space
- Multiple ways to sort data allows officers more convenience and accuracy in determining violation status on their routes
- ★ 'Shared iChalk<sup>®</sup>' allows officers to access chalks that have been previously recorded by different officers, and on separate devices

- ★ Real-time Google Maps<sup>®</sup> integration allows officers the ability to visibly identify where vehicles were geographically chalked on a map as they walk and perform actions on those chalked vehicles as necessary
- ★ Entirely customizable 'Required' and 'Optional' data collection field for each chalk, allowing the STLTO to ensure the preferred balance of efficiency and evidence collection are maintained

#### **iMeter Parking Session Validation**

The iMeter feature of CityCite<sup>®</sup> integrates with leading Kiosk and Pay-By-Phone applications, allowing parking right payments at kiosks or mobile payment parking zones to be filtered and displayed directly on officers' mobile devices in real-time. This feature is a critical component for growing organizations, as it allows organizations to benefit dually from the newest tech in Kiosk and Pay-By-Phone through the benefits of the technology itself, as well as the improved enforcement outcomes integration can provide.

© ♥ 🖬 🛛 🔌	* h. " 😚	45 <b>0</b> 11:52 AM ?
License No.	Space	Q
Location	OT ¥	Soon OT
Main Street Parking Lot	3	10
Municipal Lot	1	12
Train Station Lot	1	12
Wissahickon Creek Park Trail	1	12

License M	lo.	Space	0
🖸 OT	Soor	OT 🔽	Not OT
~	Muni	icipal Lo	ot
LP A	State	Space	Time Left
GHJ0005	FL	6	01:07:0
GBE2305	CA	8	00:07:0
JAR0056	AR	9	02:37:0
ADS7505	PA	11	00:07:0
HFD0458	ТΧ	30	02:37:0
CFH0056	СТ	31	00:22:58
BKA0000	GA	35	02:37:0
GQR6603	AL	40	01:37:01
KPY6700	OH	41	01:37:01
FRT7800	HI	56	02:37:0
0895TKJ	SC	61	02:37:0
JYW0001	RI	82	02:37:0

Features include:

- ★ Automatic refresh of data for the most accurate information
- ★ Filter results to view only vehicles that have paid for parking or vehicles with time limits that will expire soon
- ★ Sort vehicles by time limit, space number, plate number, or distance from the officer
- \* Search for a vehicle using a specific space number or plate number
- ★ View vehicles parked in a specific location or all locations
- \* Ability to cite vehicles with auto population of relevant citation data
- \* Real-time search during citation issuance process for a specific vehicle or space number

As a final *current* feature within our mobile solution, we offer choices for permitting – virtual permits, physical permits, or any mix of the two that best suits the needs of the Authority. **Regardless of the allocation between virtual and physical permitting, both are enforced through iPermit® Mobile.** 

#### iPermit<sup>®</sup> Mobile

If the STLTO elects to solely use virtual permits, meaning that permits will be validated by checking the license plate registered to the permit against the license plate on the vehicle being checked for a permit, permits will be checked automatically through ALPR via real-time data exchange between the permit store and the handhelds. Permit information will be available to all handhelds from the moment they are purchased online or in person.



We're almost finished with the overview of the Data Collection Software but should still highlight two salient components of violation issuance: Vehicle Mounted ALPR and Virtual Ticketing.

#### Vehicle Mounted ALPR

#### Vigilant, Genetec and Asura Integrations

Vehicle mounted ALPR companies have always had an efficiency issue in regard to winding, congested streets. The solution without these impediments is simple; when a vehicle picks up a hit, the officer stops and issues a citation. That doesn't work so well when there isn't a safe and available on-street parking spot for a continuous mile.

Our solution is simpler: keep the driving officer on his way and utilize staff on the ground closest to the hits generated by the ALPR car to issue citations. Our solution works with our already integrated iPermit<sup>®</sup>, iChalk<sup>®</sup> and iMeter<sup>®</sup> fields to push infractions to the closest officers in order to keep the ALPR car on its way.



Currently, our most extensive integration is with Vigilant Solutions, allowing all management of the solution to be completed through the CityCite<sup>®</sup> cloud, with updated permits, handheld chalks and iMeter data pushed to the cameras in real-time. This creates a much more streamlined process for enforcement when implemented correctly, enabling efficient:

- ★ Permit Management: All permits purchased through your Citizen Portal are updated to both the handhelds and ALPR system seconds from issue. As the license plate is scanned, it is checked against a list of valid permits for that area.
- Kiosk/Pay-By-Cell Management: All vehicles that have paid for parking are automatically added to a "white" list and will not be eligible for non-payment ticketing. Citations can still be issued via a handheld device for other infractions, however, the system will notify issuing officers that the vehicle's license plate has paid.
- ★ Vehicle Chalking: For timed parking zones, all license plates scanned are mapped to their geographic location and loaded in real-time to the iChalk<sup>®</sup> module of all handheld devices within a specified distance of the car.

As a feature on the horizon, we are working with Asura Technologies to ensure our ALPR engine is entirely hardware agnostic, opening up the possibility of enforcement via body-worn, bike-mounted and fixed-mounted cameras. This creates the opportunity for *virtual* ticketing wherein the infraction is noted and created autonomously based on an ALPR feed. A letter is then sent same-day to the registered vehicle owner alerting them of the infraction.

#### Virtual Ticketing and MDT-Based Citation

Disparate authorities, such as police departments, face challenges in enforcing parking. Without a handheld, they are essentially in the dark with regards to chalking information, virtual permit information, scofflaw and parking session data, but with it, they are carrying a tool that serves to weigh them down in the performance of their most pressing duties. As a solution to this, we recommend a combination of two items.

As part of this solicitation, we will be offering unlimited licensing to issue citations through our cloud to each disparate agency the STLTO requests. Our solution can be accessed through the web browser of in-vehicle MDT units and printed directly through the same printer used for e-citations.

Paper citations truly are a beacon of inefficiency; every issuing officer should be afforded the information necessary to make an informed decision.

#### **Citation Issuance Hardware**

Introducing the Cite

Welcome to the next generation, ultra-rugged Android<sup>™</sup> device designed specifically for public safety applications. From parking and permitting to traffic enforcement and property code violations, the CitePro<sup>™</sup> collects photo evidence, scans barcodes, handles data input and lookups and issues on-the-spot citations in all weather conditions.

- $\star$  Integrated 3" thermal printer
- ★ Ultra-Rugged handheld device
- ★ Operates in temperatures from -20°C to 50°C
- ★ Android 7.X OS
- ★ 4 GB of volatile memory (RAM)
- ★ 16MP rear-facing camera
- ★ 4G capable Verizon data plan
- ★ 4G LTE Network
- $\star$  Hot-Swappable external battery
- ★ Bluetooth 4.2
- ★ A-GPS support

...and much more!



We are recommending the CitePro<sup>™</sup> all-in-one device to the STLTO for the following reasons:

- A one-piece solution offers a physical connection from device to printer. Pairing issues and/or disconnects do not and cannot happen. This makes hardware support and performing diagnostics in supporting the hardware far easier.
- (2) The device's hot swappable battery allows officers switching shifts to simply swap batteries; not grab a brand-new unit. Additionally, only one battery needs to be swapped when shifts change.
- (3) Ergonomics. We have found officers far prefer the solution to carrying a weight on their belts.

Please note, however, that our Data Collection software is Android-based; not CitePro<sup>™</sup>-based. We are happy to substitute a two-piece solution that meets the STLTO's needs.

Now that we've discussed all the means of data collection and citation issuance, we're excited to show you the new ways citizens will be able to interact with the STLTO through a fully customized Citizen Portal, as well as how citations and permits are stored, processed, and managed through our Violation and Permit Management Platform.

## **CITIZEN PORTAL**

Our reimagining of STLTO's Citizen-Facing Portal was built with two leading objectives: to automate processes and to add true value to the patrons that interact with it. This hosted web application is an essential component of our solution, and functions as the primary patron-facing portion of the full customer relationship management solution we are proposing. This portal is fully customizable by administrators through the Management Platform and communicates relevant payment and dispute data to the Management Platform and Data Collection software in real-time. The Portal also has multi-lingual features, utilizing Google Translate for accurate and efficient translation for patrons.

From the moment a client logs in, they are greeted by a host of ways to interact with the STLTO more fully.



Expanded functionality includes:

#### **Data Association with User Account**

When a patron creates an account, all data associated to their license plates including name and address, as well as permits associated to their email address, are linked to their account. This greatly reduces the burden on STLTO administrators when citizens call, email or inquire in-person with questions such as:

- ★ Is my permit still valid?
- Does my permit validate me for this zone?
- ★ When does my permit renew?
- Are all of my citations resolved?
- How many citations do I have outstanding?
- Are any of my citations on payment plans?
- Can I change the registered vehicle on my residential permit?

This collation of all user associated data creates true transparency for STLTO patrons, and allows them the information they need to make informed decisions. Decisions like the avoidance of future citations if they cannot pay the ones outstanding; the prompt renewal of permits because they fully understand the dates, as well as gaining an understanding of the rights a specific permit actually confers.

		10.03		
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of St. Louis / Citizen Portal				Log In to your Account () LUSERNAME LUSERNAME SIGN IN DOC MARKED
welcome, John Smith My Account		City of	St. Louis	2
Æ		My	Account	
MENTS >	MANAGE YOUR PAYMENTS, RENE The Philadelphia Parking Authority areas. We administer several parkin quality of Ide for all of us who live, v	WALS AND DISPUTES is dedicated to accommodating permit programs that addin vork and do publices in the Cir	ing the particular parking needs and uses specific local needs and maximize ( SV	us of the city's bus ress and residential sarking opportunities – thus improving
PUTES	MY CONTACT INFO	MY TICKETS	MY PERMITS	MY DISPUTES
P / FEEDBACK ►	Permit	Purchase Date	Cost Status	Action
	Residential Parking Permit	02/1/2018	525 Examp Spon	RENEW
	Contractor Parking Permit	01/3/2019	S25 Active	
			LOGOUT	
	To contact us by d	epartment, please vis	it our Contact Page.	
	Select La	anguage \$		-

In addition, association to an account allows for quick and easy processing for patrons, as we are able to tokenize their payment media details for use in future transactions.

#### **Citizen Permit Purchase, Renewal and Event Management**

As part of the customization process after a potential contract award, we will fully design the business logic required by each of the STLTO's standard permits. Once designed, each permit variety is fully customizable by managers through the Management Portal, with the customizations uploaded to the Citizen Portal in real-time for purchase. When a patron purchases or renews a permit, their information is immediately communicated to handheld devices and ALPR vehicles to ensure enforcement is accurate. Our permit module's real-time link to the Citizen Portal and powerful permit-creation logic also allows our solution to act as an efficient Event Management Tool. Simply modify, or have our support team modify, the Citizen Portal to show that *parade* parking passes are on sale, and create a 1-day, zone specific permit in the system. More on the creation of these permit types, and how the Citizen Portal can be modified will be highlighted when the Management Platform is explored more fully.



#### **Dispute of Citations**

Our Advanced Disputes module interacts in real-time with the Violation Management Portal to allow Citizens to dispute violations, as well as upload security screened attachments to validate their dispute. These disputes are associated to citations, as well as user accounts, and can be viewed, managed and adjudicated through the Violation Management Portal by permissioned administrators.

Many cities prefer not to utilize this module, as it can increase the incidence of disputes, however, we believe with smart utilization, online disputes can be extremely effective at reducing the burden on administrative staff.

For example, our recommended solution is the following:

- Only allow online disputes for 48 hours from citation issuance
- 2) Once a dispute is submitted, if the dispute is either
  - a. Being filed more than48 hours from issuance
  - b. Contains profanity
  - c. Filed containing responsible party information that does not match the violators
  - d. Filed containing incorrect file attachment types

then immediately display a message informing the wouldbe disputer that their online request has been denied.

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		Login to your Account () 1 usemane 2 occorrect 1 usemane 2 occorrect 1 usemane 2 occorrect 1 usemane 2 occorrect 1 occorrect 2 occorrect
City of St. Louis / Citizen Portal WELCOME, John Smith	City of	St. Louis
номе	STEP 2:	rour licket
PAYMENTS	Dispute Ticket #P534509	
DISPLITES	Contact Information	Reason for Dispute
	All fields must be completed in order to process your dispute.	Not my zar     Velocle 1 ad proken down
HELP / FEEDBACK	Last Name	Other Detail
	Street	
	city	
	State	
	Zip Phone No.	Attachments ADD ATTACHMENT
	Email	
	SEARCH FOR ANOTHER TICKET DOWNLOAD COL	PY OF TICKET CONFIRM THIS DISPUTE
	To contact us by department, please visit of	Sur Contact Page.
© 2019 City of SL Louis. Privacy Policy	Select Language 5 Powered by Grapher Translate	artland 📄 🕬 🚧 🗤

We are happy to work with the STLTO to further refine this process to meet the needs of administrative staff.

Later in this narrative we will address the Advanced Appeals process, from the perspective of an administrator handling them within the Management Platform, should a patron file a dispute.

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#### **Payment of Citations**

Our solution fully accommodates the online and in person payment of issued citations, as well as:

- 1) Partial payments and payment plans
- 2) Full and partial refunds
- 3) The payment of skeletal citations, which are citations not yet entered into the system



Accepted payment methods through our current payment partner include:

Cards	Wallets	Additional
3///64	✓ Alipay	✓ ACH Credit Transfer
VISA	✓ Amex Express Checkout	✓ ACH Debit
mastercard	✓ Apple Pay	✓ Alipay
AMERICAN EXPRESS	✓ Google Pay	
DISCOVER	✓ Microsoft Pay	
	✓ Masterpass by Mastercard	
	✓ Visa Checkout	

Through Stripe's integration with Twilio, we also offer a highly customizable and secure Interactive Voice Response (IVR) System for payment and adjudication support.

#### **Payment Processing**

We are *not* a payments company; but we fully understand that our clients require complex payment flows, logic, and complete transparency. That's why we obtained PCI DSS Level 1 Certification and why we partnered with Stripe, to give us access to a fully compliant solution that is guaranteed to keep the solution and payment options we provide far ahead of the technological curve. On the following page we have included proof of UPsafety's PCI DSS Level 1 Compliance Certification.



In person payments, under the current Stripe supported system, are performed by our clients utilizing the Verifone P400 terminal, Verifone's latest and most advanced terminal offering. Boasting a full color, touchscreen display, the P400 comes with EMV standard, and also allows for expanded functionality as payment trends change, including mobile wallet acceptance, EMV capabilities, and NFC/CTLS. If we are selected, this offering - under Stripe - will be fully supported and is integrated to our Cloud as part of a full Ticket and Permit Point of Sale (POS) solution.





## PAYMENT CARD INDUSTRY DATA SECURITY STANDARD – PCI DSS COMPLIANCE CERTIFICATION

This letter certifies that AWA International Group has validated United Public Saftey's "ForCommerce Platform" for compliance with the PCI DSS version 3.2.1. AWA international Group completed an onsite assessment per the standards of the PCI Security Standards Council to determine that the ForCommerce Platform meets the requirements of PCI DSS 3.2.1.

## Attestation of Compliance Date: February 28, 2019.

Issued by:

AWA International Group

AWA International Group

Note: This letter is a certification of the work performed by AWA International Group. This letter is not issued by the PCI Council. The PCI certification is good for one year from the Attestation of Compliance date. Our PCI assessment is as of a point in time and does not guarantee future compliance to the PCI DSS, nor should it be considered a warrantee against a data breach of United Public Safety.

### **CITYCITE® VIOLATION AND PERMIT MANAGEMENT PLATFORM**

The CityCite<sup>®</sup> Management Platform is hosted remotely on the Azure government cloud, allowing you to access your operations anywhere and anytime. All that's needed is a web browser. The core of this solution is the ability to process violations, which means the storage and modification of any and all records in the database, with permissions specific to each and every user.



Citations are easily searchable via a number of criteria, and administrators have editing capability to correct any errors on citations within the database. Cloud users are able to perform violation processing, adjudication, send notifications, export data to collections and more. All citation processing actions such as payments, appeals/dismissals, modifications, etc. are available to be performed on a single citation, or, can be efficiently performed on groups of citations, such as those issued to the same vehicle owner, license plate, fleet, or those which contain any other linking identifier. Due the scalability of the Cloud, our solution can easily accommodate the data volumes and server loads commensurate with processing up to, and far over, 280,000 citations per year. With this in mind, let's take a deeper look at each piece of functionality the STLTO is requesting.



#### **Dashboard Analytics**

Upon logging in to the Management Portal, users are greeted by a host of visual analytics and action items to help keep their fingers on the pulse of enforcement activities. The dashboard allows for visualization of key metrics to identify actionable insights, allowing the STLTO to:

- ★ Increase revenue and compliance
- Track officer productivity and safety
- ★ View key operations metrics in real-time

Each tile is permission-based and can be enabled or disabled in accordance with unique user roles. Customizations to each tile are saved to each individual team member's login, allowing the user to customize the analytics they are shown to best reflect their own responsibilities within the organization.

Moving on to the processing of citations, let's begin by looking at the most essential elements of a solution required by the STLTO.

#### **Processing of Citations**

Process Ticket	s			Process Tickets	Search
Search a Ticket				Enter Paper Ticket	
Ticket No:	License N	.:		Issue Cloud Ticket	
Owner Name: Issued From:	Owner ID:			Notices	
Ticket State:	All V Ticket Sta	us:All Searc	->- ch	Scofflaw/Suspension	
				Audio Evidence	
				Archive/Cleanup Tickets	
				Ticket Reports	
				Import Ticket Data	

After selecting the "Tickets" option from the navigation bar, administrators and other users are given the option to process tickets, enter paper tickets for citations which have already been issued, issue a new citation, generate and print notices, manage the scofflaw status of vehicles, listen to audio evidence collected by officers, or generate reports based on ticketing. Which of these sections a particular user can view, and how much of each section they can view, is entirely customizable and fully permission based.

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john johnson	Search
John Johnson	Courter
K Back to Results	
ohn Johnson	
HX2029 • 321 Morris Road	
<ul> <li>2 Parking Tickets</li> </ul>	GO
P534509 Open-Issued	
23123 Open-Issued	
✓ 1 Permits	GO
RB000015 Active	

Let's say an administrator is receiving payment for a citation over the phone. The easiest way of finding the record, after asking for the customer's name, might be to type it in to the search bar even before collecting other information such as license plate number.

Note that all tied records are associated. This association creates a true Customer Relationship Management tool, as the administrator will immediately understand all of the facts in regard to the customer's desired outcome from the call.

Once the administrator has read the license plate to the customer and it is validated, pressing go takes the administrator to the heart of our solution: the process citations page, with the violations in question both pre-populated on the screen.

Pro	cess Tickets						Туре	e here to search	S	earc
Se	arch a Ticket		-							
ic	ket No:		License No.	: [						
)v	ner Name:		Owner ID#:							
5.9	ued From:		Issued To:							
Fie	ket State All		Y Ticket Stati	us All	۵. ۵					
					Coardh					
					Search					
	ormen and an other	on another and	-							
- 10		- Dist A	Modify	Manage Grid	2					
•	s Pay S Dismis	s 🖷 Print 🖊	mouny E	Hanage and						
,	Ticket #	Total Paid / Due	License No.	License State	Location	Ticket State	Ticket Status	Owner Name v	Tecue Date	
	Ticket #	Total Paid/Due	License No.	License State	Location	Ticket State	Ticket Status	Owner Name 🔻	Issue Date	
	Ticket #	Total Paid/Due	License No.	License State	Location	Ticket State	Ticket Status	Owner Name 👻	Issue Date	
	Pay         Y         Disms           Ticket #	Total Paid/Due \$50.00 \$75.00	License No.	License State	Location S 6TH ST OREGON AVE	Ticket State	Ticket Status	Owner Name 👻 William Grogan	Issue Date	
	Pay         S Dismis           Ticket #           P498002           P498003           P506005	Total Paid/Due \$50.00 \$75.00 \$0.00	License No.	License State  License State  PENNSYLVANIA  PENNSYLVANIA  PENNSYLVANIA	Location Location S 6TH ST OREGON AVE	Ticket State Closed Closed Closed	Ticket Status Ticket Status Paid Paid Abandoned	Owner Name	Issue Date	
	Pay         X Dismi           Ticket #           P498002           P498003           P506005           P444250	Total Paid/Due \$50.00 \$75.00 \$0.00 \$0.00	License No.	License State	Location S 6TH ST OREGON AVE CHESTNUT	Ticket State	Ticket Status Paid Paid Abandoned Dismissed	Owner Name  Villiam Grogan William Grogan William Grogan Tony Vu	Issue Date	
	Ticket #           P498002           P498003           P506005           P444260	Total Paid/Due \$50.00 \$75.00 \$0.00 \$0.00	License No.	License State  PENNSYLVANIA PENNSYLVANIA PENNSYLVANIA NEW JERSEY	Location S 6TH ST OREGON AVE CHESTNUT STREET	Ticket State Closed Closed Closed Closed	Ticket Status Paid Paid Abandoned Dismissed	Owner Name 👻 William Grogan William Grogan William Grogan Tony Vu	Issue Date	
	Pay         Dismi           Ticket #           P498002           P498003           P506005           P444250           P44250	Total Paid/Due \$50.00 \$75.00 \$0.00 \$0.00 \$25.00	License No. ABC123 ABC123 ABC123 ABC123 MOO 123TEST	License State PENNSYLVANIA PENNSYLVANIA PENNSYLVANIA PENNSYLVANIA NEW JERSEY ALASKA	Location S 6TH ST OREGON AVE CHESTNUT STREET MORRIS RD	Ticket State	Ticket Status Paid Paid Abandoned Dismissed Paid	Owner Name 👻 William Grogan William Grogan William Grogan Tony Vu	Issue Date	
	Pay         X Dismi           Ticket #           P498002           P498003           P506005           P444250           P447251           P448001	Total Paid/Due \$50.00 \$75.00 \$0.00 \$0.00 \$25.00	License No. ABC123 ABC123 ABC123 ABC123 MOO 123TEST 1234TEST	License State	Location S 6TH ST OREGON AVE CHESTNUT STREET MORRIS RD GRAY ST PLAZA	Ticket State Closed Closed Closed Closed Closed Closed Closed Closed	Ticket Status Paid Paid Abandoned Dismissed Paid Paid Paid	Owner Name 👻 William Grogan William Grogan William Grogan Tony Vu Tony Vu Tony Vu Tony Vu	Issue Date           05/08/2018           05/08/2018           06/04/2018           10/23/2017           11/01/2017           11/01/2017	
	Pay         X Dismi           Ticket #           P498002           P498003           P506005           P444260           P447251           P448001           P447005	Total Paid/Due	License No. ABC123 ABC123 ABC123 ABC123 MOO 123TEST 1234TEST MOO	License State  PENNSYLVANIA PENNSYLVANIA PENNSYLVANIA PENNSYLVANIA NEW JERSEY ALASKA British Columbia NEW JERSEY	Location S 6TH ST OREGON AVE CHESTNUT STREET MORRIS RD GRAY ST PLAZA CHESTNUT STREET	Ticket State Closed Closed Closed Closed Closed Closed Closed Closed Closed	Ticket Status Paid Paid Abandoned Dismissed Paid Paid Citation	Owner Name 👻 William Grogan William Grogan William Grogan Tony Vu Tony Vu Tony Vu Tony Vu	Issue Date           05/08/2018           05/08/2018           06/04/2018           10/23/2017           11/01/2017           11/01/2017           11/04/2017	
	Pay         Cosme           Ticket #           P498002           P498003           P506005           P444250           P442001           P442005           P444268	Total Paid/Due           \$50.00           \$75.00           \$0.00           \$0.00           \$25.00           \$25.00           \$25.00           \$20.00           \$0.00	License No. License No. ABC123 ABC123 ABC123 ABC123 MOO 123TEST 1234TEST MOO MOO	License State  License State  PENNSYLVANIA  PENNSYLVANIA  PENNSYLVANIA  NEW JERSEY  NEW JERSEY  NEW JERSEY	Location S 6TH ST OREGON AVE CHESTNUT STREET MORRIS RD GRAY ST PLAZA CHESTNUT STREET BALTIMORE ROAD	Ticket State Closed	Ticket Status Paid Paid Abandoned Dismissed Paid Paid Citation Citation	Owner Name  Villiam Grogan William Grogan William Grogan Tony Vu	Issue Date           05/08/2018           05/08/2018           06/04/2018           10/23/2017           11/01/2017           11/01/2017           11/04/2017	

Note: A bold Ticket # indicates an open ticket

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The administrator can now receive payment, dismiss, or print the selected violation(s), modify the violation(s), based on permissions, or, manage which fields of the grid they would prefer to see.

In the proposed scenario, where an administrator is taking payment for a violation, they have the option to select the means of payment, the amount of the payment, the date of the payment, and various payment specific fields, as seen below.

Ticket Detail			
			Printer Friendly
Ticket Details			
Ticket Number: State: Vehicle Make: Color: Meter No: Badge Number: Device Name: Ticket State: Notes: Violation1:	23123 Pennsylvania ACURA Beige 2314123 20 PAPER Open Defendant parked betwee 02 - Parked in Reserved S	License # or VIN: Location: Type: Violation Cost: Officer ID: Issue Date: Paper Entry Date: Ticket Status: n two meters. Space	GHX2029 Bath Road 4 Door Auto \$30.00 Jim Hornberger 1/15/2019 12:57:00 PM 1/15/2019 12:59:17 PM Issued
Owner Details			
Lookup Date: Lookup Status:	1/15/2019 4:56:40 PM Success	Lookup Method:	Manual Entry
First Name: AddressLine1: State: Email:	John 321 Morris Road Pennsylvania jjohnson@upsafety.net	Last Name: City: Zipcode:	Johnson Fort Washington 19034
Citation Details			
Citation Status:	Not a Citation	Citation Fine:	\$0.00
Payment On :	HH	MM 29 ¥	
Total Fine Amount :	\$30.00	Violation (\$30.00)	
Open Balance :	\$30.00		
Payment Received :	\$30.00		
Payment Method :	Cash Cash Check Community Servic Credit Card	•	Accept Payment Cancel
	Debit		

For example, in the case of a check, the check number is recorded. In the case of an in-person payment, if the customer elects to use our POS processing, it will prompt the user both on the terminal and on the platform.

Proc	oess'	Tickets						Type street to see	ath 1	Search
Seat	rch a let No	Ticket		Litemur No.						
12M	ar h	Process Multipl	e Ticket Payments				-	-	9	
Tick	-	Ticket #	Violation Cost	Late Fee		Waiting	tal Fine	Amt Received	-	
		P001297528	\$35.00	\$10.00	$\odot$		45.00	45.00		
s	Pas	P001297527	\$35.00	\$10.00		Cancel Payment	45.00	45.00		
		P001297522	\$35.00	\$10.00	12/18/2018	\$45.00	\$45.00	45.00		
						Total F	Payment Received:	\$135.00		atus.
							Payment Method:	Reader	•)	
×	80						Reader:			
1	PQ				Wait	ing for card				
×	20							Accept Paymer	tts Cancel	
	P90	1296951	345.00	1234	SAMIZA	CALIFORMA	MAIN S	TALLY OLM	Interest	
	P96	LZHERN		1274		CALIFORNIA	MONIE	ACAL Spen	Inset	
	1920	1294945		South A	1111					

For a phone payment accepted by an administrator, the same secure pop up that is provided on our Citizen Portal will display, with a receipt emailed immediately to the patron, or printed in any format chosen.

City Of Enter paymen	f Rockburg t information below:	
🛛 Email		
🖨 Card num	ber	
MM/YY	8 GVG	
Pay	/ \$32.50	Í.

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The Process Tickets page also serves as a means for processing disputes and adjudication. By clicking on a ticket in the grid, you are taken to the 'Ticket Detail' page, on which permissioned users can edit ticket details, view images, attachments, append notes, reset late fees when warranted, and print ticket details.

Ticket Details	P533511 40.140290 -75.217264 MORRIS ROAD	License # or VIN: State: Vobide Maker:	XYZ1234 Pennsylvania
Ticket Number: GPS Coord.: Location: Type: Violation Cost:	P533511 <u>40.140290 -75.217264</u> MORRIS ROAD	License # or VIN: State: Vobide Make:	XYZ1234 Pennsylvania
Badge Number: Device Name: Ticket Status:	4 Door Auto ≨130.00 1234 Upsafety_Support_CiteProPRIN Paid	Venice viake. Color: Officer ID: Issue Date: NT_01 Ticket State:	INFINÍTI Blue William moore 1/16/2019 4:46:00 PM Closed
Notes: Violation1:	THIRD OFFENSE, PARKED II 3:34PM) Patron called main o for vehicle retrieval upon succ card number to make paymen 02 - Parked in Reserved Space	N A TOW AWAY ZONE. VEHIC iffice to complain. Calmed him cessful ticket payment. Patron it. ce	LE IS ELIGIBLE FOR TOW. (1/16/2019 down and gave tow company information promised to call back shortly with credit
Owner Details			
Lookup Date: Lookup Status:	1/16/2019 4:50:00 PM Success	Lookup Method:	Manual Entry
First Name: AddressLine1: State: Address Country:	John 321 Morris Road Pennsylvania USA	Last Name: City: Zipcode:	Smith Fort Washington 19034
Service Details			
Service: Service Date: Time to Tow/Boot:	Tow 1/16/2019 4:46:10 PM 00:00:10	Company: Additional Fees:	Bobs Towing Company \$100.00
Payment Details			
Payment 1			
Payment Amount: Payment Date:	\$130.00 1/16/2019 3:51:00 PM	Payment Mode: Card Type:	Credit Card Visa

#### Fully Customizable Reporting | Financial Management System

UPsafety's CityCite<sup>®</sup> citation management solution allows for fully customizable, online report generation, as well as the scheduling and recurrent distribution of these reports to **STLTO** stakeholders. The tool is incredibly robust, and is capable of reporting on, filtering, totaling, and/or grouping ANY field of data entered into or collected by the solution. All reports are delivered in MS Excel XLSX format and can be configured and printed easily by the end-user.



As part of the set-up process, and as an ongoing function of our support department, we will fully customize these reports to meet the **STLTO**'s needs. Once users are accustomed to it, however, being able to effectively access any piece of data in the system at any time, on any platform is incredibly powerful. We have often had situations such as an enforcement director calling us to inquire as to whether it was possible to report on abandon citation rates through custom development; little did he know it required no customization. Just a few checked boxes.

The customization options afforded through this system also make this portion of our application an effective financial management application, as customized reports on activity can be mailed to applicable personnel at any time, in as granular or collated a format as is preferred. There is no more widely used application, with more in-depth user knowledge than Microsoft Excel, which is why we consciously chose not to reinvent the wheel for our most detailed reports. In regard to audit capabilities, each citation within an excel report is uniquely tied to a cloud record. This cloud record contains a comprehensive audit log containing the complete history of all actions taken on a citation, displaying when, by whom, and in what way a citation was modified:

story	
2	× ii ;
→ Jacob Whaley - 01/21/2019 11:06:00 AM : Added Ticket Amount Paid Till Date, Edited Ticket State, Ticket	t Status, Last Status Changed On
Ticket State : Closed Open	
Ticket Status : Paid Issued	
Last Status Changed On : 1/21/2019, 11:06:00 AM 1/21/2019, 10:58:00 AM	
Ticket Amount Paid Till Date : 90.00	
> Jacob Whaley - 01/21/2019 11:00:44 AM : Added Custom Citation Violation Fine Amount, Removed Stree	et Address
<ul> <li>Jacob Whaley - 01/21/2019 11:00:44 AM : Added Custom Citation Violation Fine Amount, Removed Stree</li> <li>Jacob Whaley - 01/21/2019 11:00:43 AM : Added Citation Court EMS Amount, Citation Court MCARE Am</li> </ul>	et Address ount, Citation Court COSTS Amount,

These audit logs may also be downloaded quickly and easily into Microsoft Excel for efficient filtering as warranted or needed.

#### **Management of Disputes, Hearings and Adjudication Requests**

As previously mentioned, appeals may be filed in the manner that your policies allow: verbally, via letter, email, or online through the Citizen Portal. When a dispute is made online, patrons can enter their contact information as well as upload secure attachments such as photos or documents. From there, our Management Platform contains features which allow the efficient:

- ★ Management of Hearings
  - Create and manage Hearing Entities (Courts, Boards, Individuals)
  - Customize and automate your hearing process flow
    - o Optionally add hearing fees
- ★ Scheduling of Hearings
  - Setup recurring or single occurrence hearing dates/times
  - 'Scheduling Hearings' automation options include:
    - Allowing the Management Portal to automatically assign a hearing when a citation is issued
    - Allowing the Management Portal to automatically schedule hearings when a dispute is filed
    - Allowing the Management Portal to automatically assign a hearing once a predetermined amount of time has passed after citation issuance
  - Allow Hearing Entities to manually schedule hearings
  - Automatically generate and mail notices for scheduled hearings
- ★ Adjudication of Hearing Outcomes
  - View and manage schedules for each Hearing Entity
  - Adjudicate hearing outcomes, instantly updating citation status
  - Automatically generate and mail notices for adjudication outcomes

	econimerce inckets citations						
rings	Type here to search Search						
Adjudicate Setup	Notices						
Hearing Entities	Save 🗠 Undo Changes						
Search Entities	> Contact Information						
Fort Washington Court	> Categories						
Mont. Co. Court	✓ Schedule						
T arking Addioncy	Create schedules to show when hearings can be held.						
	Name: Weekly Schedule						
	Every week on Tuesday, Thursday from 9:00 AM to 3:00 PM starting Tuesday December 11th 2018 * With exclusions						
	Name: Special Schedule						
	Every last weekday of month from 9:00 AM to 3:00 PM starting Tuesday December 11th 2018						
+ New Entity							

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	Sel 3/ Devic	Jes e	commerce	e 110	Kets	Citations	
rings						Type here to	search Sea
Adjudicate	Setup	Notices					
< >	today	Jan	uary 20	19	month we	eek day	Wednesday January 16
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Thursday January 17
30	31	1 P001221369	2	3	4	5	all-day • P001213814
							all-day • P001215234
6	7	8 P001221247	9	10 P001229621	11	12	all-day • P001227141
		P001286512		+5 more		10	all-day • P001243231
13	14	15 P001227531	16	17 P001213814	18	19	all-day • P001244141
20	21	22	23	+8 more 24	25	26	all-day • P001284123
20	21		20	21	20	.0 20	all-day • P001285311
27	28	29	30	31	1	2	all-day • P001285553
		P001232121					all-day • P001288123
		4 5	6	7	ß	3	

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#### Data Import and Export Capabilities | Collections Support

Data imports from legacy, or replaced systems are, unfortunately, still a manual process, as cleaning data from one vendor can be an altogether different effort than cleaning data from another. Our standard procedure is to use a .XLSX file as a medium. Once provided, the file is cleaned, validated for correctness using algorithms and then imported by our development team.

Data imports for integrations can either be accomplished by utilizing our existing Application Program Interfaces (APIs) to receive data in real-time, or, for processes that do not require data in real-time, our system can automatically pick up and process files from an FTP server on a predetermined schedule.

Data exports are far more automated, and can be completed using three methods:

- First, the advanced reporting tool is incredibly robust, and is capable of reporting on, filtering by, totaling, and/or grouping ANY field of data entered or collected by the solution. All reports are delivered in MS Excel format. Any batch export required can be constructed in this way, delivering all records, with the required data fields associated, to any endpoint required.
- ★ Second, customizable data exports are available to extract data or interface to other solutions via a character delimited format file export (CSV). Data exports can be scheduled to automatically run during timeframes of the STLTO's choosing, generally overnight between the hours of 12:00AM and 4:00AM EST.
- ★ Finally, UPsafety also offers multiple APIs that utilize open architecture standards to feed data to systems in real-time. We are happy to customize our APIs to meet the STLTO's integration needs.

#### **Automated Noticing**

Our solution fully supports the generation of customized PDF's to serve as notice letters to violators, based on any business rules specified. Traditionally, we would send these notices to our mail shop automatically, with no human intervention. Under this solicitation, however, the STLTO is requesting that mailings be performed in house by the successful respondent to *Component C: Customer Service Support*. In this scenario, we will request the STLTO's guidance in:

- 1) Business logic for triggers to notice generation
- 2) The preferred formatting/verbiage of the notice
- 3) In what file format and to which location notices should be sent (Adobe PDF is standard)

Our solution has a number of stock templates, as well the ability to edit notice verbiage, image and other data field placement, however, we are happy to lean on the STLTO's experience as to the optimal formatting for each notice required. An example of a stock template is included on the following page.

Parking Violations Bureau 229 North 7th Street Saint Louis, Missouri 63101

City of St. Louis

#### **NOTICE OF OUTSTANDING PARKING TICKET(S)**

**John M Smith** 123 Main St. Horsham, Pennsylvania 19044 DATE OF NOTICE: {00/00/0000} PLATE: {0000000} STATE: {State}

AMOUNT DUE NOW: \$120.00

Our records indicate that the parking ticket(s) listed below have not been satisfied. You may resolve this matter by making payment online at: **{yourwebsite.com}** or by mailing a check or money order payable to **{Your City}** for the total amount due.

Payment in full must be received within 14 days from the date of this notice. Failure to pay will result in prosecution. If you are found guilty, additional fines and costs will be imposed upon you.



Please send payment for your outstanding balance so that we can resolve the matter. If you have already sent us your payment, please disregard this notice. We appreciate your prompt attention to this matter. **VEHICLES MAY BE TOWED/IMMOBILIZED FOR UNPAID TICKETS.** 

Ticket Number	Date Issued	Violation	Amount Due
AB16750312	5/01/2019 5:34 PM	Expired Meter	\$ 60.00
CD12345678	5/02/2019 1:34 PM	Handicapped Parking without Placard	\$ 60.00
		TOTAL AMOUNT DUE	\$ 120.00

#### **Entry of Handwritten Citations**

Our solution fully supports the entry of Paper Citations. In addition to this basic database functionality, realtime checks are run against parking session data at the time the citation was issued. This reduces the burden on administrative staff to have to reference disparate systems when a patron disputes the validity of the citation. Additionally, we ensure data integrity checks are run on each citation, to thwart potential entry errors. The format and structure of this page can be modified to suit your organization's needs; however, it is generally a copy of a similar data entry process for a mobile officer issuing an electronic citation to ensure data validity and accuracy.

#### **Permit Creation, Modification & Validation**

Our back end permitting management feature is fully featured, and allows authorized administrators and managers to:

- 1) Manage Permit Zones
- 2) Import Pre-existing Permit Users
- 3) Change payment requirements including
  - a. Partial Payments Allowed (Y/N)
  - b. Payment Media (Card/Cash/Check) Accepted
- 4) Manage Permit Store Look/Feel
- 5) Manage Permit Types
- 6) Manage Permitted Individuals
- 7) View, Approve & Deny Permit Requests, including the viewing of security screened supporting documents.
- 8) Manage Permit Waitlists
- 9) Use the solution as a Point of Sale for In Person Permit Purchases
- 10) Manage lists of Pre-Approved Permit Users
- 11) Run Comprehensive Permit Reports

This powerful functionality will allow the STLTO to effectively manage, and instantly post for sale on the Citizen Portal, a huge variety of permits, including for **Contractors, Motorcycles, and Residential and Temporary parkers.** While all permits created follow the same basic logic; zone, duration and other permit data are posted to the cloud and communicated to the handheld enforcement devices in real-time at purchase & approval.

UPsafety iPermit<sup>®</sup> contains waiting list functionality that can be enabled per permit type with options for maximum allowed waitlist patrons. The waitlist functionality automatically notifies patrons by email once a permit becomes available, giving the patron a customizable period of days (based on the STLTO's request) to complete their registration via email link. Patrons are automatically notified a customizable period of days before any permit type expires with a customizable email set by the STLTO.

Regardless of the work flows required by the STLTO, we are confident our permitting solution will meet, and far exceed your needs.

dd New Permit Type										
					2					
Permit Detail										
Permit Name		Event Name								
Sale Type Free		Available by	Cloud	•						
Temporary	/ Permit									
Sale Start Date		Sale End Date								
Valid Start Date		Valid End Date								
Share Permit # Across All V No. of Vehicles	/ehicles One Permit	t # per Vehicle								
Allowed Permit Zones	Optional/Required	Information								
Check All	Permit User Info	Req. Opt.	<u>Vehicle Info</u>	Req. Opt.						
Parking Lot A	Name		License							
Parking Lot B	Address 1 Address 2		License state Make							
Parking Lot C	Email		Model							
Zone 23	Phone		Color							
0	ID#		Туре							
	Custom Fields	Req. Opt.	<u>Attachments</u>	Req. Opt.						
Permit Number Detail										
Prefix		Suffix		]						
Start Number		End N	lumber							
Serial Number Length		Paddi	na Number							
		Faudi								
Advanced Settings										
Price Label	Free		Modify Te	rms & Conditions						
1 permits allowed per	Vehicle LP 🔹									
Cloud Admin Approval Requ	uired		Modify Con	firmation Message						
Shibboleth Authentication R	equired									
Email Renewal Reminder	Days(s) Before	Permit Expiration								
Mail Permits	Never		•							
Prohibit Permit If Unpai	d Tickets Exist									
Pre-Approved Template	Select		•							
Allow Permit Waitlist Ap	oplicants									
B	City	of Rockburg	Permits 🗸 🕴	Setup Users/Device	es eCom	merce	Permits	-		<b>A</b> 1
---	---	--	----------------------------	---------------------------------------	----------------------	-------	----------	----------------	---------	----------------------------------
Manag	je Per	mit Users					Ту	pe here to sea	irch	Search
+ Ad Ad All Activ	Id Peri tive Pe	mit User Info rmits   Expired Pennits	ermits 🔘 Upcomi	ng Permits O All Search Permit Nat	ne Reset					
CO-OP Main Si Pine Av Sea Blu Seablu Tax Arr	CITY I treet Bu venue F uff Dece ff Beac ears He	RESIDENT PERMIT usiness Parking Parking Garage Permit ember 2018 h Permit old			-					
Permit	Numbe	er	License N	umber						
Owner	ID		Citizen Na	ime Baez						
Mana	age Gri	+ Advanced Sea	rch	Search		-				
Print	Edit	Permit Number	Permit Name	Citizen Name 🔻	Email ID	City	State	Event	Price	Туре
0	D	RB000003	Sea Bluff December 2018	Baez, Miguel	Miguel@gmail. com	Bronx	New York		\$50.00	Paid Both Online or Onsite
٩	ø	RB000005	Sea Bluff December 2018	Baez, Miguel	Miguel@gmail. com	Bronx	New York		\$50.00	Paid Both Online or Onsite

City of Rockburg Pe	ermits 🗸	Setup	Users/Devices		eComm	erce	Permits n
lanage Permit Types						Type here t	Manage Permit Types
+ Add Permit Type							Manage Permit Users
Active Permits Expired Permits	mits 🔍 Upco	oming Permits	IIA ©				Approve Permit Requests
Permit Type Name *	Permit Price	Start	End	Edit	Сору	Active	
CO-OP CITY RESIDENT PERMIT	FREE	12/01/2012	12/31/2020		<b>B</b>		Onsite Permit Purchases
Main Street Business Parking	\$10.00	02/28/2017	08/31/2025		D		
Pine Avenue Parking Garage Permit	\$40.00	06/01/2017	01/31/2019		<b>B</b>		Manage Permit Waitlist
Residential Parking Permits Zone 2	\$35.00	12/01/2012	12/31/2020				
Sea Bluff December 2018	\$50.00	12/01/2018	12/31/2020		<b>(</b> )		Pre-Approved Permit List
Seabluff Beach Permit	\$50.00	12/01/2012	12/31/2020		D		
Special Events Parking	FREE	09/01/2016	08/31/2025				Permit Reports
Tax Arrears Hold	Free	05/14/2018	05/31/2020				
Temp Example	Free	12/12/2018	01/31/2022		<b>B</b>		
Work Permit	\$10.00	07/14/2016	07/31/2019				

tomize Permit eCommerce Pages		Type here to search	Se
Il Pages View Permit Purchase P	Permit View History User L	ogin User Signu	p
eft Logo Choose File No file chosen	Delete Left Logo	3	
Description	Value	Edit	
Footer - Boiler Plate, Links, eCommerce Links et	c <font size="4">Visit us online at www.upsafety.net</font>		
Button Text - View all Permits	View Permit		
Button Text - View History	View History		
Button Text - View Profile	View Profile		
Display Credit Card Image	Y		
Footer - Contact Info, Address, Phone, Fax	<pre><font size="4"><span style="text decoration:bold; font">United Pi Safety br/&gt;321 Morris Road Washington, PA 19034 PH: 1005 cfeata cfeata</span></font></pre>	:- ublic />Fort 📑 (215) 394-	

#### **Device Incites**

UPsafety's Device InCites<sup>™</sup> feature provides approved users a GIS-style overlay with the real-time location of all handhelds currently in use by the STLTO's staff on a data-rich map. Managers can see the entirety of their device fleet, as well as their staff's routes over a given time period, allowing STLTO staff the analytics needed to determine the most efficient enforcement practices for the organization, while ensuring officer safety and productivity. In addition, more advanced layers offer the insight needed to answer hard questions, such as:

- ★ Are we over or under-enforcing certain areas?
- ★ Are officers taking breaks or "going easy" on certain locations?
- $\star$  Are there areas we are missing that are causing parking turn-over to lag?

This feature is composed of three major layers:

#### **The Real-Time Layer**

This layer allows authorized users to view the location of officers and devices in real-time, the last citations issued by officers, citations issued that day and distance traveled:



Future functionality, in upcoming releases will include full intra-officer messaging, as well as the ability for a dispatcher or approved administrator to communicate with officers, via voice, video or text, in real-time. This will greatly aid in effective incident management and dispatch, as well as providing a valuable resource if an officer is in danger or needs to urgently report an event.

#### **The Routes Layer**

This layer takes this functionality even further by providing authorized users the ability to visualize the paths of all devices, as well as their time in particular locations, directions of travel, or, the number of times they passed a particular location in a day.



Planned functionality enhancements include the suggestion of officer and ALPR routes, based on the Authorities mission statement and objectives, to help achieve optimal enforcement outcomes.

#### The Analysis Layer

This layer dives even deeper in to the Authorities historical metrics, allowing managers and permissioned staff to make better informed decisions on policy and enforcement practices.



#### Available standard reports include:

- ★ Enforcement Area Heat Map: This mapping is constructed based on the number of times a given area is visited by an officer throughout a given day or date range. Identifies areas too frequently visited by enforcement, or conversely, areas that may require additional enforcement attention. Specifies the percentage of times an area is visited versus all areas visited throughout the given day or date range.
- Enforcement Time Heat Map: This map is based on the duration of officer time spent within an area. Provides insight into possible efficiency measures. Specifies total enforcement time for a given day or date range as well as an analysis of the percentage of time (and actual time) spent by officers within each area.
- ★ Stop Gap Plot: This report plots specific locations where an officer stopped at over a specified duration (15 min, 30 min, 45 min, 1 hr, 2 hr, 3 hr). These points may indicate unusual occurrences of stationary activity and allows management to follow up on these occurrences as necessary to ensure officer safety and productivity. Identifies total number of stops and total duration of time stopped. Also identifies each stop by which officer and for what duration of time.
- Citation Volume Heat Map: This heat map is based on issued citation monetary amounts. Allows for insight into specific areas where citation monetary amounts may be high or low. Identifies total monetary issued amount for that particular day or date range as well as a percentage of total monetary amount (and actual monetary amount) within each area.
- Citation Count Heat Map: This heat map based on the count of issued citations. Allows for insight into specific areas where issued citation count may be high or low. Identifies total count of citations for that particular day or date range as well as a percentage (and count) of issued citations within each area.

★ Citation Plot: This map plots specific locations of citation issuance. These points show the exact location of issuance which has advantages over a Heat Map visualization when the data is sparse.

Our geographic analysis suite is always evolving, and we look forward to the opportunity of partnering with the STLTO to help design analysis functions which make managers, officers and administrators jobs easier, safer, and more efficient.

## **CITYCITE® SOFTWARE ARCHITECTURE AND SECURITY**

Our software is built with *all* users in mind. Developed entirely from our Fort Washington headquarters, our software is developed, maintained, and improved by a dedicated in-house team. That means that we don't have contractors plugging away at requirements tables; we have product owners who are building an experience.

This means that using our software is seamless -

- ★ All pages load within 1 second.
- ★ Tasks that take longer than 3 seconds, such as very large reports, will either run in the background, or can be emailed.
- \* Each page retains state, so you don't need to go back and re-specify a filter.
- ★ All pages scale to fit any size screen.
- ★ All web browsers are supported.

In addition, both our Data Collection and Management Platform applications are entirely ADA compliant. This includes providing alternate text where applicable, clear labels indicating expected user input, and full support of keyboard navigation throughout the UI. In addition, beyond just compliance, our trainers have successfully trained officers with visual impairments, illiteracy, and various other disabilities. Our trainers understand how to address the needs of each trainee to ensure success.

#### **Comprehensive Security**

Our Violation Management Platform is hosted through the Microsoft Azure Government Cloud, the most secure and well certified Cloud in the marketplace, including FedRAMP, NIST 800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS standards.

In addition to this physical security, our software is fully OWASP compliant by design. This includes the utilization of security standards such as:

- \* SHA256 bit data encryption for both data at rest and in transit
- ★ Comprehensive, entirely customizable user permissions; over 380 permissions are grantable/revocable by users
- \* Requiring strong passwords containing at least 10 characters, and a minimum of:
  - One uppercase character (A-Z)
  - One lowercase character (A-Z)
  - At least one digit (0-9)

- At least one special character
- ★ All login attempts fully documented by user, date and time, IP address, and actions
- ★ Vulnerability scans performed weekly and at each major release
- ★ Locking after a user has been idle for more than a set time
- ★ Supporting multi-factor authentication.

#### As stated before, our payment solution is PCI DSS, Level 1 certified.

#### Scalability

Our system is structured using a best practices Multi-Tenant Microservices Architecture, utilizing Azure worker and web roles to ensure that each process is self-contained, meaning that issues in one process have a negligible impact on any and all others. Furthermore, using Azure allows us to dynamically scale the computing resources needed for any process. So, if your administrators are all running reports at once, or your citation counts double, the resources allocated to your cloud will increase commensurately in real-time. Finally, being fully geo-redundant means that if one service were to go down from the main instance, there is always a backup process running to pick up the slack. Full diagrams are proprietary but can be provided upon request. In conclusion, our architecture is extremely scalable; it is just a matter of paying Microsoft more for its servers to do the work! We fully bear this risk in pricing.

#### Disaster Mitigation and Recovery | 24/7 Up Time with 99.9% SLA

UPsafety maintains a comprehensive Disaster Mitigation and Recovery Plan. As a first line of defense, each customer database is backed up in real-time and in triplicate within each datacenter. In the event of a failure, which has never occurred, databases can be rolled back to any time in the prior 35 days.

As a second line of defense, the hosted Azure instance where your application and data are stored is *entirely* geo-redundant. This means that all service architecture and databases are hosted in an entirely different physical location, strategically placed so that world events and weather will not affect both at the same time. In this secondary instance, once more, all databases are backed in triplicate.

If the first instance ever does go down, all systems will automatically fail over in real-time to the secondary instance as the first recovers. This allows us to maintain a 99.9% Service Level Agreement (SLA), **which we have never breached**, as well as maintain 100% data integrity. This means we have never lost a single record.

Each facility is designed to run 24 x 7 and employs various measures to help protect operations from power failure, physical intrusion, and network outages. These data centers comply with industry standards for physical security and reliability and they are managed, monitored, and administered by Microsoft operations personnel. They are designed for "lights out" operation.

Each datacenter facility has a minimum of two sources of electrical power, including a power generation capability for extended off-grid operation. Environmental controls are self-contained and remain operational if the facility and contained systems remain online. Physical security controls are designed to

"fail closed" during power outages or other environmental incidents. In case of fire or situations that could threaten life safety, the facilities are designed to allow egress without remaining exposed.

In the event of a partial third-party feature outage affecting all customers, UPsafety support notifies customers via the UPsafety News seen upon cloud login. In the event of partial third-party feature outage affecting a single or a few customers, UPsafety support notifies the affected customers via email and or phone depending on the severity. In the rare event of a full cloud outage, UPsafety support would contact all customers via email.

#### **Data Ownership**

With our solution, clients always maintain full ownership of their data. At any time, with no assistance from our staff, any and all data within the system could be exported by validated users through our reporting module. This level of control of **your** data is unprecedented in the industry.

### TRAINING, MAINTENANCE, UPDATES, AND SUPPORT

#### **Training Methodology**

Training and support are critical to our solution. We service too many small clients and have held too many hands, too frequently, to believe otherwise. UPsafety trainers do not train to an hourly standard; we train the trainer, because there is no other way. If there is no product specialist within in your organization by the time the system has gone live, we have already failed. With this in mind, our trainings are segmented in to three major categories:

Parking	<ul> <li>Accessing and navigating CityCite<sup>®</sup> Mobile</li> </ul>
Enforcement	<ul> <li>★ Using the CitePro<sup>™</sup> to issue different types of citations</li> </ul>
Officers	★ Data entry methods
	★ Printing citations
	★ Special features to create additional efficiencies
Customer Service	* Accessing and navigating CityCite® Cloud
Representatives	Citation look-up and processing
Representatives	Accepting and recording payments
	Adding permit user information
	Adding permit user information
System	★ Changing the configuration of the application
Administrators	★ Adding or deleting offenses
	★ Changing fine amounts
	★ Editing escalation conditions
	<ul> <li>Creating, modifying, or scheduling automated reports</li> </ul>
	<ul> <li>Special features to create additional efficiencies</li> </ul>

For Parking Enforcement Officers, everything starts with the handheld. For this training, we will ensure that hardware has been pre-emptively procured, is fully functional, and that each officer attending is able to utilize the hardware for the training. This will allow each officer to follow along step-by-step as they go through the nuances of the device, including:

- \* Charging logic; when does the external battery charge the internal?
- \* Printer function and proper operating procedures in inclement weather
- ★ Potential failure points and avoidance. For example, the unit is more likely to break if the printer door is open.
- ★ What does each indicator light mean?

Allowing each officer to follow step-by-step, and creating physical milestones, such as getting the handheld to blank feed paper, ensures that all officers are participating and following along.

Once officers fully understand how to use the equipment, we will review the Data Collection Software. Special care will be given to ensuring that elements such as iMeter, iChalk<sup>®</sup>, iPermit<sup>®</sup> and Scofflaw, and mobile ALPR have pre-loaded data, and that the plates which are loaded in to these modules are *physically located*, in the training hall, allowing users to fully utilize the functionality before they are on the streets. Once again, setting physical milestones such as the issuance of citations in relation to all four of these modules will create a deeper understanding of the software functionality.

Our fully online Resource Center is accessible directly from the "Wiki Help" section of our dashboard. This is the centerpiece of our ongoing training and user knowledge expansion. This entirely online application, which is fully indexed and searchable, is updated at each release, and contains over 360 pages of information, including a detailed description and instructions of each and every feature and screen of both our Android Data Collection Software and our Management Platform.



That's why our trainers never read from canned Microsoft PowerPoint presentations, and instead utilize both the Hardware and Web Application, in conjunction with the Resource Center, to ensure users are actually *using* the functionality we are training them on from day one. More information regarding the Online Resource Center is available within the "Product Help Desk and Online Resource Center" description included within our response. UPsafety trainers utilize a mix of classroom and hands-on teaching. Our trainers understand every individual learns differently and will quickly adjust the training session to suit the needs of every individual staff member. Multiple trainers will be on hand within each session to ensure individual attention is given when needed. Our goal is that every single member of your team completes the training and is confident and comfortable with the solution.

In conjunction with this, UPsafety does not offer printed user manuals for our software standard; our solution is simply upgraded and improved too frequently for printed manuals to stay up to date. Our user documentation is truly dynamic through the Online Resource Center—meaning it is updated continually based on new features and improvements. The Online Resource Center is accessible and available at any time, 24x7x365 by any user—whether they have access to the mobile handheld to issue citations only or have full Management Platform access.

In addition to this training, for quick refreshers, each page of the cloud and mobile software contains help buttons, which will provide a visual-overlay walk through:



After training is complete, the UPsafety support team and your dedicated Project Manager will be available 24/7/365 for the life of the contract. UPsafety regularly hosts informational webinars to orient users with new, enhanced functionality released in each new software version, and our Online Resource Center is updated prior to each software release. Additional in person or remote refresher training is available to all UPsafety customers at their request as per the pricing supplied in our response.

#### **Hardware Maintenance**

Comprehensive hardware updates and support are provided as a fully included portion of your subscription. As a first line of support, any and all hardware issues will be supported by the same dedicated support staff as support the software, 24/7/365, with hardware support issues held to the same one-hour response time SLA as our software.

Software and firmware updates for the both the device, as well as the Android software, are pushed to devices as needed. To ensure this does not interrupt issuance, these updates are pushed to devices only if (a) It is between 2am and 4am EST and (b) the device has been inactive for more than 15 minutes to ensure minimal usage interruptions.

Equipment maintenance is minimal and can be maintained by a third-party contractor and/or STLTO without affecting warranties. UPsafety trains staff on performing the minimal necessary equipment maintenance as part of training.

#### **Software Maintenance**

When you sign on with us, you aren't just paying to license the same static piece of software year-overyear. You're paying for us to provide the infrastructure expertise, software engineering, consulting and support necessary to keep you at the cutting edge of technology for the entire term of your contract. Our solution is constantly growing, and as a subscriber, you get everything you're contracted for in addition to everything new our engineering team produces, at no additional cost. In 2018 alone, we have released features such as advanced citation disputes, a fully redesigned user interface, and much, much more. We invite you to talk to any of our long-standing references about the growth of our product over their term with us.

UPsafety CityCite<sup>®</sup> Cloud Back Office is a true cloud-based application and is not operating system or server specific. As the Microsoft cloud functionality improves, we continually look for ways to further utilize newly provided tools to improve our solution.

#### **Product Help Desk and Online Resource Center**

We do not charge a separate fee for technical support and system maintenance as we consider it integral to the effective, full utilization of our product. With that said, UPsafety Technical Support is available 24/7/365. UPsafety provides ongoing Technical Support for all needs pertaining to accessing, interfacing, and utilizing the UPsafety CityCite<sup>®</sup> back office and handheld devices.

UPsafety Technical Support establishes each contact with customers as either a:

- $\star$  Question
- ★ Feature Request
- ★ Incident
- ★ Problem

Any un-resolved contact is handled as High Priority. Our Technical Support Team targets an immediate response to any and all contacts, and our Service Level Agreement (SLA) guarantees a one-hour

response time, although we aim to have a live support analyst on with your staff each and every time you call.

In addition to live support, as previously highlighted, our Online Resource Center is accessible at any time and visible on any cloud page as well as within the handheld citation software. It is a comprehensive resource for product functionality and is updated with new features as they are released. The resource center offers a plethora of knowledge and step-by-step instructions for all activities within the mobile and cloud applications, as well as video demonstrations and guided walkthroughs.

### **Incidents and Escalation**

If you were to experience an incident, your assigned Project Manager would be notified by the UPsafety Technical Support Team. If the project manager deems it to be a software issue, the support and development teams are physically located less than 10 feet away from each other, and problems can be escalated and resolved immediately.

Direct email and phone numbers for your Project Manager, as well as the backup, will be available for the life of your contract. UPsafety's technical support specialists are also available to assist with questions pertaining to any element of our solution 24/7/365, but we happily assign specific Single Points of Contact (SPOC) individuals for both on, and off hours, project-specific support.

Your assigned Project Manager is available for any and all requested conference calls, tag-ups, or webinar meetings, and is guaranteed by SLA to respond within 24 hours of any inquiry or request for information when troubleshooting or correcting non-routine program and process malfunctions. Our company as a whole also *expects*, at times, to be utilized in a purely consultative capacity, assisting you with any long-term process or procedural changes, technically or logistically, which may impact your organization's business operations.

#### **Product Enhancements**

Periodic updates and enhancements are a standard feature of your subscription. Minor updates/upgrades are rolled out periodically as they are completed, and major upgrades are released in a new software version every few months. Continuous refinement of our software is an important aspect of our business model; we strongly encourage suggestions for enhancement/refinement of our software from all clients. Any software-related requests made by clients are placed in our development queue and are completed/released according to the frequency and overall benefit of the request. As highlighted in the pricing section, we will devote 300 additional hours per year to the custom development of new, STLTO-specific future requests, in addition to our standard product enhancements.

## **ROLLOUT IMPLEMENTATION SCHEDULE**

Date	Description
05/17/2019	St. Louis Treasurer's Office receives UPsafety's bid submission.
05/31/2019	UPsafety notified of 'Finalist' status and invited for product demonstration.
06/03/2019	UPsafety presents the STLTO with a comprehensive demonstration of the CityCite <sup>®</sup> software solution.
06/17/2019	UPsafety notified of award of contract.
06/18/2019	UPsafety Project Manager and team assigned. Welcome packet and set-up guides sent to the STLTO.
06/19/2019	Meet and Greet webinar and project discussion including detailed work plan. Bi-weekly status updates begin and continue until the STLTO Go-Live.
06/20/2019	Senior Software Developers begin engineering of software-specific deliverables.
06/21/2019	STLTO provides UPsafety full data export of historical data to be converted into CityCite <sup>®</sup> Solution.
07/02/2019	UPsafety receives completed set-up guide and all related welcome packet documents from STLTO staff. Provisioning of the STLTO CityCite <sup>®</sup> Back Office Cloud begins.
07/08/2019	UPsafety completes provisioning of STLTO CityCite® Back Office Cloud.
07/15/2019	UPsafety performs full data conversion of STLTO historical data into CityCite <sup>®</sup> Solution.
07/22/2019	Senior Software Developers complete engineering, Quality Assurance (QA) testing effort begins.
07/29/2019	QA Team completes testing effort, Cloud and Mobile devices updated as needed.
07/29/2019	STLTO begins verification of all deliverables. Handheld devices shipped to the STLTO. Project Manager sends training agenda.
08/02/2019	STLTO completes verification. Meeting to discuss any outstanding issues, comments, or concerns. Effort begins to address any concerns.
08/07/2019	System deployed and ready for go live.

08/07/2019	Technical support staff completes on-site training.
08/07/2019	STLTO begins issuing citations via UPsafety's CityCite <sup>®</sup> Solution.
08/08/2019	STLTO receives first ACH deposit for citations paid through UPsafety hosted e-commerce platform (assuming one or more payments are made for citations issued on go-live date).
ONGOING	24/7/365 Support and maintenance for STLTO Staff.

# Section B:

**Experience and Capacity** 

## Section B | Experience and Capacity

#### Overview

Government contracting is often paradoxical in that, in order to be afforded the opportunity to serve a tier one city, a successful offeror must have already served another tier one city. Unfortunately, while we have a rich history of progressively succeeding in larger and larger projects, we have not yet reached this tier one milestone.

Much of this is due to the traditional structure of these contracts; staffing costs, server farm construction and maintenance as well as physical service delivery have made this category prohibitive for true software firms. But not anymore. The proliferation of the cloud and the structure of this contract has removed these barriers to entry and allows United Public Safety to bid our core competency – exclusively providing the STLTO with a best-in-class, Microsoft Azure hosted web application and a team that can deliver the customizations necessary to perform to specification on time.

How do we know we can deliver? Because what the STLTO needs today already exists and is being utilized successfully by over 140 other agencies to issue hundreds of thousands of citations. Where customization is required, our development team encompasses nine full time engineers today, allowing a capacity of 1500 hours of customization per month.

Even our larger competitors, while they may have larger total team sizes, to our knowledge, do not have more in house engineers that are fully trained, ramped up, and ready to begin customizing the platform today. This, in addition to the ease of scale afforded by the cloud, is what will allow us to deliver on this project to specification and on time.

To prove our qualifications for this RFP, we foresee our prior experience as being particularly relevant in the following areas:

- Handling large volumes of users on a single installation
- Integrating to disparate systems
- Processing large citation volumes seamlessly

The examples to follow prove our experience and qualifications within each of these areas. Relevant to user volume, we have been an integral part of Montgomery County, Pennsylvania's transition to a unified e-ticketing solution and police RMS. The transition from disparate legacy systems, with a combined total of 750 active users from 50 police departments at any one time, to a single, unified system has been smooth, with a tiered go-live beginning in June of 2018, completed successfully and fully in August 2018. In addition to this initial roll out of a unified e-citation platform, many departments are expanding their service with us to include the issuance of moving violations through the CitePro<sup>™</sup> handheld, a first in Pennsylvania.

As an example of integrating multiple disparate systems; during a recent 60-unit installation for the Tri-County Metropolitan District of Oregon, we were tasked with over 2500 hours of custom software development to integrate our solution to three separate courts, their payment processor, as well as their ERP in addition to performing data conversion for over 200,000 records. Each milestone has been met, and with our help, they have successfully transitioned from paper processes to a system that is set to issue and escalate 50,000 citations per year.

Finally, to show that the system can handle volumes far in excess of those issued, at unit level, by the STLTO; UPsafety's client, the Lancaster Parking Authority, uses our solution to issue over 120,000 citations a year, or approximately 20,000 citations per year per device.

Overall, we firmly understand that serving the STLTO would be a larger project than we have historically been tasked with. We believe with conviction that our prior experience, the scalability of the Microsoft Azure cloud, and the proportion of the proposed solution requiring no modification will assure on time and to spec delivery.

### **Company History**

In 2012, United Public Safety was formed as a software arm of Two Technologies, Inc., the manufacturer of the N5Z1 one-piece handheld, branded as the CitePro<sup>™</sup>, which our company will be proposing as the Citation Issuance Device to the STLTO.

Working with the NYPD at the time, the staff that would eventually form UPsafety, realized that enforcement practices were out of date with technology; Windows-based applications could not be updated continuously, issuance devices did not make use of cellular data, and issuance devices were as heavy as bricks. As we began speaking with parking organizations, however, this ran deeper. We discovered that legacy parking management systems were far overpriced for their value, too complicated and too inflexible to support most user's needs. Let alone the largest problem; applications would remain static for years, even as licensing costs increased.

After two years of design, in 2014, we finally had a product ready for market, but had no references in a business that lives by them. Growth since then has been a process of consistently engineering a product that far exceeds what our most demanding client requires, and then finding client partners that can fully utilize the increased functionality. This prioritization of meeting client needs has helped us keep our heads out of the clouds of what "might be" useful, and keeps our efforts focused on what we know our clients demand. Once we've built a module or modification to meet a product need, delivery doesn't stop there. Our support department being less than 20 feet from our development team creates something beautiful. When you call with feedback on a feature, it doesn't sit stagnant or land in a meeting to be argued over by contract administrators and executives. It is openly discussed and prioritized. Client suggestions sit above our own inventions in our software development pipeline. This is what has allowed our product offering to excel; the shared experience and feedback of the over 140 departments utilizing our product, flowing into the same core team which has nurtured the product since inception.

From sheer sweat equity, our ideas have been catching on. Since we introduced the N5 class of devices, it has become the pre-eminent device within the industry. Since we introduced a truly cloud hosted enforcement solution to parking, even parking collections companies are touting the benefits of the cloud and open architectures. We are fortunate enough, today, to serve over 140 departments across 32 states, with the highest concentration of clients located in Eastern Pennsylvania.

The most essential element to maintaining the corporate culture we've described thus far has been ownership. Being privately owned has allowed us to focus on solving customer problems and to grow at a pace that supports this mission, instead of operating under the strains of "hyper growth" self-imposed by over-funding.

In line with this moderated growth path, from an initial team of 3 employees in 2014, we now have 22 full time employees at our Fort Washington, PA headquarters.

Please note that we are an enforcement company exclusively. Our revenues are not from pay-by-cell applications, meters or any other vertical. In addition, our *entire* staff is devoted to the CityCite<sup>®</sup> product we are proposing to St. Louis.

### **Financial Stability**

For this project, we fully understand that compared to publicly traded companies or companies backed by a cadre of institutional investors, our balance sheet may seem smaller than average, but we ask the STLTO to consider three factors:

**Funding Vs. Quality:** First, and foremost, we ask the STLTO to compare the level of funding of our competitors versus the quality of their products. As the STLTO has seen firsthand, giving a large company a contract in no way guarantees that they will continue to innovate on your behalf. We have remained at the top of the pack in product quality, because each customer means the world to us. For St. Louis, you will have a company whose continuance relies on your satisfaction.

The Actual Capital Requirements of an Award: For a fully cloud based solution, there is no upfront cost associated with the infrastructure required to deliver in the case of an award. We pay only for what we use. Additionally, we already, today, staff a team ready and able to deliver the software customizations needed for successful deployment. The hardware (at the STLTO's choice) will be provided by a company which our leadership owned and operated for thirty years.

**Our Investors Guarantee:** We do not have an active 40+mm investment on our balance sheet; what we do have are investors with the wherewithal to invest at that level if required. As an addendum to our financial statements, please find attached a letter of financial support from our largest investor.

We fully understand that governments are not in the business of taking risk, but we also believe, when viewed together, these factors paint a strong picture of our performance if awarded the opportunity to serve the City of St. Louis Treasurer's Office.

# Section C: References

## Section C References



**City of Greenville** UPsafety client since July 27, 2015

500 South Greene Street, Greenville, NC 27834

Corey Barrett - Senior Parking Control Officer/Code Enforcement P: 252-329-4237 cbarrett@greenvillenc.gov

#### Services Utilized:

- ★ CityCite<sup>®</sup> Cloud Software Subscription
- ★ Automated Owner Lookups
- ★ iMeter Kiosk Integration (Hectronic)
- Permitting
- Mobile ALPR \*
- ★ Device InCites<sup>™</sup>

#### Lancaster Parking Authority

UPsafety client since December 14, 2016

30 W Orange Street, Lancaster, PA 17603

Ibrahim Aman – Director of Operations P: 717-823-2784 iaman@lancasterparkingauthority.com

#### Services Utilized:

- ★ CityCite<sup>®</sup> Cloud Software Subscription
- ★ Surelock
- ★ iMeter Kiosk Integration (CALE)
- ★ Late Notices
- ★ ForCommerce

- ★ e-Filing Tickets to Citation (PA only)
- ★ Permitting
- ★ Mobile ALPR
- Device InCites<sup>™</sup>  $\star$



## Tri-County Metropolitan Transportation District

UPsafety client since June 27, 2018

T R I 🙆 M E T

1800 SW First Avenue Suite 300, Portland, OR 97201

<u>Justin Dillon</u> – Manager, Fare Enforcement Administration P: 503-962-5752 <u>dillonj@trimet.org</u>

Services Utilized:

- CityCite<sup>®</sup> Cloud Software Subscription
- ★ FP 530 Bluetooth Printers
- ★ Automated Late Notices
- ★ Automated Owner Lookups
- ★ Automated e-filing to County Courts
- ★ Permitting
- ★ Boot and Tow
- ★ Device InCites<sup>™</sup>

#### Erie Parking Authority

UPsafety client since August 29, 2018



25 E. 10<sup>th</sup> Street, Erie, PA 16501

<u>Christopher Friday</u> – Executive Director P: 814-456-7588 <u>cfriday@eriepark.org</u>

Services Utilized:

- CityCite<sup>®</sup> Cloud Software Subscription
- ★ Automated Late Notices
- iMeter Pay-to-Park Integration (MeterEZ)
- ★ iMeter Kiosk Integration (CALE)
- ★ Historic Data Import
- ★ ForCommerce
- ★ Boot and Tow
- ★ Device InCites<sup>™</sup>



#### Montgomery County, Pennsylvania

UPsafety client since June 27, 2018

1800 SW First Avenue Suite 300, Portland, OR 97201

Dave Daugherty – Assistant Director for Homeland Security and Intelligence610-631-6515ddaugherty@montcopa.org

Services Utilized:

- ★ ForCite<sup>®</sup> and ForCite<sup>®</sup> Mobile Software Subscription
- Public Citation Management Portal for eCommerce
- e-Filing Tickets to Citation (PA only)
- ★ Device InCites<sup>™</sup>



## Memorandum

To: Joan Young

From: Corey M. Barrett

Date: December 2, 2018

Subject: Letter of Recommendation

To Whom It May Concern:

I am writing to recommend the services of United Public Safety. The Greenville Police Department Parking Enforcement Unit have been using this company since August 2015 for our enforcement, collections, and permitting needs. I have been completely satisfied. They do an excellent job, they are always punctual and offer the most competitive and user friendly system.

We have used United Public Safety for all of our needs when it comes to collections, permitting, and enforcement. This company have been very reasonably priced, and have done exactly what we've asked of them. The company offers top-notch quality, and customer service. One project in particular illustrates their attention to detail and concern for quality. When the city started using the company's software for collecting fines we realized their system only allowed for full payment of citations. I contacted the company to inquire if they could design the system to allow for a partial payment within about forty five day the company design team had implemented this into the payment system.

Also, the company has a code cite software the police department purchased for issuing civil violations. This saves time because the civil penalties are issued in real time without requiring a clerk to manually enter the citation, also anymore wishing to pay the fine or appeal the fine this can be done immediately via the web.

I'm pleased to recommend the services of United Public Safety. If you have any questions, feel free to contact me at (252) 329-4237.

GPD 53: 04-15 DOC#1001318



December 18, 2018

City of Philadelphia Parking Authority (PPA) Review Committee:

United Public Safety has been our parking enforcement vendor for Lancaster, Pennsylvania since the Lancaster Parking Authority began its enforcement capability in December of 2016. We selected their service after an extensive review of all available options.

We have found United Public Safety to have the resources we need to grow along with our expanding enforcement department. From the beginning of our enforcement activities, we have equipped our parking enforcement officers (PEOs) with handheld devices giving them the ability to write electronic tickets, and thus, saving expense and transcription errors with the elimination of manual processes.

United Public Safety's customer service is always available when we need them, not only for help with the solution, but also to discuss options to increase our efficiency.

I highly recommend United Public Safety to the Philadelphia Parking Authority. Please contact me if I can answer additional questions.

Best Regards,

Larry J. Cohen, CAPP Executive Director Lancaster Parking Authority 30 West Orange Street Lancaster, PA 17608 phone: 717-299-0907 e-mail: <u>Icohen@lancasterparkingauthority.com</u>

> This letter was provided at UPsafety's request for a similar solicitation for the Philadelphia Parking Authority. We believe their words to be fully representative of our potential contract performance for the City of St. Louis Treasurer's Office.

30 West Orange Street • P.O. Box 866 • Lancaster, PA 17608-0866 • P: 717.299.0907 • F: 717.291.7296



Justin Dillon TriMet 4012 SE 17<sup>th</sup> Ave Portland, OR 97202

10/5/2018

I'm writing this letter to outline the outstanding relationship and customer service United Public Safety and its staff have provided during the development of our electronic enforcement ordinance system. Our program is unique nationally and encompasses several jurisdictions, citation types, and processes issued code violations can take. Our needs required a large amount of custom development and logic to meet out increasingly complex citation and Administrative Options.

Andrew and his team were very engaging and responsive. They served as a valuable resource as to what others in the industry have found successful as we moved from a paper to the eCitation workflow. Regardless of our request or need they were immediately available to help us work through any issue. This has been a challenging project as we have been developing our own new internal processes in conjunction with the development of the UP Safety hardware and software logic.

Both the project team and executive leadership have been pleased with the customer service and product we have received.

Sincerely,



JUSTIN DILLON Manager, Fare Enforcement Administration TriMet Office: 503-962-5864 Mobile: 503-586-6891



December 20, 2018

City of Philadelphia PPA Review Committee:

This correspondence from the Erie Parking Authority is in reference to the performance of United Public Safety since we embarked on a partnership with them in August 2018. We were looking for a system that would be resilient enough to handle high volume ticketing in the unpredictable Erie winters coupled with a company that could deliver on their promises of service to ensure an easy transition for our staff. Entrusting the United Public Safety team as our vendor for enforcement services was a comforting and simple choice. The solutions we sought out during the procurement process were delivered above expectations upon implementation.

Pre-setup for the system was highly organized and the onsite training allowed even our 30-year tenured enforcers to transition with confidence. The customer support team is prompt with a listening first approach in addressing our operational challenges after which changes are suggested to improve efficiency of the system based on both data and user input. Their correspondence after the sale has been second-to-none, unlike any I have experienced in my 14 years in the parking industry. It is proactive and genuine in nature ensuring that we are a valued customer, not just an invoice.

We are proud to have United Public Safety as a part of our many recent solution-based improvements and highly recommend them to the Philadelphia Parking Authority. I am available for any additional comments or questions for your convenience.

Best Regards,

Christopher M. Friday Executive Director Erie Parking Authority 25 E. 10<sup>th</sup> Street, 2nd Floor Erie, PA 16501 814-456-7588 cfriday@eriepark.org

This letter was provided at UPsafety's request for a similar solicitation for the Philadelphia Parking Authority. We believe their words to be fully representative of our potential contract performance for the City of St. Louis Treasurer's Office.



#### **Montgomery County Department of Public Safety**

DATE: April 26, 2019 FROM: David Daugherty, Assistant Director of Homeland Security & Intelligence SUBJ: United Public Safety Letter of Recommendation

To whom it may concern:

Throughout 2018, Montgomery County Department of Public Safety implemented a countywide Records Management System utilized by 33 law enforcement agencies. From the very beginning of the project, Montgomery County has received excellent services from United Public Safety. Whether it be the hardware, software, customer service or overall professionalism of the company, our organization's experience with United Public Safety has always been positive.

It is my opinion that United Public Safety is a company of unquestionable integrity, high standards and unwavering commitment. United Public Safety has shown their dedication through its willingness to participate in and attend conference calls and large project meetings during which they provide valuable insight and feedback on questions or topics presented. They have further displayed their commitment to excellent customer service by participating in our project's Help Desk, which gives the user direct access to United Public Safety personnel. United Public Safety consistently responds in a professional and timely fashion.

In conclusion and without hesitation, I strongly recommend United Public Safety and the products the company offers. As an individual who expects nothing short of excellence, I have never been disappointed by United Public Safety. If your agency requires the same high standards, you will be delighted with United Public Safety.

Very Respectfully,

David Daugherty

# Section D: Cost

# Section D Cost

The Cost Proposal has been submitted separately as requested by the STLTO.

# Section E:

Insurance

## Section E Insurance

Our proposed insurance coverage for this project would consist of the following. We are happy to make modifications to meet the City's risk management requirements.

- 1. <u>Workers Compensation and Employers Liability:</u> in the State in which the work is to be performed and elsewhere as may be required and shall include, where applicable, U.S. Longshoremen's and Harbor Workers' Coverage.
  - a) Workers' Compensation Coverage: Statutory Requirements
  - b) Employers Liability Limits not less than:

Bodily Injury by Accident:	\$500,000 Each Accident
Bodily Injury by Disease:	\$500,000 Each Employee
Bodily Injury by Disease:	\$500,000 Policy Limit

- 2. <u>Commercial General Liability:</u> including Premises-Operations, Independent Contractors, Products/Completed Operation, Broad Form Property Damage, Contractual Liability (including Liability for Employee Injury assumed under a Contract), and Personal Injury Coverage
  - a) Occurrence Form with the following limits:

(1)	General Aggregate:	\$2	,000,000
(2)	Products/Completed Operations Aggregate:	\$1	,000,000
(3)	Each Occurrence:	\$1	,000,000
(4)	Personal and Advertising Injury:	\$1	,000,000
(5)	Fire Damage (any one fire):	\$	50,000
(6)	Medical Expense (any one person):	\$	5,000
~			

b) General Aggregate must apply on a Per Location Basis

- c) Owner must be named additional insured
- 3. <u>Excess/Umbrella Liability Insurance:</u> with a minimum acceptable limit of coverage of \$2,000,000 per occurrence and aggregate. Such coverage shall be excess of the general liability insurance.
- 4. <u>Professional (E&O) Liability Insurance:</u> with minimum acceptable limits of \$1,000,000 per claim and aggregate. Claims-made is acceptable.
- 5. <u>Cyber Liability Insurance:</u> including 3rd party privacy, with minimum limits of \$2,000,000.

Appendix: Appendix A – Scope of Services Company Financials

## Appendix A

#### **Scope of Services**

Requirements are identified as to their priority by:

1 Required

2 Desired

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

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

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

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

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

### Appendix A

REQUI	REQUIREMENT			Modification Required	Not Provided	Comment
A. GEI	NERAL REQUIREMENTS					
A 1	The Parking Management application must be browser based, supported by all popular browsers.	1	х			
A 2	The application must be Responsive and format display consistent with the type device used. Examples of the application display from a desktop, tablet and phone must be included with the proposal. Denote the location of the examples in the comment.	1	x			The Citizen Portal dynamically resizes based on device screen resolution.
A 3	System must employ a fully relational database that allows data to be manipulated, linked, and queried.	1	х			
A 4	System must be available for use with Oracle, and MS SQL databases	1	х			SQL Azure
A 5	System must be able to be hosted by the software provider or self-hosted	1	х			
A 6	Tasks and activities must be easily initiated via context-sensitive menus.	1	х			
A 7	All information must be accessible and editable from one single screen	1	х			
A 8	System tasks must be scheduled to run automatically at user- defined intervals.	1	х			
A 9	System must be capable of interaction with external relational databases with real time and/or batch processes.	1	х			
A 10	Record searches that result in a single record meeting the search criteria must automatically open that record.		х			
A 11	Record searches that result in multiple records meeting the search criteria must display the matching records in a grid that:					
A 11a	Displays the qualifying records with additional identifying information	1	х			
A 11b	Allows the user to sort the records in the grid by the values in any column (ascending or descending)	1	х			
A 11c	Allows the user to reorder the sequence of the columns in the grid, saving their individual preference for each individual grid type.	1	x			Grid columns can be toggled on/off per user preference.
A 11d	Directly navigates to any selected record in the grid.	1	Х			

	Appendix A						
REQUI	REMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment	
A 11e	Provides the ability navigate to a record, while maintaining the results grid that can be returned to for selection of another record.	1	х				
B. USE	ER SECURITY/CONTROL REQUIREMENTS						
B 1	System must allow for a wide range of user security and control.	1	Х				
B 2	System must have the capability to optionally enforce strong passwords and password expiration	1	х				
В 3	System must have the capability for the end-user to login and authenticate via a third-party system (LDAP, Active Directory or similar)	1	х				
B 4	System must automatically log a user off after a predetermined amount of time without activity.	1	х				
B 5	The system must allow the creation of a profile for each individual user. This profile specifically details the rights and privileges as defined by the system administrator.	1	х				
B 6	Rights and privileges must be configurable per screen and range from read-only to full supervisor permissions.	1	х				
B 7	Ability to clone user profiles must exist.	1	Х				
B 8	The system must contain an audit trail of modifications and/or transactions executed by a particular user. Transactions must be date, user and terminal stamped.	1	х				
C. CIT	ATION MANAGEMENT REQUIREMENTS						
C 1	All features below must be initiated from a single screen.	1	Х				
C 2	Entry (via keyboard entry and/or automatic real-time upload via handheld citation issuance devices), viewing, and printing citations. All information normally associated with a specific citation such as: Ticket #, Plate #/Yr./State (or Province), Plate Type, Meter #, Date Issued, Time Issued, Officer Badge, Location, Infraction, Vehicle Info. (Make, Model, Color), VIN #, Public and Private comments must be entered and viewed on a single screen.	1	x				
C 3	Detailed violation information including fine structure (base amount, uplifts, accumulations, late fees, discounts, etc.) must be viewable on screen.	1	x				
C 4	System must include the ability to add notes field (including date of the note, note type, and comments). Notes must be date/time, user and terminal ID stamped.	1	х				

	Appendix A							
REQUI	REMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment		
C 5	System must display detailed status information regarding balance due, addition of late fees and fine increments, administrative holds, and adjustments.	1	х					
C 6	System must allow application of skeletal payments for citations not currently in the system (citations paid off the windshield).	0	х					
C 7	System must track all changes and adjustments made to a citation to a specific individual, date and time using a ticket tracker.	1	х					
C 8	System must display the complete history of transactions associated with the citation without exiting the screen.	1	х					
C 9	System must allow for the monetary amount of a citation to be adjusted.	0	х					
C 10	Vehicle, hearing, receipts, notes/attachments, and pre-paid citation data must all be viewable from the citation record.	1	х					
C 11	The attachment of scanned documentation, digital images, voice memos and/or other electronic items to the citation must be supported.	1	х					
C 12	Attachments must be date, user and terminal stamped.	1	Х					
C 13	A visual indicator must display on records with attachments, hearing schedules or warning codes.	1	х					
C 14	Hearing information must be directly accessed from the citation record.	1	х					
C 15	Receipt (payment) information must be displayed directly on the citation screen.	1	х					
C 16	Payments must be able to be posted directly on the citation screen, without the need to open a separate cashiering module or add items to a shopping cart.	1	х					
C 17	A mechanism for rapid and convenient entry of hand-written citations utilizing defaults from the previously entered citation such as date, officer number, location, etc must be provided.	1	х					
C 18	Full data edit and delete capabilities must be restricted to authorized users.	1	х					
C 19	The system must have the capability to reassign citations to a different customer (ex. from vehicle leasing company to vehicle lessor).	1	х					

#### Appendix A Modification Fully Not REQUIREMENT Priority Comment Provided Required Provided Scofflaws rules must be defined, tracked and downloaded to C 20 handheld enforcement units. Scofflaw criteria may consist of number of tickets issued, number of unpaid tickets, and number of 1 Х tickets issued or unpaid within a defined date range, or number of tickets issued/unpaid related to a specified violation code. Direct access to customer, vehicle, appeal and payment information C 21 1 Х must be provided from the citation screen. C 22 The system must include the ability for notification letters to be generated, printed and/or emailed, while maintaining an audit trail within the application. Direct access to letter history must be 1 Х provided and a copy of the letter must be stored in the attachments section of the citation. C 23 System must have the ability for one or more violations per Our system supports 1-3 violations per 0 Х ticket, customized to the preference citation. of the STLTO. System must support the definition of aggregate/escalated fine C 24 structure based on number of tickets issued within a user defined 1 Х time period. Aggregate/escalated fine structure can be defined for any individual C 25 or combination of violations. Definition of multiple structures must 1 Х also be supported. C 26 Aggregate/escalated fine violations must be automatically supported, to assess the correct escalated fine amount when the 1 Х ticket is issued without any additional user input. C 27 System must be able to define whether a violation uses aggregate, 1 Х discount or uplifts in any combination. C 28 Tickets with discounted fines must display the ticket with the normal/full fine amount, while any display of the ticket for payment 1 Х (within the application or online) will show the discounted amount due until the discount period ends. C 29 The system automatically creates an adjustment record for the 1 Х discount amount when ticket are paid at the discounted amount C 30 Financial information related to the citation must be accessible 1 directly on screen. This includes payments, adjustments, late/fees, Х etc. Fine uplifts/late fees must be automatically assessed to citations C 31 1 Х meeting criteria without the user initiating the process.
	Appendix A							
REQU	REMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment		
C 32	System must have the ability to setup custom business rules for consistent and efficient selection from a pick-list. This data includes officer badge ids, locations, violation codes, void codes, appeal codes, and vehicle descriptive data.	1	х			Alphabetical, most used, last used, custom sort orders are all available at your preference.		
C 33	System must be capable of generating custom letters directly from the citation screen.	1	х					
C 34	System must notify users if the ticket issue date is X amount of days past due.	1	х					
C 35	They system must support custom user-defined surcharges (different from late fees), which may be applied directly onscreen or automatically assessed.	1	х					
C 36	Ability to post payments to a citation without leaving the citation screen.	1	х					
C 37	Ability for authorized users to reopen a ticket without leaving the screen.	1	х					
C 38	Ability for authorized users to correct data entry errors directly on screen. This data includes ticket number, plate correction and plate ownership correction.	1	х					
C 39	Ability to group ticket violations under a "Bylaw".	1	Х					
C 40	Ability to define precincts and group citation locations.	1	Х					
C 41	Ability to setup "Automatic surcharges" (not late fees) based upon individual violation, or the ticket as a whole.	1	х					
C 42	Ability to assess a hold based upon number of issued or unpaid tickets and transfer holds to a third-party system.	1	х			Data transfers and exports are customizable and are based on custom states/statuses of tickets as well as unpaid days, etc.		
C 43	Ability to resend a specific ticket to DMV for lookup.	1	Х					
D. CIT	ATION APPEAL MANAGEMENT REQUIREMENTS							
D 1	The parking system must track the citation appeal and hearing process. When an appeal record is created (either in the software, or through the Internet), the information relating to a citation must be automatically copied into the appeal record as the citation number is entered. The appeals and hearings manager must include the ability to do all of the following.	1	х					
D 2	Adjust ticket status based upon appeal status (e.g. Appeal Pending, Appeal Approved).	1	х					
D 3	Attach digital pictures, files or documents. Attachments must be date, user, and terminal stamped.	1	х					

-	Appendix A						
REQU	IREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment	
D 4	Adjust the citation's final amount due and keep track of all adjustments made to the record.	1	х				
D 5	Put citations on hold (no further accumulation of late fees or notices) while appeal is in process.	1	х				
D 6	Provide built-in court hearing schedule report.	1	Х				
D 7	Define court schedule (including available dates, times, number of hearings, etc).	1	х				
D 8	Define court locations and hearing officers.	1	Х				
D 9	Generate/print and/or e-mail appeal decisions and/or letters on demand for a single hearing or in batch for multiple hearings. The hearing/appeals manager must call up one of several user-defined letters in the database file, which includes information about the citation, customer and vehicle.	1	x				
D 10	Direct access to letter history must be provided as well as storing a copy of the letter in the history.	1	х				

## Appendix A Fully Modification Not REQUIREMENT Priority Comment Provided Required Provided An appeal decision code may be defined for the purpose of D 11 notifying customers of the reason why an appeal was upheld or 1 Х denied. This information must be printed on appeal decision letters. D 12 Ability for a customer to appeal multiple citations at a single time. At present, violators can appeal a single citation at a time to ensure the reason for the appeal and all supporting uploaded attachments Х 1 relate to the specific ticket being disputed. We are happy to develop this functionality if awarded a contract. D 13 Ability to access financial information directly from the citation appeal record. This includes payments, adjustments, late/fees, 1 Х appeal reductions, etc. Ability to define a court fee may and apply to an appealed citation. D 14 1 Х Ability to generate a packet containing a bar-coded facsimile of the D 15 ticket, detailed ticket history, customer history (number of tickets We are unsure as to how bar-coding issued, financial records, outstanding balances, permits, vehicles, plays in to the wider functionality etc.), customer appeal history (previous appeal requests, reasons, 1 Х described in this item. All items mentioned in this item are available and decisions), officer/office comments, and all attachments including correspondence and digital images without leaving the for view on a single screen. screen. D 16 Ability to view previously void/appealed tickets on screen. 1 Х Reports for appealed tickets, fines reduced due to appeal, tickets D 17 pending appeal, appeal denied tickets, and hearing schedules must 1 Х be provided Payments must be automatically credited to the ticket holder's D 18 1 Х account upon appeal approval. D 19 The user must be able to free form enter appeal requests, parking 1 Х department recommendations, and appeal decisions. D 20 The user must be able to view citation, customer, and receipt 1 Х records directly on screen. D 21 Ability to partially appeal a ticket is required. Tickets may be reduced as a result of 1 Х the adjudication. E. VEHICLE MANAGEMENT REQUIREMENTS

-	Appendix A						
REQU	IREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment	
E 1	The parking management system must provide complete control of the vehicle registration process.	1	х				
E 2	All activity associated with a vehicle including owner information, citations, permits and warning codes must be viewable from a single screen.	1	x				
E 3	Ability for multiple vehicles to be associated with a single customer.	1	х				
E 4	Ability for vehicles to be manually assigned to a warning list (e.g. VIP, Scofflaw). Warnings must be sent to the handheld ticket writers.	1	x				

	Appendix A						
REQU	IREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment	
E 5	System must have the ability to manage and process DMV plate lookups.	1	х				
E 6	A history of vehicle ownership information must be maintained.	1	Х				
E 7	The attachment of scanned documentation, digital images or other electronic items on the record must be supported.	1	х				
E 8	Attachments must be date, user and terminal stamped.	1	Х				
E 9	A visual indicator must display on records with attachments.	1	Х				
E 10	Existing citations must be viewable on screen with the ability to click and swap to the detailed information.	1	х				
E 11	Existing permits must be viewable on screen with the ability to click and swap to the detailed information.	1	x				
E 12	Vehicles may be reassigned to a specific account along with any citation information.	1	x				
E 13	Plates may be edited or removed from a customer's account.	1	Х				
E 14	Vehicles with unknown owner information must be exported for import to a plate lookup system. Likewise, owner information may be imported into parking system.	1	x				
E 15	Vehicle owner information may be manually entered.	1	Х				
E 16	Warnings must be automatically generated. Criteria includes: number of tickets issued to a specific plate, number of "open" tickets assigned to a specific plate, number of either issued/open tickets that contain a specific violation, and/or any of the above criteria within a specific defined date range.	1	x				
E 17	Warning messages must be displayed in color for easy recognition.	1	х				
F. AC	COUNT/PAYMENT MANAGEMENT						
F 1	System must provide the ability to view all activity associated with individuals and groups that park or are responsible for parking. Track contact information related to a customer including multiple addresses, phone numbers, and e-mail.	1	x			The primary address, phone number, and email for each vehicle owner displays by default. Ticket history shows previous addresses, phone numbers, and email addresses.	
F 2	Ticket/Vehicle Contact Information must be viewable on a single screen without scrolling.	1	х				
F 3	System must support a barcode reader, receipt printer and electronic cash drawer for a complete point of sale station.	1	x				

-		Appendix A					
REQU	IREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment	
F 4	System must include the ability to post payments directly on the record's screen without opening a separate payment manager or utilizing a shopping cart.	1	х				
F 5	System must support entry of batch payments. The payment batch must remain open (through user log off and log on) for additional entries until the user initiates closing the batch.	1		x		Batch payments can be entered when a user is logged in to the Management Portal.	
F 6	System must support automatic administration of a discounted fine amount for prompt payment received within a user defined time.	1	х				
F 7	System must utilize one unique account number issued to a customer and link all related records (citations, tow/boot entries, vehicles and fees) to the unique account.	1	x				
F 8	The Account record must display a consolidated view of all comments/notes recorded with any ticket, permit or vehicle associated with the account.	1	x				
F 9	The balance due, with detail, for totals based upon citations, permits and fees must be viewable directly on screen.	1	х				
F 10	Posting of payments for citations, permits, NSF and fees may be applied on one screen. Payments can be applied automatically (FIFO) or manually to specific items. Split payments must also be supported (ex. Payments in cash and check may be applied in one single transaction).	1		x		At present split transactions are added within same screen, but display as two separate payments. This ensures reporting is consistent and refunds are correct if different forms of payment are used by the customer.	
F 11	All transactions must be tracked by cashier or cash drawer/terminal.	1	х				
F 12	Payments may be posted in full or partial. Credits from an existing customer balance may be applied.	1	х				
F 13	A receipt may be printed/emailed as necessary that clearly identifies individual transactions and/or items purchased.	1	х				
F 14	User-defined payment methods must be supported and interface with third-party systems where applicable (i.e. cash, check, payroll deduction, credit card, interdepartmental check).	1	x			Specific integrations would be based on the vendor-specific third party system.	

## Appendix A Modification Fully Not REQUIREMENT Priority Comment Provided Required Provided System must support the entry of multiple payment methods F 15 At present multiple payment methods (tender types) for payment within a single payment transaction. 1 Х are added within same screen, but display as two separate payments. F 16 Fields for check number, credit card number, and authorization 1 Х number or expiration date must be available. F 17 A complete cash drawer closeout process must be included with a 1 Х detailed reconciliation report. F 18 System must include the ability for receipts to be printed, emailed 1 Х and reprinted/emailed on demand. F 19 A barcode may be printed on citations and scanned at point of sale 1 Х to facilitate rapid data entry and lookup. System must support establishment and tracking of payment plans F 20 1 Х F 21 System must be able to process NSF checks, with assessment of an optional fee, and a flag may be placed on the account (flag must 1 Х appear on any screen where a payment may be applied). F 22 A summary, with direct access to all information and invoices 1 Х associated with a customer must be viewable on one screen. F 23 System must contain the ability to apply overpayments to a Since the system displays 'total due' customer account with a complete audit trail on every screen and only allows total due or less be remitted, overpayments 1 Х do not exist. If there is a business case wherein the STLTO handles overpayments, we are happy to add this functionality. System must include the ability to generate user-defined customer F 24 1 Х statements in a variety of formats. F 25 Complete account history including all vehicles, citations, permits, fees and transactions on an account must be viewable, with the 1 Х ability to print and/or email. F 26 System must include the ability for addresses to be defined as invalid. Accounts with invalid addresses should be removed from 1 Х the billing queue and sent back to DMV for updated address information if requested. Potential duplicate customer records may be identified with the F 27 1 Х option to merge the duplicate records.

Appendix A						
REQU	REMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
F 28	Scanned documentation, digital images or other electronic items may be attached to the record.	1	х			
F 29	A visual indicator must display on records with attachments.	1	Х			
F 30	Direct access to receipts (payments) associated with the customer must be available for viewing or printing.	1	х			
F 31	System must allow authorized users to issue refunds and credits to a customer.	1	х			
F 32	System must allow unlimited, user-defined unique ID numbers to be associated with one customer account.	1	х			
F 33	System must support custom messages added to an account that will pop up each time the account is called up on screen (account alert).	1	х			
F 34	System must allow search by unique ID number, name, address, custom fields, citation, permit number, and plate number. Searches may be performed from any screen.	1	х			
G. IN\	OICING/LETTER GENERATION					
G 1	The system must be able to print and/or email a variety of invoices related to citations, and account data.	1	х			
G 2	The system should automatically attach sent correspondence to the pertinent record.	1	х			
G 3	The system must allow for setup of unlimited custom letters.	1	Х			
G 4	The system must support sending letters to a group of people or individually	1	х			
G 5	The system must be configurable to automatically send batch produced correspondence via email if an email address exists, or otherwise print the correspondence for mailing.	1	х			
G 6	The system must generate notices, or billing letters, for overdue citations.	1	х			
G 7	The system must include the ability to generate billing letters based upon a variety of user-defined criteria.	1	х			
G 8	Letters may be printed on a standard printer directly connected to the workstation or accessed via a network	1	х			
G 9	Letters may be "rolled back" if generated in error.	1	Х			
G 10	An audit trail exists to track all notification letters within the system	1	х			
G 11	Notices may be printed on letterhead.	1	Х			

	Appendix A							
REQU	REMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment		
G 12	The system must have the capability of generating notices without user intervention via a task scheduler.	1	х					
G 13	System must be able to generate customer statements for mail or email	1	х					
G 14	Hearing notification letters/results may be generated for mailing or email.	1	х					
G 15	System must allow the user to define and create different types of letters specifically for on-demand generation from the record's screen with the letter being stored on the account for future reference.	1	x					
G 16	System must send waiting list notification letters.	1	Х					
G 17	System must be able to email a group of accounts custom letters.	1	Х					
H. RE	PORTING							
H 1	The parking system must include several pre-defined reports concerning citation, account and financial information.	1	х					
H 2	Reports must be selectable by date or date range, plus additional relative selection qualifiers.	1	x					
H 3	Standard reports support multiple levels of sorting based on a variety of variables.	1	x					
H 4	Reports must be exportable to common formats such as csv, xls, and pdf.	1	x					
H 5	The parking management system must include the ability to schedule reports to generate and automatically email to designated staff without user intervention.	1	x					
H 6	At a minimum, the system must include the following standard/canned reports. Denote any of these that are not included in the comments section, along with the cost to provide.	1	×					
	<ul> <li>Account Balance Owing</li> <li>Billing History</li> <li>Fees</li> <li>Overpayments</li> <li>Refunds</li> <li>Payments by Bank Account</li> <li>Payment Plans</li> <li>GL Revenue</li> <li>Payments by Payment Type</li> <li>Payments by Payment Origin</li> <li>Payments by Cashier</li> <li>Ticket Payments</li> <li>Fee Payments</li> </ul>					UPsafety provides no "canned reports". Instead, as part of your setup process, your project manager will create custom reports for the STLTO and guide your staff through the process of creating their own		

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REQUIREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment
<ul> <li>Violation Payment Amounts</li> <li>Violation Payment Percentages</li> <li>Voided Payment Reports</li> <li>Appeal Results</li> <li>Billed Tickets</li> <li>Excessive Tickets on Customer Record</li> <li>Hearing Schedules</li> <li>Issued Tickets by Officer, Location, Violation and Status</li> </ul>					custom reports using the advanced reporting functionality UPsafety provides.

	Appendix A							
REQU	IREMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment		
	<ul> <li>Unpaid Tickets</li> <li>Tickets without Owner Information</li> <li>Ticket Aging Details</li> <li>Voided Tickets by Badge and Location</li> <li>Scofflaws</li> </ul>							
H 7	The system must include a fully-integrated report designer for modification of standard reports. Modified reports must appear within the main reporting menu. Third-party software for generating reports (i.e. Crystal) must not be required.	1	x					
H 8	Vendor must supply a complete database dictionary.	1	x			All fields within the system are available for reporting and are easily understood via WYSIWYG (what you see is what you get) naming convention.		
Н9	Reports must be accessible both from within the parking system	1	x					
I. CU	STOMER SELF-SERVICE PORTAL / E-COMMERCE				<u></u>			
1	The parking system must include a customer self-service/e- commerce module for online ticket payments/appeals, account viewing, and secure online payments.	1	x					
12	The e-commerce module must allow sign on through a single sign on portal, support Shibboleth, LDAP, Active Directory and other commonly used authentication methods.	1	x					
3	The e-commerce module must interface in real-time with the parking management software to enforce business rules and send requests/payments in real-time.	1	x					
14	The e-commerce module must redirect customers to a secure payment gateway for PCI compliant credit card payments.	1	x			Upsafety maintains PCI DSS Level 1 certification.		
15	The e-commerce module must allow the customer to perform all of the following features	1	x					
16	<ul> <li>View all current parking activity including contact information, citations, boot/tow, fees, and vehicles on one screen.</li> <li>Pay entire account balance</li> <li>Pay/Appeal Ticket</li> <li>Upload attachments with appeal request</li> </ul>	1	x					
	<ul> <li>View tickets, including exact reprint, associated pictures, past billing statements</li> </ul>							

Appendix A							
REMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment		
The e-commerce module must allow departmental logins and self-service.	1	х					
The e-commerce module must be fully brandable to match the institution's branding rules.	1	х					
The e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.	1	х					
The e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.	1	х					
The e-commerce module must generate, display and email receipts to the customer.	1	х					
The e-commerce module must support an automated customer inactivity timeout.	1	х					
The e-commerce module must operate over a secure network connection including SSL.	1	х					
The e-commerce module must include an interface for parking staff to view a real-time Dashboard	1	х					
<ul> <li>The Dashboard must include all of the following widgets:</li> <li>Current parking system users</li> <li>Current e-commerce activity and server load</li> <li>Graphs of Hourly and Daily e-commerce users</li> <li>Issued tickets</li> <li>Pending ticket voids</li> <li>Unmatched skeletal payments</li> <li>Appeal Requests</li> </ul>	1		х		Our dashboard is immensely customizable, and already contains many of these reports. Reports requiring development would be: Unmatched Skeletal Payments, Pending Ticket Voids, Server Load (Unsure if required for Cloud solution).		
The e-commerce module must support all commonly used brewers including Internet Explorer, Chrome, Firefox, Opera, and Safari	1	х					
The e-commerce site must automatically scale to support mobile and desktop browsers	1	х					
TEM INTEGRATION/TASK AUTOMATION							
The system must be capable of transferring/importing customer, citation, permit, vehicle, tow, wait list, and financial information through data file imports and exports.	1	х					
	IREMENT         The e-commerce module must allow departmental logins and self-service.         The e-commerce module must be fully brandable to match the institution's branding rules.         The e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.         The e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.         The e-commerce module must support an automated customer inactivity timeout.         The e-commerce module must support an automated customer inactivity timeout.         The e-commerce module must include an interface for parking staff to view a real-time Dashboard         The Dashboard must include all of the following widgets:         Current parking system users         Current e-commerce activity and server load         Graphs of Hourly and Daily e-commerce users         Issued tickets         Pending ticket voids         Unmatched skeletal payments         Appeal Requests         The e-commerce site must automatically scale to support mobile and desktop browsers         STEM INTEGRATION/TASK AUTOMATION         The system must be capable of transferring/importing customer, citation, permit, vehicle, tow, wait list, and financial information through data file imports and exports.	IREMENTPriorityThe e-commerce module must allow departmental logins and self- service.1The e-commerce module must be fully brandable to match the institution's branding rules.1The e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.1The e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.1The e-commerce module must generate, display and email receipts to the customer.1The e-commerce module must support an automated customer inactivity timeout.1The e-commerce module must operate over a secure network connection including SSL.1The e-commerce module must include an interface for parking staff to view a real-time Dashboard1The Dashboard must include all of the following widgets:1Current e-commerce activity and server load1Graphs of Hourly and Daily e-commerce users1Unmatched skeletal payments1Appeal Requests1The e-commerce site must support all commonly used brewers including Internet Explorer, Chrome, Firefox, Opera, and Safari1The e-commerce site must automatically scale to support mobile and desktop browsers1The system must be capable of transferring/importing customer, citation, permit, vehicle, tow, wait list, and financial information through data file imports and exports.1	IREMENTPriorityFully ProvidedThe e-commerce module must allow departmental logins and self- service.1XThe e-commerce module must be fully brandable to match the institution's branding rules.1XThe e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.1XThe e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.1XThe e-commerce module must support an automated customer inactivity timeout.1XThe e-commerce module must support an automated customer inactivity timeout.1XThe e-commerce module must operate over a secure network connection including SSL.1XThe e-commerce module must include an interface for parking staff to view a real-time Dashboard1XThe Dashboard1XThe Dashboard1XThe Dashboard1XThe acommerce module must support all commonly used brewers insued tickets1XThe Dashboard1XThe Dashboard1XThe e-commerce activity and server load1XGraphs of Hourly and Daily e-commerce users11Ummatched skeletal payments11Ummatched skeletal payments1XThe e-commerce module must support all commonly used brewers including Internet Explorer, Chrome, Firefox, Opera, and Safari1The e-commerce site must automatically scale to support mobil	IREMENTPriorityProvidedModification RequiredThe e-commerce module must allow departmental logins and self- service.1XThe e-commerce module must be fully brandable to match the institution's branding rules.1XThe e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.1XThe e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.1XThe e-commerce module must support business rules that restrict to the customer.1XThe e-commerce module must support an automated customer inactivity timeout.1XThe e-commerce module must operate over a secure network connection including SSL.1XThe e-commerce module must include an interface for parking staff to view a real-time Dashboard1XThe activity timeout.1XThe activity and bally e-commerce users - Survent e-commerce activity and server load1XCurrent parking system users - Current parking system users - Survent e-commerce activity and server load1XXThe e-commerce module must support all commonly used brewers including Internet Explorer, Chrome, Firefox, Opera, and Safari1XXThe accommerce set must automatically scale to support mobile and desktop browsers1XXThe e-commerce set must automatically scale to support mobile and desktop browsers<	Appendix AIREMENTPriorityFully ProvidedModification RequiredNot ProvidedThe e-commerce module must allow departmental logins and self- service.1XThe e-commerce module must be fully brandable to match the institution's branding rules.1XThe e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.1XThe e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.1XThe e-commerce module must support an automated customer inactivity timeout.1X </td		

	Appendix A							
REQU	REMENT	Priority	Fully Provided	Modification Required	Not Provided	Comment		
J 2	The system must be capable of read/write ASCII and Unicode character sets	1	х					
13	The system must be able to read/write fixed, delimited CSV, SML, tape, and customized file formats.	1	х					
J 4	The system must include advanced configuration abilities for data field mapping, ordering, formatting and must be able to work with either file headers or footers.	1	х					
J 5	The system must be able to automatically backup, copy, move, delete and process data files for both import and export through a scriptable procedure.	1	х					
JG	The system must be able to upload/download files to or from remote servers using network shares, mapped drives, FTP, sFTP and scp.	1	х					
J 7	The system must log all file transfers and report on job statuses by date range and/or process name.	1	х					
8 L	File transfers must include the following. Identify the availability of each file transfer type, indicating whether this is a standard interface or if programming is required in the comments column. Also include pricing for any of these within you pricing proposal.							
J 8a	<ul> <li>Demographic (person name, address, etc.) import/export</li> </ul>	1		х		We are happy to integrate these systems in real time, but the cost of doing so was not included in our NTE implementation cost.		
J 8b	- Citation import/export	1		х		We are happy to integrate these systems in real time, but the cost of doing so was not included in our NTE implementation cost.		
J 8c	- Vehicle import/export	1		х		We are happy to integrate these systems in real time, but the cost of doing so was not included in our NTE implementation cost.		
J 8d	- Payment import/export	1		х		We are happy to integrate these systems in real time, but the cost of doing so was not included in our NTE implementation cost.		

-	Appendix A					
REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
J 8e	- General Ledger interface	1		х		We are happy to integrate these systems in real time, but the cost of doing so was not included in our NTE implementation cost.
J 8f	- Collection Agency Export and Import	1	Х			Included in NTE development
J 8g	<ul> <li>Cashiering System Export and Payment import</li> </ul>	2		х		Will integrate, but not included in NTE.
J 8h	- Registered Owner Lookup	1	Х			Fully included in NTE.
J 8i	<ul> <li>DMV Registration Hold, if supported by state</li> </ul>	1	Х			Fully included in NTE.
19	The system should be capable of real-time integration with other software systems	2	х			
J 10	The system should be capable or real-time integration through web services, stored procedures, tables and views	2	х			
J 11	<ul> <li>The system must include a task scheduler for automation of all system processes, including, but not limited to:</li> <li>Fine escalations</li> <li>Bill/Invoice Generation</li> <li>All file transfers</li> </ul>	1	х			
J 12	The task scheduler must allow scheduling by date, day of the week or time	1	х			
J 13	The task scheduler must run unattended on the server without an operating system user logged in.	1	х			
J 14	Input and output of tasks must support any of the following: ASCII, API, stored procedure, network share, ftp site	1	х			
J 15	The task scheduler must log process activity and display warnings and errors.	1	х			
J 16	The task scheduler must be capable of emailing process logs and activity to multiple email addresses	1	х			
J 17	The task scheduler must allow configuration by process (distinct schedules per job)	1	х			
K. ENI	ORCEMENT SOFTWARE/EQUIPMENT					
K 1	This proposal must include an Android Enforcement app, operating on the smartphone or tablet of our choice, including Bluetooth printer for all enforcement activities.	1	х			
К 2	The Agency must be able to procure the smartphone/tablet from the carrier of our choice	1	х			
К З	The Enforcement App must communicate in real-time with the parking software via WiFi and/or Cellular networks	1	х			

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-	Appendix A					
REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
К4	The Enforcement app must include the following functionality. Denote any function not supported in the comments.	1	х			
	- Citation issuance					
	<ul> <li>Ability to capture unlimited, high resolution color pictures with a single ticket</li> <li>Ability to record unlimited voice memos with a single ticket</li> </ul>					
	- Dermit searching	1	v			
	Vehicle Scorebing	1	^			
	<ul> <li>Venice searching</li> <li>Electronic Tire Chalking shared across all enforcement devices</li> <li>in real-time</li> <li>Boot/Tow recording and tracking</li> </ul>					
K 5	The Enforcement app must send citations to the parking system					
	upon print, including any pictures or recorded voice memos.	1	Х			
К 6	The Enforcement App must send boot/tow information in real-time.	1	х			
К7	The Enforcement App must search vehicles in real-time against the database.	1	х			
К 8	The Enforcement App must track the enforcement officer's GPS path and display this on a map within the parking software	1	х			
К9	Tickets issued from the Enforcement App must display the GPS coordinates on a map, directly on the citation screen	1	х			
K 10	Pre-selected information, including violation codes, makes/models, and other data collection fields must be sent to the Enforcement App via WiFi or cellular network for batch backup	1	x			
K 11	The Enforcement App must require a valid Badge ID an optional password for log-in	1	х			
К 12	The Enforcement App must be menu operated for ease of use	1	Х			
K 13	The Enforcement App must support both touchscreen and voice data entry	1	х			
K 14	The Enforcement App must track issuer productivity	1	Х			
К 15	The Enforcement App must allow reprint of a citation	1	Х			
K 16	The Enforcement App must allow authorized enforcement staff to void tickets in the field	1	х			
K 17	The Enforcement App must allow the issuer to review tickets issued within the shift	1	х			

## Appendix A Modification Fully Not REQUIREMENT Priority Comment Provided Required Provided K 18 The Enforcement App must search the parking database in realtime upon entry of a vehicle and display outstanding balance, 1 Х vehicle warnings (boot/tow eligible, VIP, repeat offender, etc), and all permit information include type, expiration date, parking location, status and associated vehicles The Enforcement App must automatically assign multiple levels of K 19 1 Х escalated fine amounts based on user defined parameters. The Enforcement App must include barcode scanning technology K 20 1 Х for scanning of bar-coded registration stickers or permits. K 21 The Enforcement App must be capable of printing a QR code on the ticket so that customers can immediately pay the ticket online via 1 Х their smartphone Violation tables must be stored in the Enforcement App for K 22 selection by the issuer. Up to three violations may be selected for 1 Х each citation. K 23 Late fee amount must be automatically added to violation(s) amount and the total displayed as the amount due if ticket is not 1 Х paid by the date (displayed) the late fee would be assessed. The Enforcement App must automatically assess the correct K 24 escalated fine amount based on the parameters established for the 1 Х violation, without any additional input by the enforcement officer. The issuer must be able to review tickets written for the date or K 25 Х date range from the Enforcement App. Multiple user-defined warnings (tow lists, scofflaw, VIP, etc.) must K 26 be stored in the Enforcement App and accessed real-time from the 1 parking management system. Should one of these plates be Х entered, the issuer is immediately notified on screen and audibly. K 27 Additional warnings, previously determined by the Administrator in the system, must also appear upon entry of a plate number 1 Х associated with that particular warning. K 28 Data must be selected from user-defined tables to prevent Х incorrect entry and reduce keystrokes (e.g. a violation code not 1 within the established table cannot be entered).

	Appendix A					
REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
K 29	The Enforcement App must support both public and private comment codes and free-form comments. Public comments are to be printed on the citation; private comments are to be stored within the parking system for parking department viewing.	1	х			
К 30	The Enforcement App must communicate in real-time with the parking management system's application server. Cradles and "host communication PCs" must not be necessary to sync data.	1	х			
L. EN	FORCEMENT API					
L 1	The system must have an API that facilitates real-time communication between the Enforcement App in the field and Pay- by-Plate, Pay-by Space, Meter and LPR Systems.	1	х			
L 2	The API must be capable of communication to a variety of third- party companies for pay-by-phone integration to gather real-time pay-by-phone parking information.	1	х			
L 3	The API must be capable of communication with a variety of Meter manufacturers to gather real-time meter information.	1	х			
L 4	The API must be capable of communication with a variety of LPR systems for real-time display of LPR hits on the Enforcement App.	1	х			
L 5	The API must be capable of displaying LPR hits for boot/tow vehicles, overtime parking, and permit verification.	1	х			
L 6	The API must populate a listing of vehicles that have purchased parking via pay-by-phone systems. The listing must be color-coded to indicate valid plates/spaces, plates/spaces that are due to expire, and expired plates/spaces. The enforcement officer must be able to initiate the ticket issuance process directly from this list.	1	х			
L 7	The Enforcement API must populate a listing of vehicle hits send in real-time from the LPR system. The enforcement officer must have the ability to issue a citation directly from this screen.	1	х			
M. OPTIONAL LPR ENFORCEMENT SYSTEM						
M 1	Vendor must offer an LPR enforcement option consisting of mobile or fixed LPR cameras and processing software from a leading, widely installed manufacturer	1	х			
M 2	Vendor must directly provide the LPR equipment installation and on- going support for the LPR system.	1	х			

-	Appendix A					
REQUIREMENT		Priority	Fully Provided	Modification Required	Not Provided	Comment
M 3	Vendor application must interact with the LPR Mobile system real- time to provide permit, paid time (meter / pay by phone), and vehicle warning information.	1	x			
M 4	Vendor must configure the LPR system with geo-fence zones and the related enforcement for the zone (permit types) to support automatic selection by the mobile LPR as it enters the zones.	1	x			
M 5	Vendor must provide direct integration between the mobile LPR software and their ticketing function on the same LPR vehicle computer with an automated and seamless process.	1	х			
M 6	LPR system must also send LPR enforcement hits real time to the vendor handheld enforcement devices, with a map display of the violation location.	1	x			
M 7	All LPR data read (details including date/time, gps coordinates, license information, and both license plate and context images) must be integrated into the Vendors ticket management database	1	x			
M 8	LPR Reads will be identified in the database by their status of either READ, HIT (by type), or TICKETED	1	х			
M 9	Tickets issued as a result of an LPR Hit will have the read details and images attached to and viewable directly from the ticket display.	1	х			
M 10	Vendor application must include standard reporting, and map and graphical analytics of the LPR data.	1	х			

## Appendix Company Financial Information

Company financial information has been provided in a separate, labeled envelope.