Integrated Parking Management Software, Installation and Maintenance for the Parking Violations Bureau

City of St. Louis Treasurer's Office



Proposal To:

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

May 17th 2019

gtechna

Gtechna Contact :

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1.1 Transmittal Letter

Gtechna USA orporation is a qualified solution provider. The proposed solution integrates various technologies and allows the City to **maintain control** over its parking operations and revenues. **The solution will now be owned by STLTO.**

We are proposing software for field enforcement and back office operations. Back office operations can either be done entirely by City staff or partially carried out by outside agencies as in the case of booting. **The solution that can now be used by any back office operator that the City selects.**

Here are some key reasons cities have selected us:

- Our solution is designed for cities. The system is highly configurable for specific city needs.
- We have many years of real-time parking enforcement experience and from this have brought much innovation to ensure tickets are not given in error. Our main goal is to give the best enforcement so parkers comply and pay for parking.
- Pay by plate technology is a new technology that is here to stay. We are currently leading in this by
 providing the first handheld LPR software. Including with this we have vehicle LPR and fixed LPR offerings.
 Our software supports multiple hardware manufacturers which offer the city the most flexibility with one
 unique database for parking rights.

Our biggest strength is innovation and we are currently leading the enforcement parking market. At the end it's not just about pushing the envelope with innovation, it's also **about choice.**

We look forward to working with the City to implement an integrated system that fully supports parking and enforcement needs.

Signature

Mr. Michel Guay Vice President

1.2 Executive Overview

Gtechna is pleased to respond to the City of St. Louis Treasurer's Office "STLTO" bid to provide (part one) parking management software and enforcement technology; as described in Appendix A.

We have reviewed all elements of the RFP and have a thorough understanding of STLTO's objectives. Gtechna is focused on integrated enforcement, ticket issuance software and data management; and this has been the focus for 24 years. As such, we feel our solution is an ideal match for the first part of the City's RFP. We are very happy to see that the City wants to leverage the market's best technology in all aspects - this ensures better efficiency and returns while improving enforcement practices.

Our proposal offers many differentiators to the City of St. Louis, most notably, we foresee a successful partnership in that our vision and preferred approach is aligned with the City.

St. Louis: Smart Approach to parking Management.

We commend the City for designing your parking management program to allow for the best of breed technology through teaming. This empowers the City to increase efficiency and financial performance, while bringing critical components together in a cohesive front. This has always been our vision as well as key to success – we focus on fully integrated, parking enforcement software and take advantage of the best parking technology on the market through partnerships. That is why we have dozens of integrations in place, including much success with St. Louis' team: Flowbird (Parkeon) pay stations, IPS single space meters, ParkMobile mobile payment and Conduent. We have reached out to many of the providers for the St. Louis program, and are prepared to begin working with the city's selected vendors. This includes Hudson Associates, Conduent and others

<u>Open Platform.</u> Gtechna offers an open API so that we can seamlessly integrate with the City's preferred technology partners. To that end, we are hardware agnostic. For our offering in St. Louis, we also agree on that the Android-based solution is the best platform for your ticket issuance. Our Officer Android is a highly automated ticket processing system which is web based, modular and hosted on Amazon AWS. We are proposing a fully integrated solution software, installation, training and support as required by the City.

Leading Enforcement Technology and Software

We believe our innovative front-end ticket issuance "Officer Android" and management system "Command Center" is the most advanced, efficient and user-friendly parking enforcement and data management system on the market.

gtechna meet the city's requirements as described in Appendix A. Our proposal will describe how our software operates in an intuitive, user-friendly manner. This includes:

- Officer Android: Field application software
- eTicket form with drop down lists including required modules
- goMobile supporting Genetec LPR
- Formatted ticket layout
- Manual time limit marking (e-chalking)
- Scofflaw Alert
- Broken asset reporting
- Signature capture
- Field Parking rights
- Parking right validation
- Interfaces
- Parking rights
- Booting
- Towing
- Payment file for financial system
- Back Office Command Center Module concurrent License 40 users
- Command Center WEB frame Software
- Management of users, devices & communications
- Dynamic Reporting
- Business Intelligence Dashboard
- Back Office Parking Server Software
- Ticket View, Live location map
- Dynamic Reports
- Remote update of software mobile software
- Back Office Ticket Lifecycle Back Office Software
- Ticket payment portal
- Citation appeal portal
- Ticket profile
- Ticket Aging, overdue notices, ticket status
- Web based ticket payment (per transaction charge)
- Installation, Training, Support
- Mobile printer and ticket paper
- Maintenance for length of contract
- Optional: Web based Residential Parking Permit

While acquiring your own Android-running device for best the best deal available, we are happy to quote a more ruggedized device per the STLTO's direction. We are proposing your purchase of the Zebra ZQ510 mobile printers though Gtechna. This model is optimized for a better print performance with Gtechna software.



Access to potential tickets and timed alerts by Street or by geo-fence



Dynamic Reporting and Business Intelligence for reporting and analysis

Pro-Active Customer Service



Gtechna has proposed our web hosting service to ensure the City's rigorous performance standards are met. As such, our tech support monitors the health of your system 24/7. If any issues arise, such as a communication error, it is our goal to address it and notify you – if the issue requires collaboration. We understand this is unprecedented in the market – you can be sure you will receive the highest standard of pro-active customer support.

No-risk Solution: Strong Financial and Corporate Standing

We understand that STLTO cannot take any risks with this significant investment. We have provided financial documentation showing our strong backing by a \$3b publically traded company – Constellation Software. Our parent company allows us to work autonomously – leaving the parking business to us and affording us the ability to focus on product innovation -- providing resources for continuous research and development. STLTO can be assured you will receive support as well as the most advanced technology offerings through a long-term partnership with gtechna.

Gtechna has no litigation to disclose. We are proud of our great track record with all our customers, case in point the city of Pittsburgh won the IPI award in 2016.

Technology Innovations.

Our biggest strength is innovation and we consistently lead the way with a fully-integrated enforcement solution. At the end it's not just about pushing the envelope with innovation but it's about results. While others may have implement large public relation campaign -- while looking to diversity with the "next big thing" - we keep the focus on our customer's needs for enforcement. A few of our new enforcement innovations are below.

Curbside Management



St. Louis, we are prepared to catapult you ahead of other cities, should you have the ability and desire to cite illegally parked scooters and bikes. Managing curbspace as an asset is on everybody's mind now and having the right tools to enforce the curb is even more important than ever. It also means that working with a vendor that's capable of deep integration is not only a nice-to-have but critical to the success of your parking operation.

Consistent with our strong focus on enforcement, gtechna has developed a module on our Officer Android platform to cite shareable rides illegally parked. A customer

Booting Advancements

Gtechna has collaborated with Universal Boot (the city's current boot provider), to provide enhancements including a self-release lock is fully integrated in our software.

Full LPR Suite:

In addition to Fixed LPR which the city has expressed interest in for off-street enforcement, we have several unique offerings in the marketplace that differentiates us from other providers. For example, only gtechna has a fully integrated LPR and e-ticketing solution within one graphical user interface (GUI) for vehicle LPR while maintaining command and control from a single database. This is important because the future technology is available now. Your enforcement technology investment will be secure with Gtechna. We also have fully integrated off-street LPR enforcement "Plate Sentry" as well as the "Hornet" – shown to the right, for a bike-mount LPR for enforcement during warmer months.

In summary, in partnership with SLTTO the best solution that is highly configurable to your specific needs and future requirements. We are proposing a low risk, interoperable, scalable, innovative, fully integrated and secure web based solution.

The gtechna model is to solidify long-term partnerships with customers who share our vision and understand that technology is crucial to succeed. From what we can tell from the City's and STLOTO's best-of-breed approach, our partnership is already aligned for success. We look forward to working with the City and your selected team to implement an integrated system that fully supports parking and enforcement needs.

Signature

Michel Guay Vice President

1.2.1 **On Street Enforcement**

The proposed solution includes a **PCI** web portal to accept credit card payments of parking fines. The portal will display citation information, images and infraction details to the web customer. Once a successful payment is received the citation status will be changed and money will be deposited in the City's merchant account.

Parking enforcement devices (Android), mobile printers (Zebra ZQ 510 - 3 inch printers), citation media and cellular services will be directly acquired by the City. Gtechna will push the enforcement application to the mobiles.

All citation data will be transmitted to the back office command module via the City's preferred cellular network.

The City is free to select it's preferred the MBE and / or WBE.

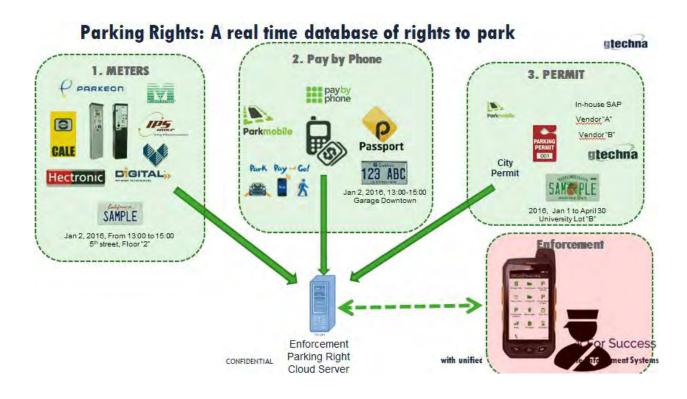
We are attaching the completed Appendix A for your review. The appendix lists technical compliances and variances.

The solution integrates with the following vendors: **Parkmobile, IPS and Flowbird**. The proposed solution allows the City freedom to change suppliers as contracts come to term or if performance or cost issues become critical.

GPS support is provided by the Gtechna application. It will allow the City to accuratly monitor and manage all citation activity by its field officers.

The proposed mobile application supports handheld ALPR (option) and pictures (included). The field application will alert the officer if a plate read generates a citation alert for unpaid time.

All payment activity from the current selected or future suppliers is centralized in the proposed Gtechna parking rights server.



The proposed solution integrates with current Genetec equipment with the Go mobile software module. This allows for information transfers between the Genetec system and the proposed mobile enforcement solution.

Gtechna is also proposing a self serve residential parking permit system. Vehicle information will be stored in the parking rights server and allow field officers to identify paid or unpaid license plates numbers in real time.

1.2.2 Citation Management Processing

The proposed Gtechna solution includes extensive automation support for back office operations. The City may wish to do this inhouse after evaluating the actual efforts requires. The proposed solutions allows for customers to pay parking tickets immediately online after issuance. This requires no administrative resources and thus no costs.

In person payment would be done at any of the City services desks location. Payment information would be transmitted to the Gtechna back office.

The online web portal allows for customers to search ticket information with the license plate or the ticket number. The Gtechna web portal will display the issued ticket information as well as pictures of the vehicle.

Customer complaints and violation bureau will be handled by the WBE, the MBE or from City personel. Gtechna will supply the administrative application to support this activity.

Ticket revenue collection is directly deposited in the City's merchant accounts. Real time reports of ticket activity payment is presented in dashboard formats so that the City's revenue manager sees the revenue flow. Reconciliation reports are provided to match paid tickets to deposits.

The solution provided extensive financial reports to allow the city to control revenues. The Gtechna solution includes a dynamic reporting tool. That allows the City to differentiate between Police and STLO tickets.

The back office generates court packages that can be sent to STLTO contact attorneys to review contested parking tickets. The court package includes all of the data stored in the back office ticket profile module.

The proposed solution includes an online adjudication module with decision capabilities.

1.2.3 Booting program

Gtechna supports Universal Boot (Self Release Boot) the current booting manufacturer. Gtechna can also support the current booting operator. Gtechna booting capabilities are outlined in Appendix A.

The scofflaw lists would be made available in real time to the booting crews.

All booting and ticketing activity from the Booting crews are sent in real time to the central Gtechna back office module.

Hardware, communication components and hardware maintenance are the responsibility of the City. Application software and maintenance is the responsibility of Gtechna.

1.2.4 Meter Maintenance and collections

Service is not offered by Gtechna

1.3 Costs

Refer to envelope

See attached.

3.1 Functionality

3.1.1 Sampling of Management Reports

3.1.1.1 Report of Revenue collected for a selected date range or by month

 Custom Queries Filters 							
Ticket Transaction	Date • B	ETWEEN	• 2019-03-04	3 and 2019-03	-08	- + - •	25 🔹
Payment Type	• IS	NOT NULL	•		-		
· Options							
Group By:	Payment T	уре	Vider B	y: Ticket Transaction	Date • ASC •	+ -	0
	Summar	V.					
Payment Type	Co	unt T	otal Amount	Credit Amount	Debit Amount	Balance	Affect Paid Amoun
American Express		13	470.00	470.00	0.00	0.00	10
Cash		41	1,435.00	1,435.00	0.00	0.00	4
Cheque		43	2,095.00	2,095.00	0.00	0.00	4
		78	2,955.00	2,955.00	0.00	0.00	78
Debit	1	136	5,876.00	5,876.00	0.00	0.00	136
		8	305.00	305.00	0.00	0.00	1
MC			14,694,00	14,694.00	0.00	0.00	33
MC MasterCard		331	14,004.00				
Debit MC MasterCard Visa Grand-total		331 650	27,830.00	27,830.00	0.00	0.00	650

3.1.1.2 Daily Transaction Report that distinguishes payments made by iNovah versus payments received directly in PMS.

 Custom Querie Filters 	is.							
Ticket Trans	action Date	• BETWEE	N T	2019-03-01	and 2019-03-02	3 -	+ 9	25 •
Payment Typ	pe	IS NOT N	ULL 🔻					
· Options								
Group By:	Ticket Tra	nsaction Date	•	Order By:	Ticket Transaction	Date • ASC	- +	< 0
								and the second se
	Source		-					
	Source	ry						
Ticket Transacti	🗹 Summa	ry Source	Count	Total Amount	Credit Amount	Debit Amount	Balance	Affect Paid Amoun
and the second sec	🗹 Summa			Total Amount 2,925.00	Credit Amount 2,925.00	Debit Amount	Balance 0.00	
and the second second	🗹 Summa	Source	Count				a construction of the second s	71
2019-03-01	Summa Summa	Source CLASS	Count 71	2,925.00	2,925.00	0.00	0.00	71 93
2019-03-01 Sub-total: 2019-0	Summa Summa	Source CLASS	Count. 71 93	2,925.00 3,555.00	2,925.00 3,555.00	0.00 0.00	0.00	Affect Paid Amoun 71 93 164 8
2019-03-01 Sub-total: 2019-0	Summa Summa	Source CLASS WEB	Count 71 93 164	2,925.00 3,555.00 6,480.00	2,925.00 3,555.00 6,480.00	0.00 0.00 0.00	0.00	71 93 164 8
Ticket Transactii 2019-03-01 Sub-total: 2019-0 2019-03-02 Sub-total: 2019-0	Summa on Date	Source CLASS WEB CLASS	Count 71 93 164 8	2,925.00 3,555.00 6,480.00 345.00	2,925.00 3,555.00 6,480.00 345.00	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	71 93 164

3.1.1.3 Daily Deposit Detail Report that includes merchant activity deposits versus cash/check deposit. This report should be able to isolate iNovah data.

AYMENT > Transactio > Custom Queries > Filters								
Ticket Transaction	Date *	LAST MONTH	٠			HI	۹,	25
Source	•	IS		PaymentModule				
Source	,	IS	•	CLASS				
Source	,	IS	٠	WEB				
2000								
Group By:	Source		•	+ Order By Ticket Transaction Date • ASC •	+	*	0	
	Payme	nt Type	•	- Carlos de la constitución de l				
	₹ sum	mary						

Source	Payment Type	Count	Total Amount	Credit Amount	Debit Amount	Balance	Affect Paid Amount
CLASS	Cash	177	7,425.00	7,425.00	0.00	0.00	177
	Cheque	143	7,450.00	7,450.00	0.00	0.00	143
	Debit	216	8,855.00	8,855.00	0.00	0.00	216
	MasterCard	31	1,475.00	1,475.00	0.00	0.00	31
	Visa	38	1,690.00	1,690.00	0.00	0.00	38
Sub-total: CLASS		605	26,895.00	26,895.00	0.00	0.00	605
PaymentModule	American Express	1	30.00	30.00	0.00	0.00	1
	Cash	4	150.00	90.00	60.00	60.00	4
	Cheque	1	30.00	30.00	0.00	0.00	1
	MasterCard	2	60.00	60.00	0.00	0.00	2
	Visa	-4	165.00	165.00	0.00	0.00	4
		12	261.00	261.00	0.00	870.00	0
Sub-total: PaymentModule		24	696.00	636.00	60.00	930.00	12
WEB	American Express	58	2,505.00	2,505.00	0.00	0.00	58
	MC	645	26,532.00	26,532.00	0.00	0.00	645
	Visa	1,441	59,787.00	59,787.00	0.00	0.00	1,441
Sub-total: WEB		2,144	88,824.00	88,824.00	0.00	0.00	2,144
Grand-total		2,773	116,415.00	116,355.00	60.00	930.00	2,761

3.1.1.4 Report of Citations issued for a selected date range or by month with violation code and fine, plus penalty amounts added to delinquent citations during the month

	C	eation Date	•	BETWEE	N	2019-0	02-11	and 2019-02-15	3		1	٩	25	•		
9	Ticket	- Status Con		reation ate	Creation Time	Officer Badge	Plate Prov.	Company/Last Veh.Year	Infract. Date	Article	By Law	Infraction Text	Fine Fee	Total Ba	ance First Name	Paid
•	30253	99 SS	20	019-02-12		4405	ON		2019-02-11	6.4	92- 2009	Fail To Clear And Remove Snow	75.00	75.00	75.00 MACLACHLAN	
0	30253	98 SS	20	019-02-11	3:29 PM	4405	ON		2019-02-11	6.4	92- 2009	Fail To Clear And Remove Snow	75.00	75.00	75.00 MARY	
0	30253	97 N1	20	019-02-11	3:22 PM	4405	ON		2019-02-11	6.4	92- 2009	Fail To Clear And Remove Snow	75.00	75.00	75.00 RAHIM	0.0
•	30253	96 PA	20	019-02-11	3:13 PM	4405	ON		2019-02-11	6.4	92- 2009	Fail To Clear And Remove Snow	75.00	75.00	0.00 FARAZ	75.0
0	30253	95 WR	20	019-02-11	2:50 PM	4405	ON		2019-02-11	6.4	92- 2009	Fail To Clear And Remove Snow	0.00	0.00	0.00 KYLLE	
0	30253	94 WR	20	019-02-11	2:50 PM	4405	ON		2019-02-11	6,4	92- 2009	Fail To Clear And Remove Snow	0.00	0.00	0.00 SUSANA	

3.1.1.5 Monthly status reports on all parking violations processed including up-to-date collection

percentage rate

												-		- Re	evenu	le An Jan (is by		th -	-
Infract Date	Tags Issued				Pa 22-42 Days	1	After	4	lter	Not	Paid After LT	F	ND. CR. H Requests ening	Result				NO, PF.		HR. PE.	
January 2019	5.199	1,800 36.5	3 %	726	13.66 N	312	6.00 %	35	0.67 %	788	15.18%	287	5.52 %	2	0.04 %	٥	0.03%		0.02 %	, ô	0.00 %
	5 244,067	\$ 68.580 28.1	0 % 3	\$ 32.515	13.32%	\$ 15,405	6.31%	\$ 1.875	0.77 %	\$ 47,450	10.44 %	\$ 27.130	11.12.96	\$ 310	0.13%	\$0	0.00 %	\$ 127	0.65 %	20	0.00%
February 2019	3,615	1,299 54.0	5%	205	540%	0	0.00 %	0	0.00%	0	0.00 %	354	9.25%	0	0.00 %	0	0.00 %	0	0.00 %	e	0.00%
	\$ 130,830	\$47.810 36.5	4%	\$ 9,355	7.15 %	50	0.00 %	30	0.00%	50	0.00 %	\$ 36,740	28.06 %	\$0	0.00 %	\$0	0.00%	50	0.00 %	50	0.00 %
March 2019	1,778	301 16.9	3%	0	0.00%	0	0.00%	0	0.00 %	a	0.00 %	70	4.44%	0	0.00%	0	0.00 %	ø	8.00.%	0	0.00%
	\$ 15,125	\$ 9,405 62.1	8.54	50	0.00 %	\$0	0.00%	50	0.05 %	\$0	0.00 %	\$ 9,525	62.86 %	\$0	0.00%	80	0.00%	50	0.00 %	\$.0	0.00 %
Grand Total	10,792	3,499 32.4		932	E 64 %			35	0.32 %	798	7.30 %	720	8.67%	2	0.02 %	ø	0.00 %	1	0.01%	0	0.00 %
	\$ 390,022	\$ 32.2 125.795	5% 5	\$ 41,870	10.74 %	\$ 15,405	3.95 %	\$ 1.875	0.48%	\$47,450	12:17 %	\$ 73.385	18.82 %	\$ 310	0.08%	80	0.00%	\$ 127	0.03%	\$ 0	0.00 %

3.1.1.6 Monthly payment report identifying collection results by month in which parking violations issued will also include delinquent notices

 Custom Querie Filters 	3											
Creation Dat	в	▼ BE	TWEEN	• 201	9-01-01		and 2019-02-28		+	۹		25
+ Options												
G	roup By:				Orde	er By:						
	nfraction	Date			- Inf	raction	Date •	ASC ·	1		0	
	maction	Date	·			aonori				_ 61		
5	Summa											
	Summa		Paid	Balance	Manual	мто	Ticket Not Served	Infraction Count	Contrib.		Fine	Serv
Elist I N	2 Summa	ry							Contrib.	Fee		Serv 51
EList M	Summa ap Count	Total	Paid	Balance	Manual	мто	Ticket Not Served	Infraction Count		Fee 0.00	Fine	

3.1.1.7 Monthly Habitual Violators Report listing violations; to also include the latest DMV registered owner name and address

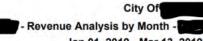
MTO		•	S NOT NUL	•					+	Q,		25
Creation Da	te	•	BETWEEN	• 20	19-01-01	10	and 2019-03-14	3 -				
· Options												
	Group By:				Or	ler By:						
	moup by.				5019	er by.						
	Creation	Date	•	•	and the second second	cket#	•	DESC •	· 🗸		0	
				•	and the second second		•	DESC •	×		0	
	Creation Summ		•	•	and the second second		•	DESC 🔹 📑	~		0	
	Creation Summ		•	•	and the second second		•	DESC •	· · ·		0	
📜 List 🛛 🔟	Creation Summ			Balance	and the second second	cket #	• Ticket Not Served	DESC			Fine	Serve
	Creation Summ Map	ary	Paid		Manual	cket #			nt Contrib.	Fee	-	Serve 32
ELIST	Creation Summ Map Count	ary Total	Paid 8,992.00	Balance	Hanual	MTO	Ticket Not Served	Infraction Cou	nt Contrib. 1 0.00	Fee 0.00	Fine 25.370.00	
ELIST	Creation Summ Map Count 351	ary Total 25,370.00	Paid 8,992.00 3,928.00	Balance 15,250.00	Manual	MTO 351	Ticket Not Served	Infraction Cou	nt Contrib. 1 0.00	Fee 0.00	Fine 25.370.00	32

3.1.1.8 Monthly status report of open and closed parking violations

n Date mary Status CA ER IS	Count 4 672	Fine 250.00 120.00	Ticket # Fee	Total 250.00	Balance	Paid 0.00	мтс
mary Status CA ER IS	Count 4 4	Fine 250.00 120.00	Fee	Total 250.00	Balance 0.00	Paid 0.00	MT
Status CA ER IS	Count 4 4	250.00 120.00		250.00	0.00	Paid 0.00	МТ
Status CA ER IS	4	250.00 120.00		250.00	0.00	0.00	MT
CA ER IS	4	250.00 120.00		250.00	0.00	0.00	MT
ER IS	4	120.00	0.00				
IS			0.00	120.00			
	672			120.00	120.00	0.00	
		26,195.00	0.00	26,195.00	26,195.00	0.00	1
N1	1,107	44,615.00	0.00	44,615.00	55,685.00	0.00	1,1
ND	8	120.00	0.00	120.00	120.00	0.00	
NO	27	1,060.00	0.00	1,060.00	1,330.00	0.00	
PA	1,441	54,715.00	0.00	54,715.00	0.00	53,575.00	2
RA	20	1,005.00	0.00	1,005.00	1,045.00	0.00	
SR	3	190.00		190.00	85.00	0.00	
SS	297	27,560.00	0.00	27,560.00	27,820.00	0.00	
VA	103	5,620.00	0.00	5,620.00	0.00	0.00	
WR	40	0.00		0.00	0.00		
	SR SS VA	SR 3 SS 297 VA 103 WR 40	SR 3 190.00 SS 297 27,560.00 VA 103 5,620.00 WR 40 0.00	SR 3 190.00 SS 297 27,560.00 0.00 VA 103 5,620.00 0.00 WR 40 0.00 0.00	SR 3 190.00 190.00 SS 297 27,560.00 0.00 27,560.00 VA 103 5,620.00 0.00 5,620.00 WR 40 0.00 0.00 0.00	SR 3 190.00 190.00 85.00 SS 297 27,560.00 0.00 27,560.00 27,820.00 VA 103 5,620.00 0.00 5,620.00 0.00 WR 40 0.00 0.00 0.00 0.00	SR 3 190.00 190.00 85.00 0.00 SS 297 27,560.00 0.00 27,560.00 27,820.00 0.00 VA 103 5,620.00 0.00 5,620.00 0.00 0.00 WR 40 0.00 0.00 0.00 0.00 0.00

3.1.1.9 Aged Accounts Receivable Report noting collection phase activity





Jan 01, 2019 - Mar 13, 2019

	-			Pa	id				Not	Paid		Requests	Result	S						
Infract Date	Tags Issued	1-21 Days		22-42 Days	Aff	After	^	LT		After	Scre	ening	н	earing	Can	celled	Plate I	Denial	Collec	ctions
January 2019	5,100	1,899 36.53 %	726	13.96 %	312	6.00 %	35	0.67 %	788	15.18 %	287	5.52 %	2	0.04 %	٥	0.00 %	,	0.02 %	0	0.00 %
	\$ 244,067	\$ 68,580 28.10 %	\$ 32,515	13.32 %	\$ 15,405	6.31 %	\$ 1,875	0.77 %	\$ 47,450	19.44 %	\$ 27,130	11.12%	\$ 310	0.13 %	\$0	0.00 %	\$ 127	0.05 %	50	0.00 %
February 2019	3,815	1,299 34.05 %	200	5.40 %	0	0.00 %	0	0.00 %	a	0.00 %	354	9.28 %	a	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
	\$ 130,830	\$ 47.810 36.64 %	\$ 9,355	7.15 %	50	0.00 %	\$0	0.00 %	\$0	0.00 %.	\$ 38,740	28.08 %	\$0	0.00 %	50	0.00 %	50	0.00 %	50	0.00 %
March 2019	1,778	301 16.93 %	0	0.00 %	0	0.00 %	0	0.00 %	.0	0.00 %	79	4.44 %	0	0.00 %	٥	0.09 %	٥	0.00 %	0	0.00 %
	\$ 15,125	\$ 9.405 62.18 %	50	0.00 %	\$0	0.00 %	\$0	0.00 %	\$ 0	0.00 %	\$ 9,625	62.98 %	\$0	0.00 %	\$0	0.00 %	50	0.00 %	60	0.00 %
Grand Total	10,792	3,499 32.42%	932	8.64 %	312	2.89 %	35	0.32 %	788	7.30 %	720	6.67 %	2	0.02 %	0	0.00 %	1	0.01%	Q	0.00 %
	\$ 390,022	\$ 32.25 %	\$41,870	10.74 %	\$ 15,405	3.95 %	\$ 1,875	0,48 %	\$ 47,450	12.17 %	\$ 73.395	18.82 %	\$ 310	0.08 %	\$0	0.00 %	B-127	0,03 %	\$0	0.00 9

3.1.1.10 Monthly and year-to-date Fine Collections

· Options	Group By:	Order By:			
	Date •	• 🕂 Date	• DESC • 🕂	V<0	
	Summary	Order By:			
	Commery	Time	DESC		
Date	Count	Is Manual	Total	Balance	EoS Syne
2019-03	246	2	12,970.00	9,655.00	20
2019-02	629	17	41,835.00	20,840.00	61
2019-01	618	48	43,860.00	15,846.00	570
Grand-total	1,493	67	98,665.00	46,341.00	1,38

3.1.1.11 Monthly and year-to-date new citation processing

 Custom Q Filters 	Jueries						
	Creation Date	• BETWEEN	▼ 2018-01-01	and 2018-12-31		Q 💼 25 🔻	
· Options							
E List	Map						
Creation Da	ite		Count	Total	Paid	Balance	#Pie
2018-01			4	40.00		40.00	-
2018-02			20	630.00		630.00	
2018-03			24	330.00	20 00	300.00	
2018-04			22	835.00	20.00	785.00	
2018-05			27	845.00	30.00	685.00	
2018-06			4	40.00		40.00	
2018-07			10	230.00	120.00	80.00	
2018-08			4	50.00		50.00	
2018-09			4	330.00	10.00	320.00	
2018-10			5	225.00		225 00	
2018-11			3	35.00		35.00	
2018-12			3	35.00	0.00	20.00	
			130	3,625.00	200.00	3,210.00	1

3.1.1.12 Monthly and year-to-date dismissals and suspensions

# Filters	Quenes													
	Infract, Date	•	BETWEEN	•	2019-01-01	and 2	019-03-13	3		+ 9		2	5 •	
F	Status	•	IS	•	CA - CANCE	LED BY ADJU	JDICATOF	2	• -	-		- 1		
	Status	•	15	•	RA - ADMINI	STRATIVE C	ANCELLA	TION						
		Group By:			O	der By:								
		Creation Date	e	-	• + T	icket#		 DESC 	• +	× 1	0			
List	Map	Creation Date	2	•	• 🕂 1	icket#		• DESC	• =+	~	0			
			Total	Paid	Balance	Ticket # Manual	мто	DESC Contrib.	Fee	Fine	N	p	D	Serv
Creation [Summery					мто				-	P 145	D	Serv
Creation D		Count	Total	Paid	Balance		мто	Contrib.	Fee	Fine	N			
Creation 0 019-01 019-02 019-03		 Summary Count 49 	Total 5.325.00	Paid 0.00	Balance 0.00		мто	Contrib.	Fee	Fine 5,325.00	N 136	145	0	

3.1.1.13 Number of void/cancellations for date range by ticket type

					-					A COLUMN A				
Infract. Da	ate 🔹	BETWEEN	• 201	9-01-01	and and	2019-03-1	3		-1+	۹.		25	٠	
Status	•	IS	 VA 	- VOID A	PPROVED				-					
- Options														
	Group By			-	Order By:						-			
	Creation Date			+	Ticket #		• 0	ESC .	+1	< (5			
	Group By:		-	-										
	Ticket Type													
	Summary		-											
-	Summary	-												
🔚 List 🔣 Map	✓ Summary													
	 Summary Ticket Type 	Count	Total	Paid	Balance	Manual	мто	Contrib.	Fee	Fine	N	р	D	Serv
Creation Date]	Count 45	Total 4,725.00	Paid 0.00	Balance 625.00	Manual 1	мто	Contrib.	Fee	Fine 4,725.00	N 55	P 93	D	
List Map Creation Date 2019-01 Sub-total: 2019-01] Ticket Type					Manual 1 1	мто							Servi
Creation Date] Ticket Type	45	4,725.00	0.00	625.00	1		0.00	0.00	4,725.00	55	93	Ó	
Creation Date 2019-01 Sub-total: 2019-01	Ticket Type P	45 45	4,725.00 4,725.00	0.00	625.00 625.00	1		0.00	0.00	4,725.00 4,725.00	55 55	93 93	0	-
Creation Date 2019-01 Sub-total: 2019-01 2019-02	Ticket Type P	45 45 87	4,725.00 4,725.00 8,050.00	0.00	625.00 625.00 475.00	1	0	0.00	0.00	4,725.00 4,725.00 8,050.00	55 55 89	93 93 170	0	1
Creation Date 1019-01 Sub-total: 2019-01 1019-02 Sub-total: 2019-02	Ticket Type P P	45 45 87 87	4,725.00 4,725.00 8,050.00 8,050.00	0.00	625.00 625.00 475.00 475.00	1	0	0.00	0.00	4,725.00 4,725.00 8,050.00 8,050.00	55 55 89 89	93 93 170 170	0	

3.1.1.14 Number of appeals received for the current month and year-to-date

· Filters								
Breach Date	•	BETWEEN	01-01-20	19 💆 and	13-03-2019	a b	· Q 🗇	25
	Group By: Breach Date			er By: each#	+ ASC +	+	0	
				COUTIN				
	Summary			Cuchin		-	-	
Vistanding	Summary		Vaive	Scalated			• Create	Appea
Vutstanding Breach Date			Vaive	Y Escalated		Additional Fee		Appea
-	TINFO Requeste	d 💎 STAND	Valve	Y Escalated	Yiew All]	• Create	
Breach Date	Tinfo Requeste	d Trand	Vaive	Tescalated Balance	Yiew All]	• Create	
Breach Date 2019-01	Info Requeste Count 449	d Trand	Waive	Escalated Balance 99.135.00	Yiew All]	• Create	

3.1.1.15 Processing Activity Report for all methods of payment by date range of daily.

Ticket Transa	action Date •	LAST MONTH	•				- Q	<u>a</u> 25 •
Payment Typ	e •	IS NOT NULL	•					
· Options								
Group By:	Ticket Transa	action Date 🔹	•	Order By: Ticl	ket Transaction Dat	e · ASC ·	+	< 0
	Payment Typ	e •						
	🛃 Summary							
Ticket Transacti	on Date	Payment Type	Count	Total Amount	Credit Amount	Debit Amount	Balance	Affect Paid Amount
2019-02-01	,	American Express	1	60.00	60.00	0.00	0.00	1
2019-02-01		American Express Cash	1 3	60.00 370.00	60.00 370.00	0.00	0.00	1
2019-02-01	(1 3 2					2
2019-02-01	(Cash		370.00	370.00	0.00	0.00	2
2019-02-01)) 1	Cash Cheque	2	370.00 45.00	370.00 45.00	0.00	0.00	2
2019-02-01	0 0 1 1	Cash Cheque Debit	2 12	370.00 45.00 400.00	370.00 45.00 400.00	0.00 0.00 0.00	0.00 0.00 0.00	1 3 2 12 22 33
)) 1 ((Cash Cheque Debit MC	2 12 22	370.00 45.00 400.00 827.00	370.00 45.00 400.00 827.00	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	2 12 22 33
Sub-total: 2019-0	(()) 2-01	Cash Cheque Debit MC	2 12 22 33	370.00 45.00 400.00 827.00 1,210.00	370.00 45.00 400.00 827.00 1,210.00	0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00	2 12 22 33
Sub-total: 2019-0	2-01	Cash Cheque Debit MC Visa	2 12 22 33	370.00 45.00 400.00 827.00 1,210.00 2,912.00	370.00 45.00 400.00 827.00 1,210.00 2,912.00	0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00	2 12 22
Sub-total: 2019-0	2-01	Cash Cheque Debit MC Visa American Express	2 12 22 33	370.00 45.00 400.00 827.00 1,210.00 2,912.00 60.00	370.00 45.00 400.00 827.00 1,210.00 2,912.00 60.00	0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00 0.00	2 12 22 33
2019-02-01 Sub-total: 2019-0 2019-02-02	2-01	Cash Cheque Debit MC Visa American Express Debit	2 12 22 33 73 1 1	370.00 45.00 400.00 827.00 1,210.00 2,912.00 60.00 30.00	370.00 45.00 400.00 827.00 1,210.00 2,912.00 60.00 30.00	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	2 12 22 33 73 73 1 1

3.1.1.16 Citation Payments after Activity Report

	BETWEEN	• 2019-02-01	and 2019-02-1	11	- +	Q 💼
Ticket Status	IS	▼ PA				
· Options					_	
Group By: Ticket Tran	saction Date 🔹	• + Ord	er By: Ticket Transac	tion Date • ASC	• +	× 0
Summar	1					
Ticket Transaction Date	Count	Total Amount	Credit Amount	Debit Amount	Balance	Affect Paid Amour
2019-02-01	73	2,912.00	2,912.00	0.00	0.00	7
			1 222 22			
2019-02-02	45	1,595.00	1,595.00	0.00	0.00	4
1979,30,70	45 45	1,595.00	1,595.00	0.00	0.00	
2019-02-03						
2019-02-03 2019-02-04	45	1,570.00	1,570.00	0.00	0.00	10
2019-02-03 2019-02-04 2019-02-05	45 102	1,570.00 3,945.00	1,570.00 3,945.00	0.00	0.00	10 11 12
2019-02-03 2019-02-04 2019-02-05 2019-02-06	45 102 122	1,570.00 3,945.00 5,210.00	1,570.00 3,945.00 5,210.00	0.00 0.00 0.00	0.00 0.00 0.00	10 12 12
2019-02-03 2019-02-04 2019-02-05 2019-02-06 2019-02-07	45 102 122 104	1,570.00 3,945.00 5,210.00 4,625.00	1,570.00 3,945.00 5,210.00 4,625,00	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	10 11 11 10 10
2019-02-03 2019-02-04 2019-02-05 2019-02-06 2019-02-07 2019-02-08	45 102 122 104 104	1,570.00 3,945.00 5,210.00 4,625.00 4,880.00	1,570,00 3,945,00 5,210,00 4,625,00 4,880,00	0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00	10 11 10 10 10 10
2019-02-03 2019-02-04 2019-02-05 2019-02-06 2019-02-07 2019-02-08 2019-02-09	45 102 122 104 104 104 121	1,570.00 3,945.00 5,210.00 4,625.00 4,880.00 4,750.00	1,570.00 3,945.00 5,210.00 4,625.00 4,880.00 4,750.00	0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00	4 10 12 10 10 10 12
2019-02-02 2019-02-03 2019-02-04 2019-02-05 2019-02-05 2019-02-07 2019-02-07 2019-02-08 2019-02-09 2019-02-10 2019-02-11	45 102 122 104 104 121 43	1,570.00 3,945.00 5,210.00 4,625.00 4,880.00 4,750.00 1,615.00	1,570.00 3,945.00 5,210.00 4,625.00 4,880.00 4,750.00 1,615.00	0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00 0.00	4 10 12 10 10 10 12 4 4 4 12

3.1.1.17 Citation Registered Owner Activity Report

GEING	> MTO				Curr	ent Schedule:			
Cust	om Queries								
						•	e 🔒 🖉 🖥	8	
- Filter	5								
1	End Date 🔹	LAST # DA	YS •		5 days	s 🖪	+ 9	25	•
> Optic	ons					_			
#	Process Name		End Date *	End Time	Status	File Name	Processed Quantity	Accepted	Rejecte
1	MTO-WS	PLDAMP	2019-03-13	04:16	OK	D:\GTI\temp\returnResult_20190	64		
2	MTO-WS:	PLDAMP	2019-03-13	04:16	OK	D:\GTI\temp\sendResult0_201903	64		
3	MTO-WS:	PLDAMP	2019-03-12	04:16	OK	D:\GTI\temp\sendResult0_201903	66		
4 🖻	MTO-WS:	PLDAMP	2019-03-12	04:16	OK	D:\GTI\temp\returnResult_20190	66		
5	MTO-WS:	PLDAMP	2019-03-11	04:16	OK	D:\GTI\temp\sendResult0_201903	48		
6	MTO-WS:	PLDAMP	2019-03-11	04:16	OK	D:\GTI\temp\returnResult_20190	48		
7 🕒	MTO-WS:	PLDAMP	2019-03-10	04:16	OK	D:\GTI\temp\sendResult0_201903	65		
8 🗋	MTO-WS:	PLDAMP	2019-03-10	04:16	OK	D:\GTI\temp\returnResult_20190	65		
9 🗋	MTO-WS:	PLDAMP	2019-03-09	04:17	OK	D:\GTI\temp\sendResult0_201903	59		
10 🕒	MTO-WS:	PLDAMP	2019-03-09	04:17	OK	D:\GTI\temp\returnResult_20190	59		
11 🗋	MTO-WS:	PLDAMP	2019-03-08	04:16	OK	D:\GTI\temp\returnResult_20190	50		
12 1	MTO-WS:	PLDAMP	2019-03-08	04:16	OK	D:\GTI\temp\sendResult0 201903	50		

3.1.1.18 Citations with credit balances Report

TICKETING > Parking Tick												
 Custom Queries Filters 												
Date (yyyy-mm-dd)	•	BETWEEN	٠	2019-01	-01 🛅 :	and 20	19-03-13	1			+	٩
Balance	٠	IS NOT	•		q							
Status		IS NOT		PA - PA	D					•		
	Date	e By:		• +	Order By: Date	•	DESC •	Ð	~	0		
	Date	• •		• +	Date	•	DESC •	±.	~	0		
	Date	10		• +	the second s			=	~			
	Date	a •			Date Order By: Time		DESC •		~			545.0
Date	Date	a • ummary Count			Date Order By: Time		DESC •	al	~	Balance		EoS Syr
2019-03	Date	e • ummary Count 189			Date Order By: Time Manual 2		DESC • Tot 9,655.	al DO	~	Balance 9,655.00		15
2019-03 2019-02	Date	a ummary Count 189 305			Date Order By: Time Manual 2 7		DESC • Tot 9,655. 20,750.	tal 00	~	Balance 9,655.00 20,750.00		11
2019-03	Date	e • ummary Count 189			Date Order By: Time Manual 2		DESC • Tot 9,655.	al 00 00	~	Balance 9,655.00		1

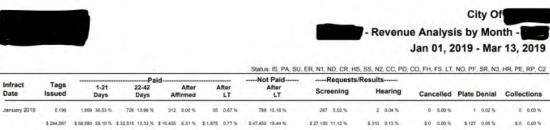
3.1.1.19 Cleared Citations Report

 Custom Queries Filters 									
Date (yyyy-mm-dd)	•	BETWEEN	•	2019-01-13	and 2	0 <mark>19-0</mark> 3-1	13 🛅		+ 9
Status	•	IS	٠	PA - PAID				•	
	Group Dat			Order Date Order Time	• By:	ASC ASC	• 🛨	× 0	
Date		Count		Is Man	ual		Total	Balance	EoS Synd
2019-01		238			16	1	7,425.00	0.00	222
		289			10	1	9,000.00	0.00	279
2019-02		53					2,830.00	0.00	49
2019-02 2019-03									

3.1.1.20 Current Open Citations Report

Infract. Date	•	THIS MONTH	•			_	+ 9	25	•
Status	•	IS NOT	PA - Paid						
Status	۲	IS NOT	WR - Wa	rning		-			
Status	٠	IS NOT	VA - Void	Approved		• -			
Status	۲	IS NOT	CA - Pen	alty Cancelled		• -			
Status	•	IS NOT	• SU - Sus	pended		• -			
· Options									
Group By:	Creation	Date •	• +	Order By: Ticket	#	• DESC	• + •	0	
	Status	•	- 10 -						
	Summ	ary							
reation Date		Status	Count	Fine	Fee	Tota	Balance	Paid	MT
CONTRACTOR OF THE OWNER OWNE		IS	1,368	50,970.00	0.00	50,970.00	50,970.00	0.00	5
019-03									
019-03		SS	72	8,405.00	0.00	8,405.00	8,405.00	0.00	
			72 1,440	8,405.00 59,375.00	0.00	8,405.00 59,375.00	- Bactoria de la composición de la comp	0.00	1

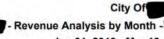
3.1.1.21 Citation Aging Report



	\$ 390.022	\$ 32.25 %	\$ 41.870	10.74%	\$ 15.405	3.95 %	\$ 1.875	0.48 %	\$ 47,450 1	2.17%	\$ 73,395	18.82 %	\$ 310	0.08 %	50	0.00 %	\$ 127	0.03%	\$0	0.00 1
arand Total	10,792	3,499 32,42 %	932	8 64 %	312	2.89 %	35	0.32%	788	7.30 %	720	6.67%	2	0.02 %	ō	0.00 %	1	0,01 %	0	0.00
	\$ 15,125	\$ 9,405 82.18 %	50	0.00 %	\$ 0	0.00 %	\$0	0.00 %	\$0	0.00 %	\$ 0,525	62.98 %	\$0	0.00 %	\$0	0.05 %	\$ 0	0.00 %	50	0.00
March 2019	1,778	301 16,93 %	0	0.00 %	0	0.00 %	0	0.00%	0	0.00 %	79	4,44 %	a	0.00 %	٥	0.00 %	0	0.00 %	0	0.00
	\$ 130,830	\$ 47,810 36.64 %	\$ 9,355	7.15 %	\$0	0.00 %	\$0	0.00%	\$0	0.00 %	\$ 36,740	28.08 %	50	0.00 %	\$0	0.00 %	50	0.00 %	50	0.00
February 2019	3,815	1,299 34.05 %	206	5.40 %	0	0.00 %	0	0.00%	0	0.00 %	354	9.28%	0	0.00 %	0	0.00 %	0	0.00 %	٥	0.00

3.1.1.22 Citation Aging by year Report





Jan 01, 2019 - Mar 13, 2019

				Pa	id				Not	Paid		Requests	Result							
Infract Date	Tags Issued	1-21 Days		22-42 Days	Af	After	'	LT		LT	Scre	ening	H	earing	Can	celled	Plate I	Denial	Collec	ctions
January 2019	5,199	1.899 36.53 %	726	13.96 N	312	6.00 %	35	0.67 %	788	15.18.%	287	5.62 %	2	0.04 %	٥	0.03 %		0.02 %	0	0.00 %
	\$ 244,067	1 68.580 28.10 %	\$ 32,515	13.32%	\$ 15,405	6.31 %	\$ 1.875	0.77 %	\$ 47,450	19.44 %	\$ 27.130	11.12 %	\$ 310	0.13%	80	0.00%	\$ 127	0.05 %	20	0.00%
February 2019	3,815	1,299 34.05 %	205	540%	0	0.00%	o	0.00%	a	0.00 %	354	9.26%	0	0.00%	D	0.00%	D	0.00 %	e	0.00 %
	\$ 130,830	\$47,610 36,54%	\$ 9,355	7.15 %	\$ 0	0.00 %	30	0.00%	50	0.00%	5 36,740	28.06 %	\$0	0.00%	\$0	0.00%	50	0.00 %	50	0.00 %
March 2019	1,778	301 16.93 %	0	0.00 %	0	0.00%	a	0.00%	a	0.00 %	79	4.44%	0	0.00%	ø	0.00 %	ø	0.00%	0	0.00%
	\$ 15,125	\$ 9,405 62.18 %	50	0.00 %	\$0	0.00%	\$0	0.05 %	\$0	0.00 %	\$ 9,525	62.98%	80	0.00%	\$0	0.05%	50	0.00 %	\$.0	0.00 %
Grand Total	10,792	3,499 32.42%	932	E 64 %	312	2.89%	35	0.32 %	788	7.30 %	720	8.67%	2	0.02 %	ø	0.00 %	1	0,01 %	Q	0.00 %
	\$ 390,022	\$ 32.25 %	\$ 41,870	10.74 %	\$ 15,405	3.95 %	\$ 1.875	0.48%	\$ 47,450	12.17 %	\$ 73,385	18.82 %	\$ 310	0.08%	80	0.00%	\$ 127	0.03 %	\$0	0.00%

3.1.1.23 Outstanding NSF Service Fee Report



3.1.1.24 Citation Closed Reasons Summary Report

Custom Queri Filters	yes									
	atus	v IS		VA - VOID APPROVED		• 8		Q	25 🔹	
· Options							-			
		Group By:		Order By:						
		Ticket Void Reason	•		V DESC	: • 🕂	V	0		
		Summary	-			_	-	_		
List 🚺	Мар									
Ticket Void Rea	ason				Count	Total	Paid	Balance	Infraction Count	Serve
Administrative E	Error				4	535.00	0.00	0.00	4	
ADMINISTRATI	VEERROR				4	110.00	0.00	0.00	4	
A TICKET WAS	ALREADY ISS	UED			1	50.00		0.00	1	
		UED PARKING SIGN MISIN	ERPRETAT	TION	1	25.00		0.00	1	
Customer Servic	ice Gesture				3	325.00	0.00	0.00	3	
CUSTOMER SE	ERVICE GESTU	IRE			3	100.00		0.00	3	
DATE ERROR					1	30.00		0.00	1	
Demo Void reas	son				4	40.00	0.00	10.00	4	
DEMO VOID RE	EASON				4	340.00		0.00	4	
Demo Void reas	son rich				1	20.00	0.00	0.00	1	
duplicate tickets	5				1	15.00		0.00	1	
Location error					1	0.00	0.00	0.00	1	
MANAGER OVE	ERRIDE				2	25.00	0.00	0.00	2	
mayor vehicle					1	10.00		10.00	ť	
OFFICER VOID)				2	25.00	0.00	0.00	2	
Silly Reason					1	10.00		10.00	1	
STOLEN VEHIC	CLE				2	75.00		0.00	2	
This is an error					1	10.00		10.00	1	
TIME ERROR					1	20.00		0.00	1	
training officer e	error				1	10.00	0.00	0.00	1	
TRAINING OFF					2	315.00		0.00	2	
Grand-total					41	2.090.00	0.00	40.00	41	3

3.1.1.25 Citations Closed Reasons Report

Custom Queres Fiters							
Status	• IS	• 10	A - VOID APPROVE	D		Q 🗐	25 •
Options							
	Group By		Order By:		-	-	
	Ticket Vold Rea	ason 🔹 🕂	Ticket#	· DESC ·	+ <	0	
	- Summary						
List Map							
- mar _ maps							
	Creation Creatio	Ticket # = Statu	Ticket Plate	Pl. Infraction	Jotal Paid Balance	Article Infractio	ITIME VIN M
	and the second second	the second second second	And the second second				test, data property in
	104C			-	-	-	Sector Sector
	W to can be with						
		and a start of the second	The second second	Children Provident			
and shellow		den and the second		ومعادية والمحمد		And the second second	
	and the second	1	The Party of the Party of the	the state of the s	THE PARTY OF THE PARTY	A CONTRACTOR OF	and the second second second
	and the second sec	Second provide a second	and the second second		100 - 10 - 10 - 10 - 10 - 10 - 10 - 10	1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (1999 (199	And the second
				Contraction of the second s			
5.444052 • 1 %	- (a servera						
	set starts a 🖬 🖏	1 and 1 📰 🖉 💿					
	in the second second second						
	Manager Balling and Street	And the spin of the same of the		A REPAIR OF A REPAIR OF A			

3.1.1.26 "Hotsheet" Report

Excort all o	ate Hotlist Iata from this table ates	to a C	SV file (Excel),							
#				Hotlist	Туре					
1 6				Bootlist						
.002 sec.										
Hotlist Re										
 Custom Q Filters 	Lienes		IS	• 1				-	0 7 25	
	Lishes	•	IS	• [Q 💼 25	•
 Filters Options 				• 1	Hotlist Type	Officer #	Expiration Date	Note	Q 👩 25	•
 Filters Options 	Plate AMB123		IS <u>State/Province</u> ON	•	Hotlist Type AMBER Alert	Officer # MIKE	Expiration Date	and the second se		•
	Plate		State/Province	•		and the second s	Expiration Date	Jenife	Q 25 rr Aston, 9 years old, br paid tickets	•
 Filters Options 	Plate AMB123		State/Province	• 1	AMBER Alert	MIKE	Expiration Date	Jenife 40 un	r Aston, 9 years old, br	•

3.1.1.27 Entered Citations Report

 Custom Queries Filters 					
Date (yyyy-mm-dd)	 BETWEEN 	• 2018-10-01	and 2018-11-30	- + ٩	100 🔻
Is Manual	• IS •	TRUE •		E	
= Options	Group By:	Order By:			
	Date •	• 📑 Date	• DESC • 📑	< 0	
	Summary	Order By:			
	Commery	Time	• DESC •		
Date	Count	Is Manu	al Total	Balance	EoS Syn
2018-11-09	1		1 45.00	45.00	
2018-11-08	7		7 420.00	0.00	
2018-10-27	1		1 45.00	0.00	
2018-10-22	1		1 45.00	0.00	
2018-10-12	1		1. 45.00	0.00	
2018-10-04	1		1 350.00	399.75	
Grand-total	12		12 950.00	444.75	

3.1.1.28 Field Agent/Officer Productivity Report

Officer B	Badge No	• IS	• 3883 - CAS	IMIR, JASON		+ 9 🗃 25 •	
Infractio	n Date	• >	· 2018-09-13	3			
- Options					_		
	Group By:		0	rder By:	and the second		
	Creation Dat	te 🔹	• +	Ticket #	• DESC • 🕂	< 0	
	 Summary 					The second se	
	or openantiary						
🔚 List 🚺 Map	-						
	-	Count	Total	Paid	Balance	Infraction Count	Serv
Creation Date	-	Count 2	Total 20.00	Paid 10.00	Balance 10.00	Infraction Count	Serv
Creation Date	-						
Creation Date 2018-09 2018-10	-	2	20.00	10.00	10.00		
Creation Date 2018-09 2018-10 2018-11	-	2 11	20.00 495.00	10.00	10.00 485.00	2	Serv
Creation Date 2018-09 2018-10 2018-11 2018-11 2019-01	-	2 11 8	20.00 495.00 100.00	10.00	10.00 485.00 100.00	2 11 8	
List Map Creation Date 2018-09 2018-10 2019-01 2019-03		2 11 8	20.00 495.00 100.00 100.00	10.00	10.00 485.00 100.00 100.00	2 11 8	

3.1.1.29 Late Payments report (Greater than 5 days)

Custom Queri Filters	es										
	Infraction Date •	BETWEEN	▼ 2019-01-01	and 🔄	2019-03-06	5	- +	۹.	25		
+ Options							-		-		
Pay selected	tickets										
0	Infractio	n Date	Balance	Ticket#	Paid	Plate		Pl. State	Statu		Tota
🗆 🛊 🔛 🖾	2019-03-	01	15.00	100026985		BRMB97	1	FL	IS		15.00
🗇 👙 🔛 🔯	2019-03-	01	15.00	100023621		JKHUJIC	DJ L	FL.	IS		15.00
🗆 🔅 🔛 🙆	2019-01-	29	15.00	100026778		YBUB65	5	CA	IS		15.00
- 💲 🗀 🖸	2019-01-	31	10.00	100018747		876YGU		CA	IS		10.00
🗉 💲 🔛 🖾	2019-01-	29	15.00	100026777		YBUB65	5	CA	15		15.00
🗆 🛊 🖬 🖾	2019-01-	30	10.00	100026778		EUE62U	S	CA	IS		10.00
	2019-01-	04	15.00	100012400		123123		FL	15		15.00
🗆 🛊 🖬 🖾	2019-01-	30	10.00	100018744		9H9H6D	6C	CA.	IS		10.00
n 🔹 🖬 🖪	2019-01-	30	15.00	100018746		0901754	R	CA.	IS		15.00
🗆 💲 🔛 🖸	2019-01-	30	10.00	100018745		0901754	R	CA.	IS		10.00



 Custom Queries Filters 							
Infract. Date	>=	• 2019-01-01	1	-	+ 9	25	•
Status	IS	VA - Void Approved	ł	•			
> Options							
> Options	Count	Fine	Fee	Total	Balance	Paid	MT
	Count 117	Fine 6,455.00	Fee 0.00	Total 6,455.00	Balance 600.00	Paid 0.00	
infract. Date		0.717				0.000	3
Infract. Date 2019-01	117	6,455.00	0.00	6,455.00	600.00	0.00	MT(3 2

3.1.1.31 Voided Citations Report

 Custom Queries Filters 								
Infract Date	>=	• 2	019-01-01	3		-+ 9	2	5 •
Status •	IS	• \	WR - Warning		•			
Options								
Options Infract. Date		Count	Fine	Fee	Total	Balance	Paid	MT
	_	Count 42	Fine 0.00	Fee	Total 0.00	Balance 0.00	Paid	MT
infract. Date	_			Fee		- Construction	Paid	
infract. Date 2019-01		42	0.00	Fee	0.00	0.00	Paid	

3.1.1.32 Citations reduced to Warnings Report

 Custom Queries Filters 											
Infract. Date	>=	•	20	019-01-01	3			+	۹ 🗉	25	•
Status	IS		N	R - Warning			• -				
> Options											
Infract. Date		Cour	11	Fine	Fee	Total		Balance	Paid		MTO
2019-01		4	2	0.00		0.00		0.00			-
2019-02		4	0	0.00		0.00		0.00			
2019-03		2	4	0.00		0.00		0.00			
Grand-total	-	10	8	0.00	0.00	0.00		0.00	0.00		

3.1.1.33 Citations with Registered Owner but 2nd notice not sent

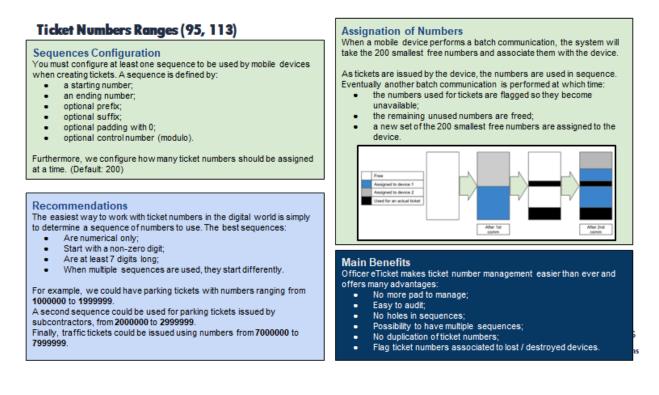
AGEING > Late Notices				
Custom Quenes Filters				
MAILED	IS NULL	•		- + 9 @ 25 •
TICKETSTATUS	IS	 N2 - Pe 	nalty Affirmation Notice 2(a)	• =
CREATIONDATE	>=	• 2019-01	01	
9 Options				
Display Selected Letters				
CREATIONDATE				Cou
2019-01				1.
2019-02				1
2019-03				
Grand-total				3
			There are 3 records.	

-										
2	1	1 2	$) \land$	Citations	with	Registered	Ownorh	wit 1ct	Matica	notcont
О.	1.	1.0)4	Unanons	VVIIII	REGISTELEG	UVVIEL	141 151	NULLE	HUL SELL

AGEING > Late Notices			
 Custom Queries Filters 			
MAILED • IS	S NULL •]	- + Q 💼 25 🔹
TICKETSTATUS .	s •	N1 - Past Due Notice 1	• -
CREATIONDATE • >	- •	2019-01-01	
* Options			
Display Selected Letters			
CREATIONDATE			Cour
2019-01			
2019-02			
2019-03			7
Grand-total			8
		There are 3 records.	

3.1.1.35 Duplicate Citations Report

The proposed application manages blocks of PIN numbers per hand held device. It also recycles all unused numbers back to the Command Center during downloads so as to maintain a database of PINs that is sequential and without any "holes" in the sequence all the while assuring a unique PIN every time. We also include functionality for a "check sum" digit that assures this.



 Custom Queries Filters 												
MTO		• 15	NULL	•						T	+ Q	
Status		• 15	NOT	,	VA - VO	ID APPP	ROVED		•			
Status		• 19	NOT	•	PA - PA	D			•			
Status		• 18	3	•	CA - CA	NCELE	D		•			
Creation Date	9	• >	-	•	2019-01	-01	1		E			
* Options	_											
List M	Count	Total	Paid	Balance	Manual	мто	Ticket Not Served	Infraction Count	Contrib.	Fee	Fine	Serve
019-01	6	910.00	0.00	75.00			0	6			910.00	(
019-03	. 1	350.00	0.00	0.00			0	1			350.00	- 3
Brand-total	7	1,260.00	0.00	75.00	0	0	0	7	0.00	0.00	1,260.00	-

3.1.1.36 Open Citations without Registered Owner information ("Orphans")

3.1.1.37 Active Users Report

= Filters	eries						_	
Active			IS •	TRUE •				Q 🗊 25 🔹
Options Active	Count	Wrong Logins	Active	CC Access	MMS Access	MDT Access	PDA Access	Server user (OFF for LDAP user
1	257	2	257	93		1	129	18:
			257	93			129	18

3.1.1.38 Login History Report

- Cus	tom Queries											
- Fits	85											
			Event Typ	e •	IS •	Login					Q 📰 25 🔹	
			Agent#		15 •	JCASIMIR -	OARING 1	0/041				
			-					10011				
			Client Id	•	IS T	CE12160CD/	A051B1D05					
= .0pt	lons											
				Grow	ip Hy:	• + 4	Order By Eve	ent Date 🔹	DESC .		0	
					Summary		Eve	ent Time	DESC .	_		
							(CA	ena rinne ·	0630 +			
i la	at Map											
	Sequence Event Type	Apent#	Last Name	First Name	. Olivert Id	Event Date	= Event Tim	e GPS Latitud	e GPS Longitude	Paulan Paulan	Ticket # Plate Province/State	Note
* 3	and the second second	UCASIMIR		JASON	GE12160C04051E1D	And in case of the local division of the loc	the second second second second	and the second second second	-94 578073	login	TICKEL+ Plate Province state	LOGIN
10	1 Login 10 Login	JCASIMIR		JASON	CE12160C0A051B1D0				-94.584412	login		LOGOUT
18	t Login	JCASIMIR		JASON	CE12160C0A0515106				-94 586256	login		LOGIN
9	1 Login	JCASIMIR		JASON	CE12160C04051B100				94.584412	login		LOGIN
30	2 Login		CASIMIR	JASON	GE12160C0A051B1D0				-94 584385	login		LOGOUT
31	t Login	JCASIMIR		JASON	CE12160C0A051B1D0				94 585088	login		LOGIN
32	1 Login	JCASIMIR		JASON	CE12160C0A051B100	35 2018-12-19	7:07:45 A	39 095069	-94 584413	ibain		LOGIN
33	6 Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D0	15 2018-12-18	7.01.55 A	1 39.095065	94.584416	login		LOGOUT
34	5 Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D0	15 2018-12-15	6:55:22 A	39.094879	-54.584995	login		LOGIN
15	4 Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D0	15 2018-12-19	8:54:52 A	1 39.095089	.94.584658	login		LOGOUT
6	1 Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D0	15 2018-12-19	5-48-54 AJ	4 39.095077	-94 584410	login		LOGIN
37	8 Login	JCASIMIR	CASIMIR	JASON	CE12100C04051B1D0	25 2018-09-14	3:00:26 PI	45.494249	-73.702545	login		AUTOLOGO
38	7 Login	JCA5IMIR	GASIMIR	JASON	GE12160C0A051B1D0	15 2018-09-14	1.57.40 Pt	45 494270	-73 702573	login		LOGIN
39	6 Login	JCASIMIR		JASON	CE12160C0A051B1D0	25 2018-09-14	1.53:47 PI	45.494271	-73.702575	loger		LOGOUT
40	1 Login	JCASIMIR		JASON	CE12160C0A051B100				-73,702564	login		LOGIN
44	119 Login	JCASIMIR		JASON	CE12160C04051B1D0				-73.702577	login		AUTOLOGO
42	28 Login	JCASIMIR		JASON	GE12160C0A051E100				-73.702637	login		LOGIN
13	27 Login	JCASIMIR		JASON	CE12160C0A051B1D0				-73 702889	login		LOGOUT
14	3 Login	JCASIMIR		JASON	CE12160C0A0518100				-73 702576	login		LOGIN
15	2 Login	JCASIMIR		JASON	CE12168C0A051B1D0				-73.702563	login		LOGOUT
46	Login	JCA5IMIR		JASON	GE12160C0A051B1D0				-73 702563	login		LOGIN
17	2 Login	JCASIMIR		JASON	CE12160C0A051B1D0				-73.702439	logei		LOGOUT
48 19	1 Login	JCASIMIR		JASON	CE12160C0A051B1D0				-73 702477	login		LOGIN
	2 Login 1 Login	JCASIMIR		JASON	CE12160C0405181D0				-73.702512	login		LOGOUT
19			GASIMIR	JASON	CE12160C0A05181D0	15 2018,08,77	4:53:01 Pf	45 494300	-73.702512	login		LOGIN

3.1.1.39 Citation issuance Report by Officer which displays the number of Citations issued by each field agent or officer by type of violation with description and code number

		Ticket#	Status	Creation Date	Creation Time	Plate	PL State	Parking Zone Code	Infract. Category	Total	Paid	Balance	Officer Name	Tickel Type
(5) Officer Name: CASI	MIR, JA	ASON												
B. O 🗆	×	100022432	IS	2019-03-07	10:01 AM	CCJB465	ON		PARKING	15.00		15.00	CASIMIR, JASON	P
₿♥⊨₹∎∎	×	100022431	SS	2019-03-07	9:58 AM	CCJB465	ON	9750	PARKING	10.00		10.00	CASIMIR. JASON	P
B. 🕒 🗖 🛃	×	100022430	IS	2019-03-07	9:22 AM	6T7FUGI	ON.		PARKING	100.00		100.00	CASIMIR, JASON	P
60=	×	100022429	IS	2019-03-04	4:07 PM	2260AHJ	GA		PARKING	15,00		15.00	CASIMIR, JASON	P
₿♥₽₹₽₽	×	100022428	IS	2019-03-04	4:04 PM	2260AHJ	GA	9750	PARKING	10.00		10.00	CASIMIR. JASON	P
										150.00	0.00	150.00		
(2) Officer Name: Olive	ri, Jam	es												
B. • =	×	100012415	IS	2019-03-12	12:19 PM	J376023	IL.	9750	PARKING	10.00		10.00	Oliveri, James	P
B 0 =	×	100012414	IS	2019-03-12	11:07 AM	нннн	FL		PARKING	500.00		500.00	Oliveri, James	P
										510.00	0.00	510.00		
										660.00	0.00	660.00	-	

3.1.1.40 Citation Issuance Report by Zone and type of violation

Parking Zone Code	Infr. Code	Count	Total	Balance	Paid	Manual
AKL0403	P030	22	1,430.00	1,040.00	390.00	
	X038		45.00	45 00	0.00	
Sub-total: AKL0403		23	1,475.00	1,085.00	390.00	0
AKLD413	P030	4	65.00	0.00	65.00	
Sub-total: AKL0413		1	65.00	0.00	65.00	0
AKL0415	P030	1	65.00	85.00	0.00	
Sub-total: AKL0415		1	65.00	65.00	0.00	0
AKL0419	P030	2	130.00	85.00	65.00	
Sub-total: AKL0419		2	130.00	65.00	65.00	0
AKL0426	E030	3	150.00	100.00	0.00	
Sub-total: AKL0426		3	150.00	100.00	0.00	0
AKL0427	E030	23	460.00	240.00	200.00	
	P030	24	960.00	560.00	240.00	
	U030	3	195.00	195.00	0.00	
	U033	2	130.00	130.00	0.00	
Sub-total: AKL0427		52	1,745.00	1,125.00	440.00	0

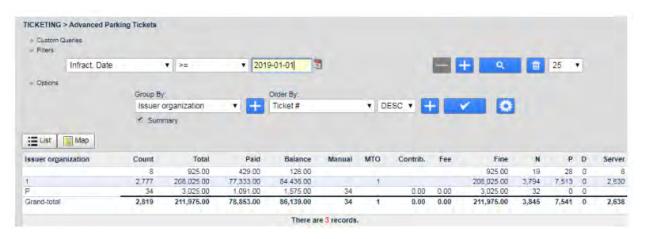
3.1.1.41 Citation Disposition Report by Field Agent or Officer which displays the agent or officer, citation issued, paid, dismissed, unmatched at DMV, and voided

 Custom Queries Filters 						
Date (yyyy-mm-dd)	BETWEEN	2018-11-01	3 and 2018-11-30	3		۹ 🔳
Badge#	CONTAINS	6196				
# Options	Group By	Order By		_	-	
	Badge# •	Date	• DESC • 🕂	Y	0	
	Group By:	Order By:				
	Status •	- Time	DESC			
	2 Summary					
Badge#	Status	Count	Is Manual	Total	Balance	EoS Syr
					45.00	
	CA	2		135.00	45.00	
	CA CC	2 19		135.00	2,315.00	
	-7.0					
	CC	19		1,985.00	2,315.00	
	CC ER	19 6		1,985.00 450.00	2,315.00 450.00	
	CC ER NO	19 6 2		1,985.00 450.00 135.00	2,315.00 450.00 135.00	
	CC ER NO PA	19 6 2 121		1,985.00 450.00 135.00 9,990.00	2,315.00 450.00 135.00 0.00	1
	CC ER NO PA PE	19 6 2 121 8		1,985.00 450.00 135.00 9,990.00 780.00	2,315.00 450.00 135.00 0.00 908.00	1
196 Sub-total: 6196	CC ER NO PA PE VA	19 6 2 121 8 1	0	1,985.00 450.00 135.00 9,990.00 730.00 90.00	2,315.00 450.00 135.00 0.00 908.00 0.00	1

3.1.1.42 Issuance Performance report by Field Agent or Officer which provides a summary of citations and writing errors

Badge#	Status	Count	Balance	Server
04	IS	31	1,381.00	31
	VA.	1	55.50	1
	VA VS	1	45.00	1
Sub-total: 04		33	1,481.50	33
070	IS	41	1,640.0D	41
	VA	2	80.00	2
Sub-total: 070		43	1,720.00	43
10	IS	34	991.00	34
	VA	1	25.00	1
Sub-total: 10		35	1,016.00	35
12	IS	11	415.DD	11
	VA	1	45.00	1
Sub-total: 12		12	460.00	12
15	IS	54	1,616.50	54
	VS	1	25.00	1
Sub-total: 15		55	1,641.50	55
35	IS	76	3,436.00	76
	VA	1	45.00	1
	WR:	1	0.00	1
Sub-total: 35		78	3,481.00	78

3.1.1.43 Violation Analysis Report by issuing agency Parking or Police with the number and percentage of total citations issued for each violation



3.1.1.44 Citation issuance by location Report which displays the number of citations issued for each agency by violation broken down by location

Custom Queri	es													
District		• IS	•	North					•		Q			25 •
· Options										-	-			
	Group By:			Order By:						-			_	
	District		· • -	Ticket #					ESC 🔻	+	×		5	
	Group By:							-		-				
	Officer Team		• -											
	Group By		-											
	Infraction Text													
			_											
	I¥' Summary Map													
	Summary	Infraction Text			Count	Manual	Total	Paid	Balance	Server	Contrib.	Fee	Fine	Towing Fe
District	Summary Map Officer Team FEDPARK	Infraction Text EXPIRED METER			1	0	25.00	26.00	0.00	1		0.00	25.00	
District	Summary Map Officer Team				Count 1	0	25.00	26.00		Server 1 1				
District	Summary Map Officer Team FEDPARK			PM-7:DDAM)	1	0	25.00	26.00	0.00	1		0.00	25.00	
Ust District North	Summary Map Officer Team FEDPARK	EXPIRED METER	lightime (10:00F	PM-7:00AM)	1	0	25.00 25.00 75.00 40.00	26.00	0.00 0.00 75.00 40.00	1		0.00	25.00 25.00 75.00 40.00	
District	Summary Map Officer Team FEDPARK	EXPIRED METER	lightime (10:00F	PM-7:DOAM)	1	0	25.00 25.00 75.00 40.00 50.00	26.00	0.00 0.00 75.00 40.00 50.00	1 1 1 1		0.00	25.00 25.00 75.00 40.00 50.00	Towing Fea
District	Summary Map Officer Team FEDPARK Sub-total: FEDPARK	EXPIRED METER Excessive Noise N Outdoor fire in resi	lightime (10:00F	PM-7:DOAM)	1 1 1 1 2	0	25.00 25.00 75.00 40.00 50.00 300.00	26.00	0.00 0.00 75.00 40.00 50.00 300.00	1 1 1 1 1 2	0.00	0.00	25.00 25.00 75.00 40.00 50.00 300.00	0.0
District	Summary Map Officer Team FEDPARK	EXPIRED METER Excessive Noise N Outdoor fire in resi	lightime (10:00F	PM-7:DDAM)	1	0	25.00 25.00 75.00 40.00 50.00	26.00	0.00 0.00 75.00 40.00 50.00	1 1 1 1	0.00	0.00	25.00 25.00 75.00 40.00 50.00	
District	Summary Map Officer Team FEDPARK Sub-total: Sub-total:	EXPIRED METER Excessive Noise N Outdoor fire in resi	lightime (10:00F	PM-7:00AM)	1 1 1 1 2	0	25.00 25.00 75.00 40.00 50.00 300.00 465.00	26.00 26.00 0.00	0.00 0.00 75.00 40.00 50.00 300.00	1 1 1 1 1 2	0.00	0.00	25.00 25.00 75.00 40.00 50.00 300.00	0.0

3.1.1.45 Citation Disposition Report by Location which summarizes issuance by area with disposition results

- Fiters	5										
District		•	S	North				•	+	9 1	25 🔹
· Options											
	Group By:			Order By:					-	-	
	District			Ticket #			• D8	ISC 🔹 🕂	4	0	
	Group By:			-					-	-	
	Status										
	Summary										
and the second second											
🚍 List 🗾 N											
		Count	Manual	Totai	Paid	Balance	Server	Contrib.	Fee	Fine	Towing Fee
List III North	Иар	Count	Manual	Total 40.00	Paid	Balance 40.00	Server 1	Contrib.	Fee	Fine 40.00	Towing Fee
District	Map	Count 1 5	Manual		Paid 451.00		Server 1 5	Contrib.	Fee 0.00		Towing Fe
District	Map Status IS	1		40.00		40.00	1	Contrib.		40.00	Towing Fe

3.1.1.46 Missing Citation Analysis Report that identifies the missing citations from the active citation books by the name of the officer to whom the book was issued to

The proposed application manages blocks of PIN numbers per hand held device. It also recycles all unused numbers back to the Command Center during downloads so as to maintain a database of PINs that is sequential and without any "holes" in the sequence all the while assuring a unique PIN every time. We also include functionality for a "check sum" digit that assures this.

3.1.1.47 Tow Activity Report which can be sorted by Company and shows how many vehicles were towed, the date towed, where the vehicles were towed, the number of citations outstanding against individual vehicles, the value of citations, and the date the citation was paid

After a Towing Event Report is done, it can be reviewed on the **Command**Centre. To do this, login into the CC and go to the Towing section. You will be
able to search the Towing event by any field, for example TCN#, Plate, etc.

TOWING > Tow Events Custom Queries Filters													
V TINCIS	Plate	-	IS	▼ D5	5T6R9					+	۹	<u> </u> 25	•
► Options													
Y AI Y New		Y Canc	elled 🍸	Completed]								
TCN# Plate		Creation Date	Creation <u>Time</u>	<u>Status</u> <u>Code</u>	<u>Ticket#</u>	<u>Tow</u> Fee <u>Ticket</u>	Pick Up Date	Pick Up Time	Pick Up District	Block Block	<u>Suffix</u>	Pick Up Street	Drop Off Date
TA43547654 D5T6R	NY FORD	12/16/2015	11:00:39 AM	Completed	5105801		12/16/2015	11:01:12 AM	NUIT BUCKING	434! HAM	j	WILLARD	12/16/2015
						There	is 1 record.						

By clicking the tow event details icon in the Tow Event Search result, you will be able view the towing event ticket as well as a Google Map of the location of the Drop off site.

WING > Tow Ever				
Tow Event Deta				Reu
TOW STATUS:	Completed	TOW TYPE:	Impounded	4345 Willard St, Gatineau 🥐 👾
LICENSE STATE:	MD	TOWED FROM:	O 4567 GEORGES WALKER ST GATINEAU, QC	4345 Willard St, Gatineau, QC Decision Smith
PLATE:	D6T8R9	TOWED TO:	4345 Willard St. GATINEAU, QC	View forgor map
VEAR:	0			A CONTRACTOR OF A CONTRACTOR O
MAKE:	FORD	COLOR:	OTHER	
MODEL:	ECONOLINE	ARRIVED ON SCENE AT:	11:01 AM	
VIN:		TOWING START AT:	11:01 AM	
TICKET#:	5105801	TOWING COMPLETED AT	:11:0Z AM	nue Marpin 0 455 Roe Willard Arena Darbeau Part de la Colline
VIOLATION:	CLEANING STREET			
TOW FEE TICKET	r:	REMARK:		
Tow Event Pict	ures			Bouleveral Saint, Perek D. Bouleveral Saint Here's F
Vehicle Descrip DOORS LOCKED				
TRUNK LOCKED:				
WINDOWS CLOS				
TE UNABLE TO L	OCK ANY OF ABOVE, E	VDI ATH-		
	INSIDE VEHICLE:	AFLCON.		
Carl Southand	AND ALL ALL ALL ALL ALL ALL ALL ALL ALL AL			
AFFIDAVIT OF C	ORRECTNESS			
		icle and accessories is as state	d above	
Towed By:	the second se		r: 96-4674Date:	
100.00			and the second sec	

3.1.1.48 Permit Issuance report which shows the number, type, and date of permits issued per day, week, year, and by whom

	Permit Id	First Name	Last Name	Address	Permit Type	Zone	Status	Start Date	End Date	Auto Renewai Scheduled Date	Auto Renewed Date	Plates
1	60	gtechna	335		Monthly RPP Permit	Residential Zone	Active Paid	04/01/2019	04/30/2019			gtechna335 secondary - 98IUKGJF(PA)
	59	gtechna	335		VISITOR PASS	Residential Zone	Active Paid	03/07/2019	03/09/2019			VISITOR #1 - 3TREGH6(PA)
	58	glechna	335		Annual RPP Permit	Residential Zone	Active Paid	03/07/2019	03/06/2020			gtechna335 primary - SW35TJO(PA)
	57	gtechna	334		Monthly RPP Permit	Residential Zone	Active Pald	03/05/2019	04/04/2019			gtechna334 primery - 2W8DV89(PA)
	56	GTECHNA	003		Monthly RPP Permit	Residential Zone	Active Paid	03/05/2019	04/04/2019			gtechna333 secondary - 3T67YGRE(PA)
	55	GTECHNA	003		Annual RPP Permit	Residential Zone	Active Paid	03/05/2019	03/04/2020			GTECHNA333 PRIMARY - 2DFMK0DS0(PA)
	54	gtechna	222		VISITOR PASS	Residential Zone	Active Paid	.03/04/2019	03/06/2019			visitor 1 - SFEW4R(PA)
	53	gtechna	101		Annual RPP Permit	Residential Zone	Active Paid	03/01/2019	02/29/2020			gtechna101 - 2TW5E6EUY(PA)
	52	gtechna	100		Annual RPP Permit	Residential Zone	Active	03/04/2019	03/03/2020			gtechna100 - QW345TG6(PA)

3.1.2 Multi-lingual features

The proposed solution is currently only available in English. Customer facing screens can be translated as part of a request for change professional contract contract.

3.1.3 Security and encryption

The proposed solution uses the following encryption standards HTTPS with: RSA 2048; TLS1.1+;and encryption: EECDH+AESGCM:EDH+AESGCM:AES256+EECDH:AES256+EDH. The back office module manages user and device accesses to ensure security

3.1.4 Hosting and uptime

The solution's back officer is hosted on Amazon AWS located in the USA. Uptime is provided by Amazon's service structure.

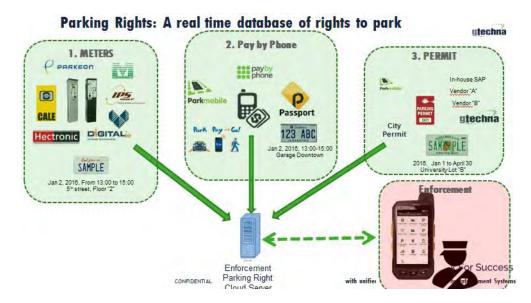
The parking rights server is a hosted in a mirrored environment.

3.1.5 **Event Permits**

Not offered

3.1.6 Intergration with Major meter equipment suppliers.

Yes.



3.1.7 Waitlist and mass email functionality

This is provided in the Residential Parking Permit Application.

3.1.8 Online personal account for customer to create, update and manage their accounts

This is provided in the Residential Parking Permit Application.

4.1 Service Level Aggreement

See attached

4.2 License Agreement

See attached.

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

This service is provided by the current pay by phone supplier

This service is not provided,

7.1 Installation

7.1.1 **Detailed Plan Overview**

7.1.1.1 Introduction to sample project plan

This process starts with a project kick off meeting so as to detail responsibilities and milestones. We are providing a testing and implementation framework as the starting point.

7.1.1.1.1 Document Goals

This document is a formal document that captures and defines all work activities, deliverables and a timeline works that will be executed during the project execution.

7.1.1.1.2 Document History

Revision	Date	Author	Notes
1			Document creation

7.1.1.1.3 References

a. See RFP no. xxxxxx

7.1.1.1.4 Definitions and acronyms

SOW : Statement Of Work

7.1.1.2 Project summary

7.1.1.2.1 Project objectives

Describes project objectives using the S.M.A.R.T. methodology.

- (S)Specific
- (M)Measurable
- (A)Attainable
- (R)Relevant
- (T)Time-Bound

7.1.1.2.2 Scope

Define what is included and covered by the execution of the project. This section should cover all specific items included in the customer proposal.

Example: This project includes the purchasing of a mobile Laptop (MDT) and the installation of the Officer Plates application configured to Client requirements

7.1.1.2.3 Out of Scope

Insert items that are not covered by the project execution. This section is important and relevant to prevent ambiguities and misunderstandings.

7.1.1.2.4 Constraints

List constraints of the project. A constraint is an element that works as a bottleneck in the execution of a task.

Types	Constraints	Comments
Resource	Key staff resources will be available only on a part-time basis.	

Typical constraints :

- Resource
- Delivery
- Environmental
- Budgetary
- Functionality

7.1.1.3 Project Organization

7.1.1.3.1 Responsibility Matrix

Describes the role and responsibilities of members involved on the project.

Role	Name	Organization	Contact info.	Responsibilities	Period
Project Manager		Gtechna		Project planning and coordination	From start to end

7.1.1.3.2 Resources and Hardware Environment

Describes materials resources and setups required during the project execution. For example: Garage locations require specific tools, shipping and so on...

7.1.1.3.3 Communications Management

Describes the communication channels of the team members involved on the project. This should also include the actions taken to ensure communication efficiency.

7.1.1.3.3.1 Project Status Reviews

Describes a typical status review meeting. Agenda, minutes, action plans...)

7.1.1.3.3.2 Actions Register (log)

ID	Description	Severity	Due date	Comments
1				

7.1.1.3.4 Escalation Procedures

Describes the escalation procedures to be used during the project.

7.1.1.4 Project Management

7.1.1.4.1 Project Plan

7.1.1.4.1.1 Phase Definitions

If required, describes the project phases. For example:

- 1. Kick-off
- 2. Setup tests environments (Tests, production...)
- 3. Functionality acceptance
- 4. Deployment

7.1.1.4.1.2 Milestones

List major milestones relevant to the project.*** Include all payment related milestones.

Milestones	Baseline	Actual	Customer approval	Comments
Project Kick-off				Planned

Project plan approval		\boxtimes	
Training		\boxtimes	
Production deployment		\boxtimes	

7.1.1.4.1.3 Deliverable Summary

List all materials, software, services, documentation or other items that will be delivered to the customer.

N	Deliverable	Available date	Location	Responsibility	Comments
1	Project plan			Gtechna	
2	Schedule			Gtechna	
3	Application software & release notes			Gtechna	
4	User Guide			Gtechna	
5	Training plan			Gtechna	
6	Mobile image			Gtechna	
7	Others				

7.1.1.4.1.4 Assumptions

Listed the assumptions made when defining the project plan.

Assumptions	Comments

7.1.1.4.1.5 Security

Specify security requirements needed to support the application. Also specify security requirements needed to remotely access the application, server and so on.

7.1.1.4.1.6 Training

Description of Client training that will be provided prior to the deployment phase.

7.1.1.4.2 Material Management

If needed, describes how the required material will be managed during project execution.

For example: The mobile printer inventory will be located at Gtechna facilities and the distribution will be done once a week.

7.1.1.4.3 Financial Management

Describes the financial methods for payments that will be used during project execution.

7.1.1.4.4 Risk Management

Describse how risks will be managed during project execution.

7.1.1.4.4.1 Risk Recording

11	D	Name	Description	Туре	Owner	Probability	Impact	Severity	Mitigation
1	1								

Notes :

7.1.1.4.4.1.1 Type :

- a. Technical
- b. Scope
- C. Schedule
- d. Budget
- e. Quality
- f. External
- g. Organizational
- 7.1.1.4.4.1.2 Probability/Impact and Severity
 - Probability of occurrence : Low, Med., High
 - Impact on milestones or deliverables : Low, Med., High
 - Severity : Prob. X Impact

Probality	Impact	Severity	Level
Low	Low	Low Low	
Low	Medium	Low Medium	
Low	High	Low High	
Medium	Low	Medium Low	
Medium	Medium	Medium Medium	
Medium	High	Medium High	
High	Low	High Low	
High	Medium	High Medium	
High	High	High High	

7.1.1.4.4.1.3 Mitigation

• Describes what action needs to be taken to minimize the risk.

7.1.1.4.5 Change Management

Describes how Requests for Change (RFC) will be managed during the project execution.

Change	Conditions
What is being requested?	Modification of functionality (addition or modification) compared to the agreed technical specifications not being part of the initial project plan.
Who can ask for a change?	Project owners or a delegate.
Who can approve a change?	The Client.
How can changes be approved?	All changes need to be written prior to being approved.
How to request a change?	A request will use the template in annex 2

7.1.1.4.6 Configuration Management

Describes both the hardware and software configurations.

Project Authorization

The Client and Gtechna agree to the terms and conditions described in this document and authorize the start of the work as per this Statement of Work and the Project Plan.

Customer

Group Techna

Authorized Signature	Authorized Signature
Name	Name
Title	Title
Date	Date

7.1.1.5 Request for Changes

SECTION I – SUMMARY OF THE CHANGE

GENERAL INFORMATION			
Project Title :		Type ¹ :	PS
Change Title :		Nº:	DDC00
Modules :		Creation date :	
Submitted by :		State ² :	

¹ PS = Professional Services, AS= Additional Services, OT=Other

² O = Open; E = Estimated; C= Closed

DESCRIPTION OF THE	DESCRIPTION OF THE CHANGES			
DETAILED DESCRIPTIC	DN		INCLUDED DOCUMENTS :	
The change need	ed is			
Estimates :	x day(s)			
JUSTIFICATION				
IMPACT OF NOT DOIN	IG THE CHANGE			
Urgency :	ASAP (x)	To be planned () De	sirable ()
NEEDED DEC	CISION DATE :			

AUTHORIZATION TO PR	OCEED WITH THE EVALUATION (OPTIONAL)	
Authorized by :	Date :	
Estimated effort (man/days) :	Actual effort (man/days)	:
Estimated cost (\$) :	Actual cost (\$) :	\$

7.2 Training Overview

7.2.1 **Overview**

Training Plan

The objective of this training plan is to provide the objective, activities and schedule to be performed for the user training session. The user training session will be split in two major sessions: Command Centre and Mobile application.

Training objective

Provide precise and sufficient knowledge to the customer to be able to manage and perform their Parking Enforcement activities using the gtechna Officer suite (Command Centre and Officer Mobile application).

Prerequisites

Users should have some basic operation knowledge to handle electronic mobile devices such as smartphones and basic computation knowledge to handle laptop/computer applications such as Microsoft Word (e.g. enter information, print documents, and save information).

Required materials

The customer will provide the training room where the training session will take place. In order to enhance the training material presentation, a room with a projector and Wi-Fi is highly recommended. For the Command Centre training session is desirables that the trainees may have access to a computer system in order to do some exercises during the training session. For the Mobile application training session, is requested that all mobile devices, printers and paper rolls are available, installed and batteries charged in order that the customer officers can practice during the session.

7.2.2 Environments

We recommend a hosted non productive environment for training, development and training. This can be quoted at a later date.

The production and the non production environments will be activated at the beginning of the project installation phase and will be on for the duration of the contract.

We recommend a bronze environment has the following specifications:

- Bronze Cloud Hosting Package: Yearly
- "SSL Security Certificates
- PCI Compliance & Vulnerability Scans
- System Administration Support
- Static IP Address & Domain Name Manangement
- 24/7 Monitoring & DB Nightly Backup
- Backup Retention: 15 Daily + 6 Monthly
- Elastic Appservers: 1 to 2

- Elastic Storage: 600GB
- Appservers: 2Cores CPU, 4GB RAM, 25GB Disk
- DB: 2Cores CPU, 4GB RAM, 30GB Disk
- Includes: Linux OS, Tomcat 7 Appserver, PostgreSQL DB"

We are proposing Amazon AWS as a hosting service. The physical location of the servers will be in Canada.

7.2.3 Role Specific Training

7.2.3.1 Command Centre session

Training audience: Managers, supervisors, administrative staff, customer service staff, court staff

Duration: 90-120 minutes

Objective: At the end of the session, the user will be able to perform the administrative, control and track activities on the Officer Command Centre web application. The training will cover the following topics:

- o Logging in & password reset
- o General Navigation
- o Ticket Module
- P Ticket lists
- Ticket list functions
- Voiding/Retiring a ticket
- Changing the status of tickets
- 2 Adding a manual ticket (Adding Tickets, Ticket profile)
- o Payment Module: (Ticket Payment process)
- Paying for a ticket in the system

Paying for a ticket that has been issued in the field, but has not yet appeared in the system

- Adding transactions to a ticket
- 2 Viewing already created court summons and export files
- Batch close payments
- o Ageing process
- o User device/management
- o Import/export process
- o Infractions Module
- Listing infractions (laws)
- Adding new laws
- Editing existing laws
- o Geo base Module
- Elisting streets
- Adding a street
- Editing a street
- Adding a district
- Editing a district
- Listing all streets in a district
- o Clients Module
- Listing existing client devices (PDAs/Handhelds)
- Adding a new device
- Editing an existing device
- o Users Module
- Listing user groups

- Adding a user group
- Setting user group permissions
- Listing users
- Adding a user
- Setting user-specific permissions
- Resetting Passwords
- o Reports module
- Using the report dialog
- o Tables Module
- 2 Listing tables (dropdown options) that can be changed
- Listing table contents
- Adding a new record to a table
- Editing an existing entry
- o Interfaces
- PBP, IPS interface
- Tempest, CPIC and Hanson meter

7.2.3.2 Mobile application session

Training audience: Supervisors and officers

Duration: 45-60 minutes

Objective: At the end of the session, the user will be able to issue, review, and print a parking citation using the Officer Mobile application. The training will cover the following topics:

- o Initial setup
- o Printer configuration
- o Issuing a ticket
- o Parking rights
- o Communication with CC

7.2.4 Training

Are there dedicated resources for training of City Staff during rollout?	Yes. Training will be done on site in train the trainer mode.
	In order to enhance the learning process during the training session, we recommend scheduling training sessions with the following maximum audience per group.
	Command Centre: 10 people per session Mobile application: 15 people per session
	The best way to integrate any new information is putting knowledge into practice. Therefore, we will encourage the trainees to practice the new acquired knowledge and schedule some session for further questions and troubleshooting.
Describe the training material and accessibility to City Staff	Required materials
	The customer will provide the training room where the training session will take place. In order to enhance the training material presentation, a room with a projector and Wi-Fi is highly recommended. For the Command

Centre training session is desirables that the trainees may
have access to a computer system in order to do some
exercises during the training session. For the Mobile
application training session, is requested that all mobile
devices, printers and paper rolls are available, installed
and batteries charged in order that the customer officers
can practice during the session.

See attached

9. REFERENCES

9.1 Tucson

Agency	Tucson
Contact	Donovan Durband
Title	Park Tucson Administrator
Email	Donovan.Durband@TucsonAZ.gov
Phone	(520) 837-6506
City	Tucson
State-Prov	AZ
Project description	Background: pay by space, IPS meters, Passport Pay by Phone, has recently deployed

9.2 Pittsburgh PA

Agency	Pittsburgh Parking Authority
Type of Agency	City
Contact	John Fournier
Title	Director of On-Street and Metered Parking at Pittsburgh Parking Authority
Email	@pittsburghparking.com
Phone	1 (412) 560-7275
Address	Public Parking Authority of Pittsburgh
	232 Blvd of the Allies

City	Pittsburgh
State-Prov	ΡΑ
ZIP Postal Code	15222
Contract period	Start: 2001 Finish: Ongoing maintenance: Yes
% completed	100%
Testimonial	Pay by Plate's improved technology provides a more convenient amenity that will benefit Downtown visitors, workers and residents.
Media	http://m.wtae.com/news/license-plate-recognition-software-could- make-pittsburgh-parking-permit-stickers-obsolete/32624312 http://www.tinyurl.com/lfgevpk
Extra Services	 Client specific Postgres casting function Remote access to mobiles Automatic License Plate integration Web portal Agent signature on file Scheduled services (scofflaw) SMTP server setup to accept connections File conversions GPS tracking Broken meter project Pay by plate multi space meters with CALE
Project description	Database PostgreSQL 600,000 parking tickets 100 users Software
	 Officer Command Center Officer Hand Held Timing Broken assets
	100 mobile hand helds Honeywell 9900

	100 mobile printers Zebra QL320
	20 Samsung Android Smartphone
	Panasonic Windows tablet
	New: stealth alerts
Services Offered	Standard project effort
	Infrastructure requirements
	Violation code input
	Citation format
	Paper procurement
	Geobase input
	User data input
	 Data migration and recovery of citation numbers
	Hardware procurement
	Server set up
	Database set up
	Handheld and printer set up
	Training
	 Ongoing integration of new technologies: Android, GPS,
	Project specifics
	Ticket Rolls:
	 Prepare Ticket Layout for Pittsburgh
	 Approval & Changes of Ticket Layout
	Test run Pittsburgh Ticket Rolls on mobile printers
	 Approval of Ticket with Citation+ data overlayed
	 Hand Held Computers:
	 Configure all hand held computers with Citation+ Hand Held
	software
	 Verify batteries, Microphone, screen, memory, keyboard
	 Export to Court System (Backend):
	 Contact Pittsburgh resource for Citation+ / Court system
	interface
	 Provide Pittsburgh resource Citation+ export specification file
	 Analyze fields exported to court system if they meet user's
	needs
	 Possible test run with sample data (prevent delays when
	• Possible test run with sample data (prevent delays when onsite)
	 Citation+ Importing manually entered tickets from the city:
	Contact Pittsburgh resource Manual import spec Dravida Pittsburgh resource Citation Limport specification file
	Provide Pittsburgh resource Citation+ import specification file
	Analyse fields to be imported into Citation+
	Possible test run with sample data (prevent delays when
	onsite)

 Installation requirements: Provide Pittsburgh a detailed requirement action/task list Server requirements, Station requirements, Modem requirements for support Backup procedures Street database from ASCII, Text, Excel, Word, Access Meter database, Infraction/Law data Enforcement Officers data Popular Officer Notes data Signs data (optional), District data (optional), Situated data (optional) Ticket Start Number Tentative training dates for Citation+ Manager and Hand Held Physical space requirements, Electrical spec requirements Pittsburgh PA USA, Pittsburgh Parking Authority
They have approximately 50 officers The current system is 100% pay by plate based and real-time enforcement They have approximately 8000 on-street parking spaces They have approximately 20 off-street lots free flow (non-gated) They use the eticket, residential parking permit, vehicle LPR systems from gtechna

9.3 Deerfield Beach

Agency	City of Deerfield Beach
Contact	Darryl Secrist
Title	Parking/Manager
Email	dsecrist@deerfield-beach.com
Phone	954.480-4499

Cell.	
Address	150 N.E. 2nd Ave.
City	Deerfield Beach
State-Prov	FL
ZIP Postal Code	33441
Project description	Comprehensive City-wide Parking Revenue Collection and Enforcement System
	TOPS

9.4 Minneapolis

City of Minneapolis Code Compliance & Traffic Control Attn: Clara-Schmit Gonzalez <u>Clara.Schmit-Gonzalez@minneapolismn.gov</u> 1200 Currie Ave N, Rm 211 Minneapolis, MN 55403 Office: 612-673-5362

9.5 Seattle

Agency	City of Seattle
Contact	Joyce Law
Title	Project Manager
Email	Joyce.Law@seattle.gov
Phone	206 386-4011
Address	Seattle Police Department, 610 5th Avenue Unit 830, Seattle, Washington 98124-4986

Testimonial	Seattle is one of the top referenced cities of the world for parking management. We believe technology will enable us to stay at the forefront so we needed to associate ourselves with companies that can help us achieve our vision and goals.
Project description	75 × Panasonic JT-B1 Android Tablet (JT-B1APAAZAM-CAN)145 × Zebra RW220 CA (USA)

9.6 Washington DC

Agency	Washington DC DPW
Contact	Thinh Nguyem
Title	PEMA Program Director
Phone	202-576-3117
Email	thinh.nguyen@dc.gov
Address	1725, 15 th St. N.E.
City	Washington
State-Prov	DC
ZIP Postal Code	20002
Project description	240 parking officers; 36 ALPR parking officers; 8 booters; all using our systems
	265 Handheld Computer/Printer Combos and Electronic Citations, Pay-by-cell integrated enforcement, 24 ALPR valued added parking including ROSA, RPP,
	35 tow tracking for Cranes
	1.7 million parking tickets
	Installation 2002 (90 days to deploy)

New: stealth alerts

• Provides mobile citation issuance capability for all PEMA operations that have the responsibility for issuing citations, such as: Parking Control Officers, Abandoned Vehicle Investigators and Towing Control Officers and for all modes of enforcement or compliance such as Residential Permit Parking (RPP), Registering Out-of-State Automobiles (ROSA), Pay-by-Phone (PBP), metered parking rights, and etc.

• Provides integrated capability of real time location tracking and route mapping using District ArcGIS system.

• Provides back office system to process all enforcement data collected from mobile field enforcement devices equipped with dynamic and standard reporting functions.

• Provides real time data sharing capability from mobile field enforcement devices to its back office system for all modes of parking enforcement and compliance.

• Provides ability to interface with other systems such as Master Addresses Repository System (MARS) to capture exact address information of locations, or District Customer Service Request system known as Motorola CSR.

• Provides ability to interface with existing LPRS technology to identify targeted vehicles such as scofflaws or wanted by DC + US law enforcement agencies;

• Provides the ability to interface with the DMV Ticket Management system for payment status validation and identify vehicles eligible for release, and electronically notify the boot release teams of vehicles entitled to be released.

• Provides capability to interface with the Dispatch & Lot Management System (DLMS) to pass data bi-directionally between the dispatch control center and field operations such as towing, booting, parking enforcement, crane drivers,

abandoned vehicle investigators and etc.
• Provides an integrated image & ticket data review and approval process for quality assurance purpose.
• Allows for upload and storage of pictures associated with enforcement data.
Parkeon meter integration Washington, DC with 2 agencies:
DC DDOTDC DPW
Washington DC USA, DPW PEMA
Customer since 2002
They have approximately 350 officers
The current system is mixed with pay by plate, pay by space and pay and display
They have approximately 15000 on-street parking spaces
They use the eticket, vehicle LPR, timing enforcement systems from gtechna
This City issues ~1.6M tickets per year

Full capabilities, proposed product will not have all of these

The following addresses the specific features of our Command Center (CC) Module and how users can adapt the module to meet their own requirements or preferences. Specifically this section presents the tools that make it easy for an agency to modify the views and interaction of field and central office data. These tools reduce the time it takes to capture and process data and increase the agency's productivity.

This is a COTS module and can be put in service will little modification. It is required, in its basic or enhanced form, in all projects and it communicates with all field installed modules.

10.1 Mechanism

$10.1.1 \ \textbf{Introduction}$

i. The CC is web based solution that automates and manages all aspects of the ticket enforcement program.

10.1.1.1 Function and purpose

- 1. The CC is the center piece of the Gtechna solution. It connects to all of the field modules and integrates to all the agencies back offices databases and applications.
- 2. It is used by the entire department, from the officer taking the report, officers/detectives investigating reports, to supervisors and managers responsible for crime analysis, proactive crime prevention, directed patrols and resource allocation.

10.1.1.2 General physical characteristics

- 3. The Command center is a software application that resides on the agency's servers. These can be dedicated, virtual or hosted.
- 4. It functions in a wireless environment. The application features Master Address Tables, Master ID Tables, and Master Property Tables, in addition to supporting Address/Location validation for data consistency and integrity.

10.1.1.3 Security

5. The application is designed to support a robust and user-defined security matrix that provides security down to data fields. For example, incident and/or investigative reports may generally be viewed, but specific fields can be hidden from view and only available to an officer or secured group of officers.

10.1.1.4 Principal parts

- 6. The module has 3 main parts: these are:
 - a. The interface to the Gtechna field modules (parking, traffic ALPR, permits and others)
 - b. The interface to other databases such a DMV, municipal databases and others.
 - c. The CC applications include:
 - i. Infraction management
 - ii. Officer management
 - iii. Reporting
 - iv. Court support
 - v. Cashiering support
 - vi. Etc.

10.2 Why this is important to the agency

This mechanism acts as a central to link the seized information coming from the completed infraction in the field to central office databases. It automates all of the work associated with connecting to the field, data transfers, security, access and reporting.

It provides an easy way to do data entry and to re-use the entered data. It eliminates redundancy and streamlines all processes.

10.3 Gtechna Command Center Components

10.3.1 Payment module

- ii. Enables ticket payment entry and tracking for all payment types Physical characteristics
- iii. Creates a true cash management system; it is easy, quick and secure.
- iv. Imports secure data from financial institutions and PCI systems (Beanstream) and automatically applies payments and credits.
- v. Single or batch payment capabilities
- vi. End of day cash balance report

10.3.2 Court Hearing and Appeal Module

- vii. Supports all functions and information related to the ticket appeal process.
- viii. Schedule hearing, judge and time, post a disposition, process court fees and additional fines or credits.
- ix. Improves service levels available to citizens with web based provision for payment of fines and placing and scheduling appeals.

10.3.3 **DMV Module**

- x. Identify vehicle owners with state and local authorities.
- xi. Used in conjunction with late fee notice after the ticket has aged
- xii. State specific DMV processed provided.

10.3.4 Late Notices and Fees Module

- xiii. Allows user to select, print and mail a notice to violators with outstanding tickets.
- xiv. Customized forms to confirm with department regulations.
- xv. Automatically records type of notices sent to violators.
- xvi. Supports three types of notices with final notice stating that case has been given to collection agency.

10.3.5 **Reporting Module**

xvii. The system provides an extensive list of operation reports to management. The available reports formats include predefined and customized. Data is stored in tables which can be queried will multiple level filters.

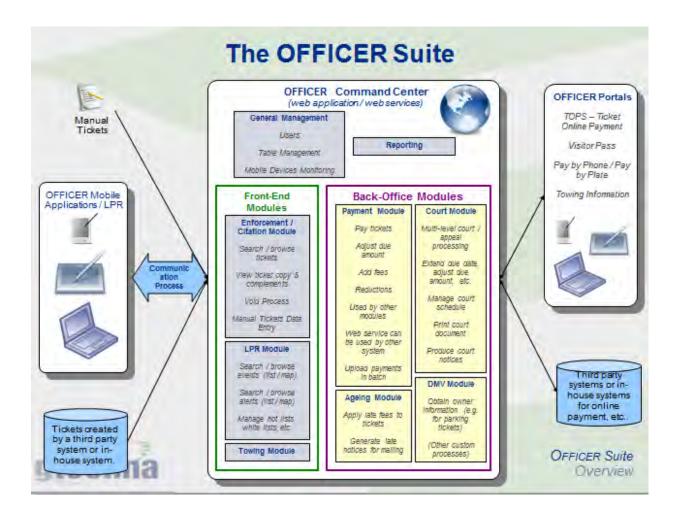
10.4 Summary

- b. Gtechna functional enhancements will help operations
 - i. The CC administrators can create and manage users and field devices. They can create and update infractions, fines, operations and location. Administrators will see the improved results and lower costs. Field agents will find it easier to do their jobs.
 - ii. The system comes with many prebuilt variations and options which can be selected during the installation. These variations can also be activated by the administrator as required by new laws, priorities and programs.
 - iii. The time saved and the increase in accuracy is measurable. Audits and logs make the system less tamper proof and protect the integrity of the department.
 - iv. Gtechna provides a fully integrated field to back office to the department's enterprise reporting data structure.

10.5 Back Office Solution

10.5.1 Commercial off-the shelf Solution

10.5.1.1 Components and Core Concept



10.5.2 Sample Screen Shots

10.5.2.1 Login

User Name Password:			-	
Language:	English		0	
		-		

10.5.2.2 Main Menu

Officer	GTECHNA Command Center 4.5	_	_	_	_	_	NEBBIN
Ticketing Parking Tickets By-law Tickets Add Manual Ticket Marual Status Change Place Nois Status History (All)	TCKETING > Parking Tickets · Dutom Dueles - Pilers · Optons Tickets Attest Attest Status Complaint Cre Date Times Bit Date	Ticket# tion <u>Officer</u> Offic <u>Time No Unit</u>	V IS	▼] Hiate ^P L VIN Make Model Color Ven Year	Infract: Time Article By		er <u>Export Manual Civ.# Municipality St</u> Date
						You have to perform a search first.	
				There are 0 record	ls.		
Plates Assets Court	D.0 sec						
Reporting Tables Devices Users							
Visitor Pass Timing Parking Rights							
Payment Portal Ageing							

10.5.2.3 Menus

Ticketing	Plates	Assets	Court
Parking Tickets	LPR Events	Broken Meters	Court Notices
By-law Tickets	Timing List	Repairman Activity Map	Scheduled Appointments
Add Manual Ticket	Plate Hotlist Add Hotlist	Activity Map	Availability Configuration
Manual Status Change	Plate		Availability Exceptions
Plate Note	Plate Tolerance		Court Package Setup
Status History			Court Docket
(All)			Appeal List
Reporting	Tables	Devices	Users
Reports	Tables	Devices	Users
Officer Activity		Add Device	Add User
Report		Configure	Groups
BI Dashboards		Devices	Officer Notes
		Device Locator	Visitor Pass
Timing List	Parking RightsPay by SpaceCurrent- Pay by PlateArchived- Pay by PlateSpacesWeb Service LogCurrent- Pay by PlateVerifyArchived- Pay by PlateVerifyStatistics -Pay by PlateVerifyVerify PlateParking RightsSimulator	PaymentOutstanding TicketsPending PaymentsReview PendingReview Pending (All)Transactions (Ticket)Transactions (All)Batch CloseUpload Payment FileUploaded PaymentsLogNSF	Portal Portal Management

Ageing
DMV
SGI File Upload
Run DMV (single)
CRC
CRC ConvictionDate
Plate Denial
Ageing Stats
Plate Denial Payment Upload
Plate Denial Lift List
Plate Denial Lift History

10.5.2.4 Ticketing Menu

Ticketing	TICKETING >	Parking	Tickets														
Parking Tickets	Custom Que																
By-law Tickets	- Filters																
Add Manual Ticket		Ticke	et#		CONT	AINS	• 1								Q	25	-
Manual Status Change					11												
Plate Note	 Options 																
Status History (All)			Ticket# -	Attest. Date	Attest. Time	Status	Complaint No	t <u>Creation</u> Date	Creation Time	Officer Badge No	Officer Unit	Officer Team	Officer Grade	Plate	PI. State	VIN Make	Model
	B • =		C1234567			PA		2015-06-22			PEO	LPR	SALES	SCOFF123	PA		
	B. C	x	1030228			IS		2015-08-04	3:57 PM	123	PEO		SALES	CX3704	FL	AUSTIN- MARTIN	CONVERTIBLE

10.5.2.5 Ticket Profile

Entry Date:	COFF123Plate Expiry:		
	Jun 22, 2015, 4:41 Plv	Screening Date:	N/A
Infraction Date:	Jun 15, 2015, 9:00 AN		
At:	ADAMS MILL RD NW		N/A
Offence:	Double Pkng	Hearing Date:	N/A
By-Law:	11	Hearing Result:	N/A
Original Fine/Penalty Paid Amount:			
Paid Amount: Due Amount:	\$15.00 \$0.00		
Due Date:	Jun 15, 2015		
Badge #:	007	Service Method:	AFFIXED TO THE VEHICLE
Officer Name:	Oliveri	Notice 1:	
		Notice 2:	
		Plate Denial Request Date	e
			•

10.5.2.5.1 Ticket Profile History

#	Date 🖑	Time 🤑	Statu	s Descripti	on		Reason	User	Transaction ID
1	27-05-2015	11:52:54 AM	AP	APPEAL					
2	13-05-2015	1:01:22 AM	CO	COLLEC.	TION			SYSTEM	3771
3	08-05-2015	1:01:35 AM	N3	FINAL NO	DTICE			SYSTEM	2266
4	23-04-2015	1:01:01 AM	N2	NOTICE	OF FINAL DUE DATE			SYSTEM	734
5	12-04-2015	1:01:32 AM	N1	NOTICE	OF NON-PAYMENT			SYSTEM	331
6	07-04-2015	4:39:45 PM	IS	ISSUED				601229	
					There are 6 r	ecords			
geing									
		Γ	Status	Ageing Days	Age Type	Ageing Date	Trigger Amount		
			N1	5 days	CALENDAR	12-04-2015	\$0.00		
			N2	16 days	CALENDAR	23-04-2015	\$15.00		
			N3	31 days	CALENDAR	08-05-2015	\$0.00		
			CO	36 days	CALENDAR	13-05-2015	\$0.00		

10.5.2.5.2 Ticket Number List at the Command Center

Ticketing	TICKETING >	By-Law Tick	tets										
Parking Tickets	► Custom Qu	Jeries											
By-law Tickets													
Add Manual Ticket		Name					NS 🔻	a					
Manual Status Change													
Plate Note	▶ Options												
Status History (All)			<u>Ticket#</u>	<u>Status</u>	Infract. Category	Article Dis	trict <u>Manua</u>	Creation Date	<u>Creation</u> <u>Time</u>	Infract. Date	<u>Time</u>	<u>Total</u>	<u>Pai</u>
	6. 🖬	2 🗣 📄	2000206	IS	LICENSE	Dov	vntown	2015-09-08	4:54 PM	2015-09-08	4:53 PM	60.00	
	B.	۵	2000051	IS	LICENSE	Eas	t	2015-08-05	3:35 PM	2015-08-05	3:35 PM	40.00	
	B. 🖫 🍟	2	2000053	IS	LICENSE	Dov	vntown	2015-08-06	2:51 PM	2015-08-06	2:50 PM	150.00	

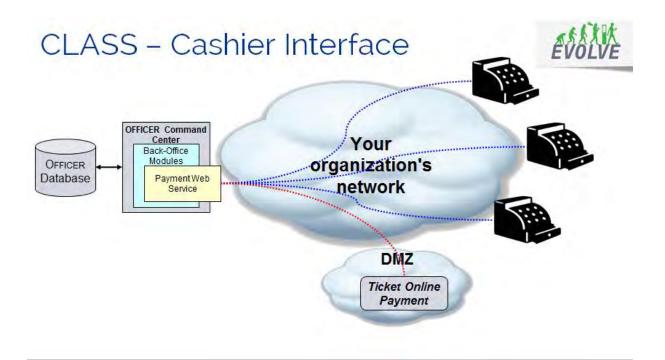
10.5.2.5.3 Ticket Image as Issued in the Field



10.5.2.6 Cashiering

Here is a model of how we interface with an existing cashier system.

Note the command centre in the middle running web services.

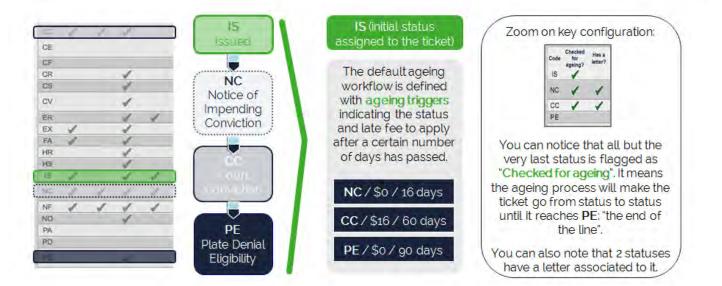


10.5.2.7 Ticket Ageing

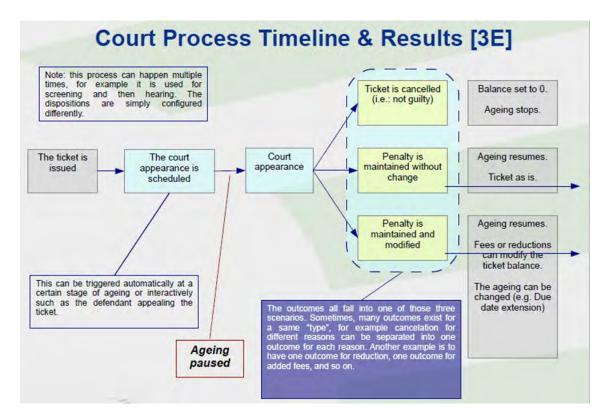
- An ageing model it doesn't name POA but I see the 4 statuses are typical POA.
- instead of CRC (court conviction) there would be a "Hearing Request" and Court Hearing and Disposition by a judge.
- This one states Plate Denial which is important.

Back Office - Ticket Ageing

ÉVOLVE



10.5.2.8 Court Process Timeline and Results



10.5.2.9 Court Table Screen

Court		Date	BETWEEN	▼ 2009-01-05 3 and 2016-01-07		Q 前 25	•
Court Notices							
Scheduled Appointments	 Options 	Appointment Type	-	Duration(minutes) Meeting Type	Date	Time	Ticket #
Availability Configuration	28	APPEAL	- A	15 ONLINE	2015-09-09	1:48 PM	100002038
Availability Exceptions	28	APPEAL		15 ONLINE	2015-07-15	3:47 PM	100003665
Court Package Setup	20	APPEAL		15 ONLINE	2015-07-15	3:52 PM	100003662
Court Docket	20	APPEAL		15 ONLINE	2015-07-15	3:54 PM	100003664
Appeal List	20	APPEAL		15 ONLINE	2015-07-15	4:39 PM	100003665
Appeur Live	10	APPEAL		15 ONLINE	2015-07-16	11:26 AM	100001824
	20	APPEAL		15 ONLINE	2015-09-08	4:38 PM	100001029
	10	APPEAL		15 ONLINE	2015-09-08	4:45 PM	100001031
	28	APPEAL		15 ONLINE	2015-09-08	4:47 PM	100001030
Reporting	10	APPEAL		15 ONLINE	2015-09-08	4:48 PM	100002043
Tables	28	APPEAL		15 ONLINE	2015-09-09	11:49 AM	100001019
Devices	2.8	APPEAL		15 ONLINE	2015-09-09	12:29 PM	100001026
Users	28	HEARING		15 IN PERSON	2015-06-25	11:15 AM	1026300
Visitor Pass	24	SCREENING		15 ONLINE	2015-07-23	11:15 AM	100002843

Ticket #:	100002038		
Appointment Date:	2015-09-09)	
Appointment Time:	1:48 PM		
Appointment Type:	APPEAL		
Heard by:			
Disposition:			
Service Method:			
Original Penalty:	\$10		
Additional Penalty:	\$		
Additional Fee:			
Reduction:		Due Date:	10
Amount Due:	\$10		
Cancellation reason (will be saved only if ticket is o	ancelled):		
Comments:			
	-		14

10.5.2.11 Court Package Set up



10.5.2.12 Court Docket

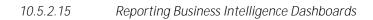
	Date Range:						
	Start Date: (yyyy-mm-dd)	2016-01-07	0				
	End Date: (yyyy-mm-dd)	2016-01-07	0				
	Time Range:						
	Start Time:		AM 🔻				
	End Time:		AM 🔻				

10.5.2.13 Appeal List

Court	Breach# • IS NOT • 1	5 •
Court Notices		
Scheduled Appointments	• Options	
Availability Configuration	Cancelled The control of the charge The charge <ththe charge<="" th=""> <ththe charge<="" th=""></ththe></ththe>	Vot Guilty
Availability Exceptions		
Court Package Setup	Breach# Appeal Appeal Appeal Time Type Method Organization First Middle Last Name Name Address City State Postal Country Phone Email Appeal Appeal Appeal Dispose Code	sition Disposition
Court Docket	And the second s	Disposition
Appeal List	No records match your search criteria. We recommend you use less specific search criteria then filter your search acc	cording to your resu
	There are 0 records.	

10.5.2.14 Reporting Officer Activity (maybe exported to ESRI)

. ⊳ 0	ORTING > Event (Activi Custom Queries Filters		V RE	TWEEN	J V		4		0			0		-	
	Sequ	ence	• BE	IVVEEP	•••		1 ar		6	_		<u>ц</u>	25	•	
» (Options														
#	Sequence Event Type	Agent #	Last Name	<u>First</u> <u>Name</u>	<u>Client Id</u>	Event Date	Event Time	GPS Latitude	<u>GPS</u> Longitude	Source Screen	<u>Ticket #</u>	<u>Plate</u>	Province/State	Note	<u>Gap (in</u> minutes)
1	1 Parking Tick	et 123	123	123	GTISAL30	2015-04-22	1:54:30 PM			ticket	1026999				
2	1 Parking Tick	et 123	123	123	GTISAL30	2015-04-22	2:03:07 PM			ticket	1027000				
3	1 Pay By Plat	e 123	123	123	02B1D3AB	2015-04-23	2:15:49 PM	45.473995	-73.706238	parkingrig		YFL847		Zone: MK_DTWN	
4	2 Pay By Plat	e 123	123	123	02B1D3AB	2015-04-23	2:15:52 PM	45.474500	-73.705930	parkingrig		W0F621M		Zone: MK_DTWN	
5	3 Pay By Plat	e 123	123	123	02B1D3AB	2015-04-23	2:15:56 PM	45.474500	-73.705930	parkingrig		FL01524		Zone: MK_DTWN	
6	4 Pay By Plat	e 123	123	123	02B1D3AB	2015-04-23	2:17:05 PM	45.474500	-73.705930	parkingrig		QRL926		Zone: MK_DTWN	
7	E Dav Ry Dist	n 103	103	102	0281D3AB	2016 04 23	0-17-13 DM	46 474600	73 705030	parkinaria		001 006		7000	



Plates	тот	'AL	LAST 12 MONTHS AND PREVIOUS YEAR
Assets Court Reporting Reports Officer Activity Report BI Dashboards	PERIOD TICKETS VOIDS NOT SERVED DAILY AVG	TOTAL 201 30000 61193 61192 25000 917 917 20000 (175) (176) (5000 3 3 (075) (076) (1000) 83 167 5000 83 167 5000 0	
	TERRITORIES	Municipality 30000 75000 20000 15000	2013-0 2013-1 2014-0 2014-1 2015-0

10.5.2.16 Tables

These allow the administrator to manage all of the systems tables.

Ticketing - Infraction
Infractions
✓ Ticketing - Location
Municipalities
Sides
Situations
Streets
Unit
✓ Ticketing - Lookup Tables
Plate Scofflaws
Plate Tolerances
Resident Parking Permits
Tolerances - Street Tolerances
✓ Ticketing - Notes
Private Note/Infraction
Private Notes
Public Note/Infraction
Ticketing - Service

Icketing - Lookup Tables
Plate Scofflaws
Plate Tolerances
Resident Parking Permits
Tolerances - Street Tolerances
Icketing - Notes
Private Note/Infraction
Private Notes
Public Note/Infraction
Ticketing - Service
Reasons for Voiding a Ticket
Reasons for not Serving a Ticket
Service Type
Ticketing - Vehicle
Vehicle Makes
Vehicle Models
✓ Users
Groups
Units
Payment - Payment
Cheque Return Reason (NSF)
Payment Types
Transaction Types

10.5.2.16.1 Infraction table

This is an example of the infraction table which lists all of the infractions. Each of the lines will present detailed information on each infraction.

	m Queries			10		1.
				▼ IS		•
> Option	ns Article 🛥	By Law	Category	Code	Fine	Handheld Display Label
ľ×	1	1	PARKING	1	10.00	Expired Meter
X	10	10	PARKING	10	15.00	Sidewalk Pkng
X	103	103	PARKING	103	10.00	Overtime Handicap
X	11	11	PARKING	11	15.00	Double Pkng
X	112	112	PARKING	112	15.00	Red Curb No Pkng
X	12	12	PARKING	12	15.00	No Pkng Anytime
X	122	122	PARKING	122	15.00	Taxi Zone
-	123	123	PARKING	123	15.00	Tow Fee

10.5.2.16.1.1 Main infraction screen

INFRACTION		
Infr. Code:	103 Check	
Article:	103	
Bylaw:	103	
Law name(En):	Overtime Handicap	1
Law name(Fr):		
Short Title(En):		
Short Title(Fr):		
Source name(En):		
Source name(Fr):		
Complete Text(En):	Overtime Handicap	
Complete Text(Fr):		
Fine:	10	
Category:	PARKING	
Towing:	NO V	
HandHeld Display:	Overtime Handicap	
Municipality:	East Metropolis	
Infraction type:	PT	
Start date(yyyy-MMHdd):	2015-01-01	
End date (yyyy-MM-dd):	2099-12-12	
Timing:	*	
Meter:		
Sign:	0	
Charge Act Code:		
Sort Order:		
Infraction Ageing Trigge		
Trigger activation (days)		Add
Trigger status code:	ADMINISTRATIVE CANCELLATION V	
Triggered fine increase:		
Age Type:		
Infraction Charge Code		
Charge Code:		Add

10.5.2.16.1.2 Infraction fine details

Infraction ID*	Infraction ID* B030 - Parked Taking Up More Than One Bay (Parking)							
Parking Zone*								
Start Date*	01-01-2015)1-01-2015 🗞 [dd-mm-yyyy]						
End Date*	31-12-2099	😵 [dd-mm-yyyy]						
Fine Amount	30	[######.##]						
The mandatory fields are <u>underlined</u> . The fields marked by * must be unique.								
	Update Back							

10.5.2.16.1.3 Infraction Fine list

- whenever						
Add Infraction Fir	ne					
	Infraction	 Parking Zone 	Start Date	End Date	Fine Amount	
1.01×	8030	AKL0015	01-01-2015	31-12-2099	30.00	
2 2×	8030	AKL0017	01-01-2015	31-12-2099	30.00	
3 3 ×	B030	AKL0023	01-01-2015	31-12-2099	65.00	
4 2×	8030	AKL0026	01-01-2015	31-12-2099	65.00	
5 4×	8030	AKL0033	01-01-2015	31-12-2099	65.00	
6 AX	8030	AKL0035	01-01-2015	31-12-2099	65.00	
7 4×	8030	AKL0040	01-01-2015	31-12-2099	30.00	
8 X N	8030	AKL0041	01-01-2015	31-12-2099	20.00	
9 1 ×	B030	AKL0045	01-01-2015	31-12-2099	30.00	
10 AX	B030	AKL0072	01-01-2015	31-12-2099	65.00	

10.5.2.16.2 Users

h Linhon

Officer	GTECHNA Command Center 4.5							
Ticketing	TICKETING > Parking Tickets							
Plates	Custom Queries Filters							
Assets Court								
Reporting	Ticket# • IS							
Tables	Options							
Devices	Attest Attest Completet Creation							
Users	Ticket# Attest. Attest. <u>Attest.</u> <u>Status</u> <u>Complaint</u> <u>Creation</u> <u>Date</u>							
Users								
Add User								
Groups								
Officer Notes								
	0.0 sec.							

10.5.2.16.2.1 Command Center User List

Users Users Add User		Activation Date	<u>Login (Officer</u> <u>No)</u>	<u>Badge No</u>	USET (OFF for LDAP USET)	<u>Code</u>	<u>First</u> <u>Name</u>	<u>Last Name</u>	<u>Group</u>	<u>CC</u> Access	MDT Access	<u>MMS</u> Access		<u>Wrong</u> Logins	<u>Active</u>	<u>Issuer</u> Organizatio
Groups Officer Notes	1 🗋	2011-03-30	DEMO1	Shane	V	PEO	Shane	Nolan	SALES	V	V		V	0	V	Parking Dep
	2 🗋 び 🛨 🗙	2014-05-28	JOLIVIERI	007	V	PEO	James	Oliveri	SALES	V	V		V	0	V	Parking Dep
	3 🗋 び 🛨 🗙	2014-06-26	NEBBIN	Pierre	V	PEO	Pierre	Lamoureux	SALES	V	V		V	0	V	Parking Dep

10.5.2.16.2.2 User Access

USERS > Access Control for User DEMO1	
	Click here to view the online help for this screet
	Ticketing
	Plates
	Assets
	Court
	Reporting
	Tables
	Devices
	Users
	1
	Timing
	Parking Rights
	Payment
	Portal

10.5.2.16.2.3 User Details

USERS > Edit User		
	Login (Officer No)*	DEMO1
	Last Name	Nolan
	First Name	Shane
	Badge No	Shane
	Unit	Parking Enforcement Officers
	Team	Day Shift 1
	Group	SALES T
	Issuer Service	PARKING V
	Issuer Organization	Parking Dept 🔻
	Peace Officer	
	Support Account - can't change password - password do not expire - account do not lock for wrong logins - can't issue tickets	0
	No Session Timeout Officer CC	
	CC Access	9
	PDA Access	9
	Active	Ø
	Activation Date	2011-03-30 😵 [yyyy-mm-dd]
	Termination Date	2019-03-02 😵 [yyyy-mm-dd]

10.5.2.17 Devices

Devices	Activate Update	e										
Devices					Issuer		Update	Date			A	Time
Add Device	# 0	Client Id	Software	Active Debug	Organization	Update		(batch)	Date (live)	Status (batch)	Status (live)	(batch)
Configure Devices Device Locator	1 🛛 🗎 🗙	0123456789ABCDEF	OfficerAndroid/4.05.28	2	Parking Dept			2015-11-20		Communication completed succes	LiveUpdate	4:23:37 P
	2 🔲 🎦 🗙	022BD747E0CCCA84	OfficerAndroid/4.05.25	2	Parking Dept	2		2015-10-05	2015-10-05	Communication completed succes	RetrievePayByPlateParkingRight	2:20:01 F
	3 🔲 🎽 🗙	02B1D3AB	OfficerAndroid/4.05.28	1	Parking Dept			2015-11-19	2015-12-17	Communication completed succes	RetrievePayByPlateParkingRight	5:25:21 P
	4 🗆 🖹 🗙	1C3A000200000001	OfficerAndroid/4.05.28	2	Parking Dept			2015-11-10	2015-12-18	Communication completed succes	INVALID_USERNAME	11:37:11
	FL .	45000000	- OFF - A - 1 - 114 - 05 - 40	a l	B 11 B 1			2045 07 20	004E 00 00	A	aetantata.	

10.5.2.18 Add Device

DEVICES > Add a New Device

In order to add a new client device that can communicate with the Command Center, you must fill the following fields:

- Client Id: for desktops, laptops and PTV, the computer's name; for PDAs, the serial no.
 Location: for PTV, the car number; else, description that will allow the support team to trace the device to its location.

Client Id*	
Location	
Printer	
Dock	
USB Hub	
Issuer Org.	Parking Dept 🔻
Active	Ø
	The mandatory fields are <u>underlined</u> . The fields marked by * must be unique.
	Add Back

10.5.2.19 Parking Rights Spaces (options)

Parking Rights	A104	DEMO-A
Pay by Space	A105	DEMO-A
Current- Pay by Plate	A106	DEMO-A
	A107	DEMO-A
Archived- Pay by Plate	A108	DEMO-A
Spaces	A109	DEMO-A
Web Service Log	A110	DEMO-A
Current- Pay by Plate	A111	DEMO-A
/erify	A112	DEMO-A
Archived- Pay by Plate	A113	DEMO-A
/erify	A114	DEMO-A
Statistics -Pay by Plate /erify	A115	DEMO-A
Verify Plate	A116	DEMO-A
	A117	DEMO-A
Parking Rights Simulator	A118	DEMO-A

10.5.2.20 Parking Rights Pay by Space (option)

		▼ IS	•				Q 💼 2	5 🔻
Options								
End Date	End Time	Record # Space #	Space Status Code	Start Date	Start Time	Terminal #	Transaction #	Parking Zone
2015-06-22	2:46:00 PM	102,434		2015-06-22	12:46:00 PM		302698082	ZONE-4
2015-07-08	8:00:00 AM	102,435		2015-07-08	12:00:00 AM		24	NIAGARA
2015-07-08	1:33:00 PM	102,438		2015-07-08	1:18:00 PM		950842750	ZONE-1
2015-07-09	8:00:00 AM	102,436		2015-07-09	12:00:00 AM		25	NIAGARA
2015-07-10	8:00:00 AM	102,437		2015-07-10	12:00:00 AM		26	NIAGARA
2015-07-16	11:59:00 PM	102,446		2015-07-15	12:00:00 AM	gPermit	SOUTH-5-1	SOUTH
2015-07-17	11:59:00 PM	102,448		2015-07-16	12:00:00 AM	gPermit	NORTH-8-1	NORTH
2015-09-01	4:28:00 PM	102,456		2015-09-01	2:28:00 PM		715575610	EAST
2015-09-03	9:39:00 AM	102,457		2015-09-03	9:24:00 AM		687342347	WEST
2015-09-09	11:59:00 PM	102,441		2015-07-09	12:00:00 AM	gPermit	-2-1	
2015-09-09	11:59:00 PM	102,442		2015-07-09	12:00:00 AM	gPermit	SOUTH-2-1	SOUTH
2015-09-16	2:52:00 PM	102,458		2015-09-16	2:37:00 PM		187141051	EAST
2015-09-22	11:59:00 PM	102,455		2015-07-22	12:00:00 AM	gPermit	OLDTOWN-7-1	OLDTOWN
2015-10-23	11:59:00 PM	102,470		2015-10-22	12:00:00 AM	gPermit	EAST-19-1	EAST
2015-10-29	1:21:00 PM	102,473		2015-10-29	1:06:00 PM		402429727	EAST
2015-10-29	1-22-00 PM	102 /17/		2015-10-29	1.07.00 PM		817630516	Zone A

10.5.2.21

Payment adjustment

PAYMENT > Entering a payment

The second secon				
Amount:				
Payment Date:	2016-01-07			
Payment Type:	ADJUSTMENT V			
Payment Processor: Payment Comments:	NEBBIN			
Payment Comments.				
-	Submit			
	Submit			
	SELECTED TICKETS INFORMATION Ticket # Balance 1014952 10030.00 Selected tickets total: 10030.00			
	View tickets related to this plate/province			
Tick	et #▼ Plate Prov. Original Total Balance			
1014				
	j≤ Prev 1 Next ≥			
	There are 1 records			
-	Ticket Transaction History			
Dat	e▼ Time Transaction code Amount Balance			
	No records match your search criteria.			
	<u>i<</u> Prev <u>Next</u> ≥			
	There are 0 records			

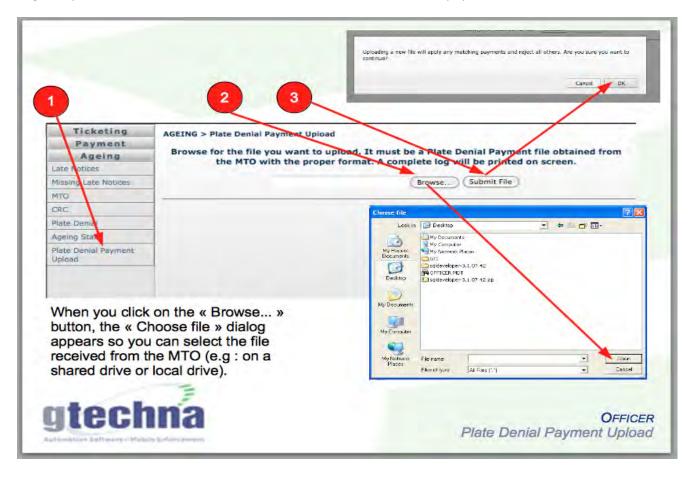
10.5.2.22 Payment Upload File

PAYMENT > Upload a payment file
Browse for the file you want to upload. It must be a CSV file obtained from payticket with the columnns in the proper order. A complete log will be printed on screen and another copy later.
Choose File No file chosen Submit File
Once a file is applied you can use the buttons below to reload it and compare each ticket in it with the system. This will indicate if the ticket is considered paid, cancel worked properly.
Choose File No file chosen Submit File
Choose File No file chosen Submit File

10.5.2.23 MTO Integrations

The Central System is able to import payments received by the Ministry of Transportation (MTO) or Ministry of Attorney General (MAG) for tickets paid that were under plate denial

The solution will automatically identify which plates are chosen for a plate denial request, verify with the administrator that a plate number will be sent and then transmit to the MTO. The system will alert the agency of successful transmissions and keep tabs of the actions of the driver. It will remove the plate denial flag on a plate number when it receives information from the MTO that payment has been received.



10.5.2.24 Collection Agencies (option)

Each ticket is subject to an aging process which in certain cases will transmit information to collection agencies. The ageing triggers are modified by the administrator using the following:

Infraction Ageing Trigg	jer	
Trigger activation (days):	8	Add
Trigger status code:	Set Fine 🛟	
Triggered fine increase:	15	
Age Type:	Business 🔹	
Trigger activation (days):	16	Del
Trigger status code:	Notice of Impending Conviction	
Triggered fine increase:	0	
Age Type:	Business 🛟	
Trigger activation (days):	60	Del
Trigger status code:	Court Conviction	
Triggered fine increase:	16	
Age Type:	Business 🛟	
Trigger activation (days):	90	Del
Trigger status code:	Plate Denial Eligibility	
Triggered fine increase:	0	
Age Type:	Business 🛊	

Once the stage is reached the system will generate a list of plates information with owner information obtained from the MTO. The list will be forwarded to a supervisor for final approval before transmission to the collection agency.

The collection agency will then attempt recovery and return information on collected fines. The Command Center will adjust infraction history based on received information. Accounting information on revenues will be transmitted to the agency's accounting system.

The above process is automatic and is set up during installation.

10.5.3 Security

Security

Security for Operations

10.5.3.1 Comprehensive, multi-level security system

Each user must have their unique username and password. The users are required to login to have access to any resources. Permissions are managed by group or by user.

10.5.3.2 System access control

Each user must have their unique username and password. The users are required to login to have access to any resources. Permissions are managed by group or by user.

10.5.3.3 Data encryption methods

On mobile and handheld devices the local database is entire encrypted with AES-256. The entire database file is encrypted: indexes which includes tables and views. We would synchronize encryption methods with the City's Netmotion service.

10.5.3.4 Additional security measures in place

Access logs, Firewall, Anti-virus, VPN, HTTPS.

10.5.3.5 Comprehensive audit trail and history for all activity

Our system keeps an access log for every user.

10.5.3.6 System administrator to assign the privilege to void citation

Privilege to void citations can be set to individual users. Voiding a citation requires the user to enter a reason. Voiding is also recorded in the access log.

10.5.3.7 Describe how citations are protected from alteration and/or deletion

Here is an example of business rules applications. These can be modified to best suit the needs of the City.

10.5.3.7.1 Officer: alteration and deletion risk

Stage	Start completion	Continue completion	Issuance (print)	Ticket data transmitted
Action	Once the ticket number is displayed License plate or drivers permit number is recorded and checked against central database Ticket content can be altered Ticket content can be removed	Once the ticket number is displayed License plate or drivers permit number is recorded and checked against central database Ticket content can be altered Ticket content can be removed	Ticket is printed Ticket content cannot be altered Ticket content cannot be removed	
System results	Record log shows activity and that ticket number is in use	Record log shows activity and that ticket number is in use	Record log shows ticket is issued and ticket number cannot be used again	Ticket information is sent to Gtechna Command Center ready to obtain Supervisor authority.

		Log entry

10.5.3.7.2 Supervisor: alteration and deletion risk

Stage	After issuance review	After acceptance	After transmission to E*Justice
Attempted action	Open up completed ticket Voids ticket, goes on ticket report	Ticket data is sent to E*Justice system No alteration possible on that ticket number Supervisor may start a replacement action on ticket	Action may be taken on ticket using the E*Justice system procedures
System results	Log entry	Log entry	

10.5.3.8 Security procedures

10.5.3.8.1 Intrusion detection

We can limit the number of log on attempts and record this activity in the log file.

10.5.3.8.2 Incident response

We would define incident as the number of failed attempts to log on. This information is recorded thereby providing a trail for investigation.

10.5.3.8.3 Virus detection

This is done at the network and system level. This is the responsibility of City's IT department. Should an intruder access the application servers he will be required to have the appropriate user name and password.

10.5.3.9 Audits reports

The system has a large number of available reports pertaining to access and use of the system. We can also custom design a report to meet the City's particular needs.

10.5.3.10 Certificate-based authentication/ encryption for server-to-server communication

Our solution uses standard technologies for certificate-based authentication/ encryption for server-to-server communication (ie: VPN, TLS, SSL)

10.5.3.11 Web access support HTTPS? Can it be configured to require HTTPS?

Yes, Web access can be configured to use HTTPS. HTTPS requires that a SSL certificate to be purchased against a certificate authority.

10.5.3.12 Application security approach

The Gtechna suite of e-citation applications are designed for security agencies. The software itself has been subject to a complete security audit.

10.5.3.13 Security enablement

Our solution uses SHA-1 hashing on every citation to validate that citation data was are not altered.

10.5.3.14 Configuration of reference tables, user accounts and set up

Reference tables and user accounts are fully configurable by the City, setup and system configuration are handled by our engineering team.

10.6 Ticket Profile

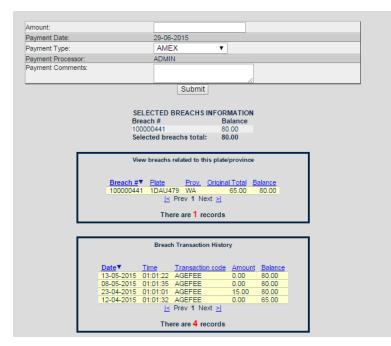
(Note images are captured on Gtechna field software)

It operates within the back office Command Center. The module centralizes all activities applied to and from the ticket.

$10.6.1 \hspace{0.1 cm} \text{Main Screen}$

Pay Breach F	Reverse Payment PI	late Profile Appeal Schedule Hearing	ng Void Request Appeal Reque	st Print Appeal Package Include all sections
Go to: Breach D	efendant History Brea	ch Transaction History Breach Trans	saction History Breach Pictures Br	each Drawings Breach Notes Breach Attachments
			- APPEAL Current Outstanding Balan	ice:\$80.00
	Charles and	Plate: 1DAU479 Plate Expiry:	VIN:	105
	Entry Date:	7 Apr. 2015, 4:39 PM	Screening Date:	N/A
	Infraction Date: At:	7 Apr. 2015, 4:36 PM 306 WELLINGTON ST.	Screening Result:	N/A
	Offence:	FAILED TO DISPLAY A VALID TICKE		NA
	By-Law:	P050	Hearing Result:	N/A
	Original Fine/Pena			
	Paid Amount:	\$0.00		
	Due Amount:	\$80.00		
	Due Date:	12 Apr, 2015		
	Badge #:	1229	Service Method:	AFFIXED TO THE VEHICLE
	Officer Name:	Lawler	Notice 1:	12 Apr. 2015
			Notice 2: Plate Denial Request Dat	23 Apr, 2015

10.6.2 Pay Ticket



10.6.3 License Plate Profile

Profile for Plate 1DAU479 WA DMV Record not found.										
Outstanding Tickets										
Pay Selected Breaches										
				_						
		Breach No			Infr. Date		TicketPaid Balance			
	\$	100000441	1DAU479		07-04-2015		0.00 80.00	AP		
				I≤ Pre	ev 1 Next	<u>></u>				
				There a	are 1 recor	ds				
			1	Fransad	ction Hist	tory				
Date	Time	Breach No	Trans. Type	Amount	t Balance	Trans. B	/ Source	Reference No		
12-04-2015	01:01:32	100000441		0.00			TicketAgeingFacade	100006493080936		
		100000441		15.00			TicketAgeingFacade			
		100000441		0.00			TicketAgeingFacade			
13-05-2015	01:01:22	100000441	AGEFEE	0.00			TicketAgeingFacade	8220150504317101		
				I≤ Pre	ev 1 Next	>				
There are 4 records										

10.6.4 Appeal Profile

	App	eal		PARKING	
Appeal #: 151470712018 Breach #: 100000441	Diate: 27-05-2015 11:52 AM Original Penalty: \$65	Method: ONLINE	Status: Outstanding	PARKING BREACH NOTICE	
First Name: Last Name: Phone Email:	Alex Unknown 0403123494 alex o 155(Chotmail.com			To the other. The which desided have was not purely in according with the Conditions of the ray was lumination of lubitity at stability of the stability of the stability of the stability of the stability of the The BOCURENT BICCOMES AT X INVOCE ON PARENT The BOCURENT BICCOMES AT X INVOCE ON PARENT	
Comments: WEB - SEE ATTACHMENT				Breach No: 100000441 Date 07 APR 2015 Day of Week TUESDAY Time: 4:36 PM	
Attachments:				License No: 1DAU479 WA Make: TOYOTA 4 WHEEL DRIVE	
200 100000441.0df				Location: PER157 - 306 WELLINGTON STREET	
	Appeal R	esponse		Breach FALED TO DISPLAY A VALID TICKET / PERMIT Remarks:	
Disposition Cancellation reason	Outstanding V			Total Amount Due Now: \$ 65.00	
(will be saved only if breach is cancelled): Comments	·			If paid on or after 23 APR 2015 \$ 80.00 Please pay via credit card online at www.pesau.com.au	
				Different's Signature Different's Signature Different's Signature Different Signature Dif	
	Save Save 8	View Back		The final pay has been been by why of rupating classes classes P use of one pay by the date index and the works will be paided on a whether without and the pay and the first BC Classes for First pay in addition, out proved may may be taken againty as and the appropriate court proved may may be taken againty as and the appropriate court proved may may be taken againty as and the appropriate court proved may may be taken againty as and the appropriate court proved may may be taken againty as and the appropriate court proved may may be taken againty as and the appropriate court proved may may be taken againty as and the appropriate court proved may may be taken againty as and the appropriate court proved may be taken againty as a Why the first provide may be appropriate to the state of Why the first pay and the state of the state of the state of Why the first pay and the state of the state of the state of Why the first pay and the state of the state of the state of why the state of the state of the state of why the state of the state of the state of why the state of the state of the state of the state of why the state of the state of the state of why the state of the state of the state of why the state of the state of the state of why the state of the state of the state of the state of why the state of the	10AU-479
				907 CD886 (4.05.05)0.7	
				No. 1	



10.6.5 **History**

📲 Breach Defendant History						
ehicle Owner Information						
formation not found						
Breach Defendant History						
This breach defendant has no inform	ation that can be related to other i	breachs				
Plate Breach History						
# Breach #	Infract. Date 🖑	Time 🌷	Location	By Law	Article	Balance Status
1 📄 100000441	07-04-2015	4:36 PM	306 WELLINGTON ST.	P050	P050	80.00 AP
			There are 1 records			

10.6.6 Status and History

#	Date 🐥	Time 🐥	Statu	s Descriptio	on		Reason	User	Transaction ID
1	27-05-2015	11:52:54 AM	AP	APPEAL					
2	13-05-2015	1:01:22 AM	CO	COLLECT	ION			SYSTEM	3771
3	08-05-2015	1:01:35 AM	N3	FINAL NO	TICE			SYSTEM	2266
4	23-04-2015	1:01:01 AM	N2	NOTICE C	F FINAL DUE DATE			SYSTEM	734
5	12-04-2015	1:01:32 AM	N1	NOTICE C	F NON-PAYMENT			SYSTEM	331
6	07-04-2015	4:39:45 PM	IS	ISSUED				601229	
					There are 6 r	ecords			
geing									
			Status	Ageing Days	Age Type	Ageing Date	Trigger Amount		
			N1	5 days	CALENDAR	12-04-2015	\$0.00		
			N2	16 days	CALENDAR	23-04-2015	\$15.00		
			N3	31 days	CALENDAR	08-05-2015	\$0.00		
			CO	36 days	CALENDAR	13-05-2015	\$0.00		

10.6.7 Transaction and Appeal History

	ld	Date 🖑	Time 🦊	Type Code	Amount	Balance User	Source	Payment Type	Reference #	No
	3771	13-05-2015	1:01:22 AM	AGEFEE	0.00	80.00 SYSTEM	TicketAgeingFacade		8220150504317101	
	2266	08-05-2015	1:01:35 AM	AGEFEE	0.00	80.00 SYSTEM	TicketAgeingFacade		8220150504315995	
	734	23-04-2015	1:01:01 AM	AGEFEE	15.00	80.00 SYSTEM	TicketAgeingFacade		100006493081282	
	331	12-04-2015	1:01:32 AM	AGEFEE	0.00	65.00 SYSTEM	TicketAgeingFacade		100006493080936	
						There are 4 reco	ords			
-										
1	🖁 Breach A	ppeal History								
1	Breach A	ppeal History Date 🞝	,	T	ime 🐥	Appeal Type	Meth	bd	Status	

10.6.8 Pictures

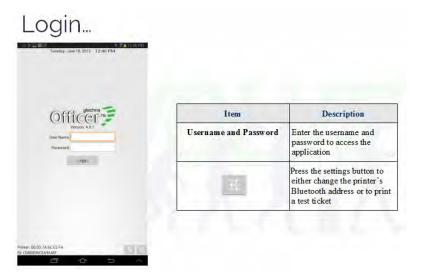


11. FIELD SOLUTION CITATION ISSUANCE

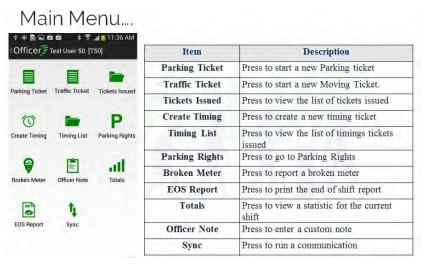
This is a commercial of the shelf module and can be put in service will little modification. The software presents information on scofflaws, alerts, permits and timing. It records infraction information and prints the ticket on the mobile printer. It allows the field officer to initiate towing actions. The screens presented below reflect some of the infractions actions available. These can be used as is, configured or customized.

11.1 Screen Shots

11.1.1 Login



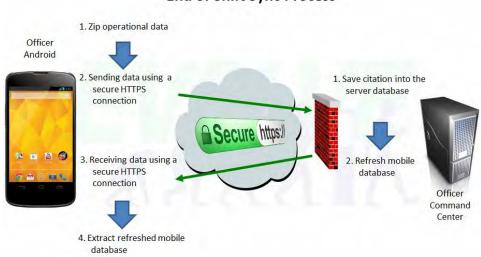
11.1.2 **Main Menu**

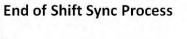


11.1.3 Blue Tooth communication with Printer

	Item	Description
Printer Configuration Printer (20.27.54.35.96.D.) Stam Print Teal Patient Prest	Scan	Scan for a Bluetooth device, which is available. The device you are looking to connect to is the printer.
OK. Canon	Print Test or Reload Printer	Select the reload printer button to update the printer configuration files or Print Test to attempt to print a test ticket.

11.1.4 End of Shift Process





11.1.5 Communications

	v ⊛ ∎ ⊑ € (Officer	1월 홍종. Test User 50 [T	₁ۥۥ() <u>छ</u> 11:36 AM 50]
GCC gtechna	Parking Ticket	Traffic Ticket	Tickets Issued
User Name	Create Timing	Timing List	P Parking Rights
Password:	Broken Meter	Officer Note	Totals

11.1.6 Synchronization



11.1.7 Vehicle, Infraction, Location and Notes

				Item	Description
Parkir	officer Parent Tick	1.0	÷Ö	State	A value is loaded by default (depends on the client configuration) but it can be changed by selecting a different state/province
	Vehicle	. Infraction	-	Plate	Vehicles License Plate Number
	State: 00 District of Col	- Category		VIN	Vehicle Identification Number
	VIN: Expiration.	Fi	ne .	Expiration Date	License plate Expiration year (in some cases with month)
	Маке	. Zone		Make	Vehicle Make
	Body.		-	Model	Vehicle Body Model
	Location Meter No:	Public Note:			NERACTION PAN
	Ward:	-		Item	Description
	Situation			Category	Infraction Category
	Suffix.	Internal Note	-	Infraction	Infraction
	Side Street Pictures		-	Fine	The fine is calculated automatically based on the infraction. This fine field is <u>read-only</u> , i.e. cannot be modified by an Officer.
	3	0 0		Sign	Sign
				Zone	Zone Identification (usually in use for the

11.1.8~ Issued Tickets Actions

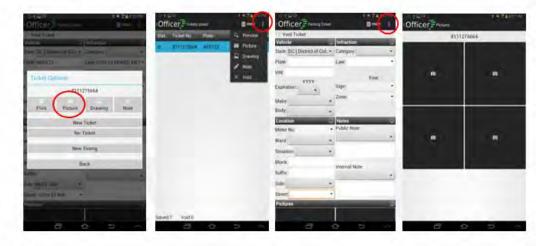


11.1.9 Post Ticket

ost Ticket Options	Item	Description
Officer:	Drawing	Create a Drawing for the issued ticket. Refer to Error! Reference source not found.
Technit Dynamic	Picture	Take a Picture for the issued ticket. Refer to E rror! Reference source not found.
Ellizziské Pror Prinke Dowary Saw	Nore	Create a Note for the issued ticket. Refer to E rror! Reference source not found.
Annuar Laboret Valle (Laboret Koneen Tamoreg	Print	Reprint issued ticket
Sec.9	New Ticket	Create a new ticket
	Re-Ticket	Create another ticket for the same vehicle for a different infraction
	New Timing	Create a new timing record
	Back	Return to Main Menu

11.1.10 Taking Pictures

Taking Pictures



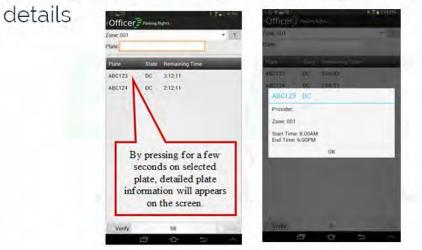
11.1.11 Parking Rights (option)

ficer Rown Nown	Item	Description
	Parking Ticket	Press to start to create a new parking ticket
rikog fiskel Fiskent Insteel	Traffic Ticket	Press to start to create a new traffic ticket
🐨 🖿 (P	Tickets Issued	Press to view the list of tickets issued
	Create Timing	Press to create a new timing ticket
alian Materia Titat Hepport Insu	Timing List	Press to view the list of timing tickets issued
Terr Territoria	Parking Rights	Press to go to Parking Rights
	Broken Meter	Press to report a broken meter
	EOS Report	Press to print the end of shift report
	Totals	Press to view a statistic for the current shift
	Officer Note	Press to enter an agent note

11.1.12 Parking Rights

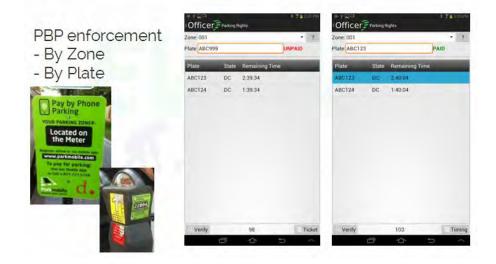
owered by: Officer	Item	Description
	Zone	Represents the zone where vehicle is parking.
arking Rights	Plate	Represents the vehicle plate input by officer.
	Status	Status is the label in the right of field Plate. Represents the timing color (Red or Black)
(80 2309) (80 2309)	V ehicles list	The list in the screen contains the vehicles which paid for the selected zone.
Officer?	Plate column from v ehicle list	Represents the plate of a vehicle which paid for the selected zone.
ABC1234		Represents the state of a vehicle which paid for the selected zone.
UNPAID	Time column from vehicle list	Represents the remaining time for a vehicle which paid for the selected zone.
· ·	Verify	Press this button to verify a vehicle for a zone with Command Center
	Timing/Ticket	Depending by the vehicle status PAID/UNPAID a timing or ticket can be issued for the vehicle.
	Remaining Time	Displays the remaining time, for plate listed
a	Count Down	The remaining number of seconds when the information is available. The countdown starts after Command Center interrogation and the default value is 2 minutes.

Parking Rights – Press and hold plate for



11.1.13 Parking Rights Verify (option)

Parking Rights – Verify – Paid or Unpaid



11.1.14 Parking rights Dynamic Enforcement (option)

Zone: 001					
			• T	Type MTR	
Plate ABC12	4		PAID	State DC District of Columbia	•
Filate	State	Remaining Tim	-	Plate: ABC124	
ABC123	DC	2:77.45		Vink	
	_		_	Meter: 010010NE	
ABG124	DC	7.07.46		Situation: BLOCK	-
				Block 134	
				Suffice	
				Side WEST SIDE	
				Speet 1ST ST NE	-
				Remaining Time 1:30	
				Note:	
				Add Timing	

11.1.15 Timing Types

Officer	-+-400	Officer	+ 400	Officer New Yorker	
Type MIR		Туре прр		Type: TLS	
State VA Virginia		State: DC Located of Columbus		State MD (Maryland	
Plate: ABC123		Plate: ABC123		Plate: ABC123	
VIN:		VIN		VIN:	
Meter: 010010NE	•	Situation FRONT	-	Situation: FRONT	
Siluation: FRONT	•	Wock: 2		Block: 2	
Block 2		Suffix A		Suffic A	
Saffix A		side WEST SIDE		Sude WEST SIDE	
Side WEST SIDE		Street 1ST ST NE	-	Street 1ST ST NE	
Street: 157 ST NE		Remaining Time 02:00	+	Remaining Time: 0:10	
Remaining Time: 2.00	1	Zone		Nole, TEST NOTE	
Note:		Note: TEST NOTE		Add Turning	
Add Timing		Add Timing	_		

11.1.16 Already Timed



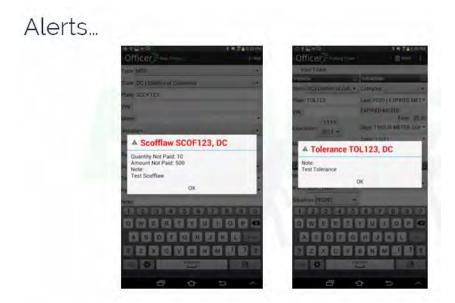
$11.1.17\,{\rm Timing}\,\,{\rm Ticket}$

Timing Ticket...

Street	IST ST NE				~	-	Street.	IST ST NE		+	Add		
State	Plate	Block	Suffa	Orag_	Туре	1.0	State	Plate	Block	su D	Regula	er Ticke	ĸ
DC	ABC123	123		10	MTR	01	DC	AB0123	173		Timing	Ticke	
AZ	110465	100	A	10	MTR	01	AZ	TTD455	100	A	10	MTR	0
AK	1230WE	2345	A	10	MIR	01	ĂΚ.	173041	2345		10	MTR	0
AR.	1234999	345		60	MTR	01	AK	1234WW	345		60	MTR	Q.
MD	TYUNS	345		60	мія	01	MD.	TYUNS	345		60	MTR	0
DC:	OWERTY	123		00	BIM	01	DC	OWERTY	123		60	MTH	0

Void Ticket		Infraction	_
State: MD Maryland		Category:	
Plate TYUIS		Law:	
VIN: YYYY Expiration:		Sign:	Fine:
Make		Zone	
Body:		1	
Location		Notes	-
Meter No:	•	Public Note:	
Ward	•	-	
Situation FRONT			
Block: 345			
Suffic:		Internal Note:	
Side: WEST SIDE		-	
Street: 1ST ST NE			
Pictures		-	-

11.1.18 Alerts



11.2 Ticket License Plate Recognition



12. GENETEC CONNECTIVITY WITH GO MOBILE

GoMobile is a **vehicle LPR to Handheld Mobile bridge** application plugin for 3rd party LPR software. GoMobile turns 3rd party plate hit events into enforceable ticket data for gtechna's mobile Android eticketing system.

Simple. Compatible. Mobile.



Today's enforcement agencies encounter unique challenges that make upgrading parking systems a difficult if not an impossible endeavor. Existing technologies might be layered on top of the other, completely unintegrated or, even redundant. A very real set of challenges requires a real solution. **GoMobile** addresses the real-world needs of modern parking management agencies.

GoMobile also adds a mobile option to gtechna's native LPR software so your officers can enjoy the best of both worlds.

Key Benefits

- It is a new way to work, giving the officer more freedom to work faster and more efficiently
- Operational benefits:
 - Allows officers to dock the MDT or tablet in favor of a Smartphone
 - Officer no longer tethered to the vehicle.
 can perform additional tasks such as ticketing another vehicle or taking additional photos for evidence
- A lightweight solution that adds value to existing enforcement systems
- Bridges the technology gap that exists with many partial parking solutions
- A viable alternative to purchasing a new vehicle system
- Can be the right choice before transitioning to a fully integrated native end to end system

Key Features

- Secure local wireless connection between the LPR and handheld enforcement software
- Uses XML which is flexible and extensible, OS independent, easy to read
- Software agnostic, can be installed and integrated unilaterally with no additional programming from the 3rd party software: API automatically pushes data into Android eticketing system
- QuickConnect UI for one time device connection bridge to the Android application
- Automated dataflow for a seamless exchange of LPR hits data to Android eticketing application
- Android gated interface allows PEO to accept or reject the transfer of LPR data to ticketing system
- Ability to add additional images to eticket
- Easy install plug-in

13.1 Administration

The system allows for payment of citations as well as initiating appeals. All of the financial information is supported by PCI. Please refer to the PCI section of this proposal.

13.1.1 Command Center view

With different list filters

Officer		C			SON	*** er 4.5											ADMIN	-	0
Breach Appeal Appeal List		L > Appeal I on Queries	List																3
					्र	IŞ	•	-						+	•		2	•	
	= Optic	in in																	
	The second	politication	7	nto Requi	ested	Stand Y	Walve	T Escalated											
	100	Breach	Date	Imi	Appeal Type	Accesta	Appeal	Datation(minutes)	Service Code	Service (EN)	Service (ER)	Exal Name	Middle Name	Lass Name	Address	Citte	State	Postal Cede	c
	24	75000405	2015-03-20		APPEAL	150790233001	ONLINE	15	2			Jose		de Bousa			ACT		1
	24	75000405	2015-03-20		APPEAL	150790135001	ONLINE	15				Mathew		Lecour	8550 Cole de Liesse	Montreal	ACT	H4T3H2	c
								There are	2 records	-h.:									
	Export.a	n 🕢 CSV	N D	(e) (g) X	MLI퀄F	Dt													
Timing	0.015 50	c																	88.
Parking Rights Payment Ageing Reporting																			
Tables Devices Users								_											2

13.1.2 Ticket Profile Back Office

It operates within the back office Command Center. The module centralizes all activities applied to and from the ticket.

13.1.2.1 Main Screen

Pay Breach	Reverse Payment	Plate Profile	Appeal	Schedule Heari	ng Void Reques	t Appeal Reg	uest Print Appeal	Package Include all sections
Go to: Breach	Defendant History	reach Transac	tion History	Breach Trans	saction History E	Breach Pictures	Breach Drawings E	Ireach Notes Breach Attachments
			:100000441		- APPEAL Current	Outstanding Ba	lance:\$80.00	
	-			Plate Expiry:	VIN:		100	
	Entry Date: Infraction Date		2015, 4:39 F 2015, 4:36 F		Screen	ning Date:	N/A	
	At:	The second second	ELLINGTON		Screen	ning Result:	N/A	
	Offence:	FAILED	TO DISPL	AY A VALID TICKE	T/PERMITHearin		N/A	
	By-Law:	P050			Hearin	g Result:	N/A	
	Original Fine/F	enalty:\$65.00						
	Paid Amount:	\$0.00						
	Due Amount:	\$80.00						
	Due Date:	12 Apr.	2015					
	Badge #:	1229			Servic	e Method:	AFFIXED TO TH	IE VEHICLE
	Officer Name:	Lawler			Notice	1:	12 Apr. 2015	
					Notice	2:	23 Apr. 2015	
					Plate D	Denial Request E	Date:	

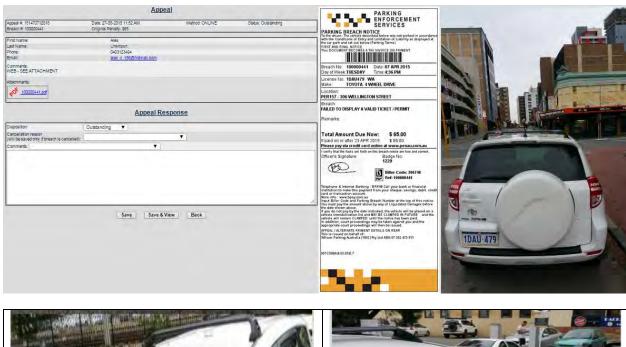
13.1.2.2 Pay Ticket

Amount:						
Payment Date:		29-06	-2015			
Payment Type:		AME	X	•		
Payment Processor:		ADMI	N			
Payment Comments:						
			Submit	/i		
			Cabinit			
	61			FORMATION		
		reach #	DREACIISIN	Balance		
	10	00000441		80.00		
	Se	elected bre	eachs total:	80.00		
						_
	Vi	ew breachs	related to this	plate/province		
	Breach #			riginal Total		
	10000044		79 WA	65.00	80.00	
		≤	Prev 1 Next	≥		
		The	ere are 1 reco	ords		
						-
						-
		Bread	h Transaction	History		
		-	-		Delense	
	Date▼ 13-05-2015	Time 01:01:22		code Amount 0.00	Balance 80.00	
	08-05-2015			0.00	80.00	
	23-04-2015			15.00		
	12-04-2015			0.00	65.00	
		Ľ≤	Prev 1 Next			
		The	ere are 4 reco	ords		

13.1.2.3 License Plate Profile

			Profile	for Pla	ate 1DA	U479	WA					
			DN	/IV Rec	ord not f	ound.						
Outstanding Tickets												
Pay Selected Breaches												
		Breach No	Plate	Prov.	Infr. Date	Total	<u>TicketPaid</u>	Balance	<u>Status</u>			
	\$	100000441	1DAU479	WA	07-04-2015	65.00	0.00	80.00	AP			
				_≤ Pre	v 1 Next	2						
				There a	are <mark>1</mark> recor	ds						
			1	Fransac	ction Hist	ory						
Date	Time	Breach No	Trans. Type	Amount	Balance	Trans. By	Source		Refer	ence No		
12-04-2015			AGEFEE	0.00		SYSTEM				06493080936		
23-04-2015		100000441		15.00		SYSTEM				06493081282		
08-05-2015		100000441		0.00		SYSTEM				50504315995		
13-05-2015	01:01:22	100000441	AGEFEE	0.00		SYSTEM	FicketAge	IngFacad	e 8220'	50504317101		
				Is Pre	v 1 Next	2						

13.1.2.4 Appeal Profile







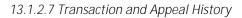
13.1.2.5 History

Breach Defendant History	
Vehicle Owner Information	
Information not found	
Breach Defendant History	1
This breach defendant has no information that can be related to other breachs	
Plate Breach History	

-		Fiate Dieach History							
#	E	Breach #	Infract. Date 🖑	Time 🦊	Location	By Law	Article	Balance	Status
1		100000441	07-04-2015	4:36 PM	306 WELLINGTON ST.	P050	P050	80.00	AP
					There are 1 records				

13.1.2.6 Status and History

	🚼 Breach Status History								
#	🕴 🛛 Date 🖑	Time 🐥	Statu	is Descriptio	on		Reason	User	Transaction ID
1	27-05-2015	11:52:54 AM	AP	APPEAL					
2	13-05-2015	1:01:22 AM	CO	COLLECT	ION			SYSTEM	3771
3	08-05-2015	1:01:35 AM	N3	FINAL NO	TICE			SYSTEM	2266
4	23-04-2015	1:01:01 AM	N2	NOTICE C	F FINAL DUE DATE			SYSTEM	734
5	12-04-2015	1:01:32 AM	N1	NOTICE C	F NON-PAYMENT			SYSTEM	331
6	07-04-2015	4:39:45 PM	IS	ISSUED				601229	
					There are 6 r	records			
Agein	a								
			Status	Ageing Days	Age Type	Ageing Date	Trigger Amount		
			N1	5 days	CALENDAR	12-04-2015	\$0.00		
			N2	16 days	CALENDAR	23-04-2015	\$15.00		
			N3	31 days	CALENDAR	08-05-2015	\$0.00		
			CO	36 days	CALENDAR	13-05-2015	\$0.00		





13.1.2.8 Pictures



13.2 User Views

$13.2.1\ \ \mbox{View of Citation}$ and image of infraction

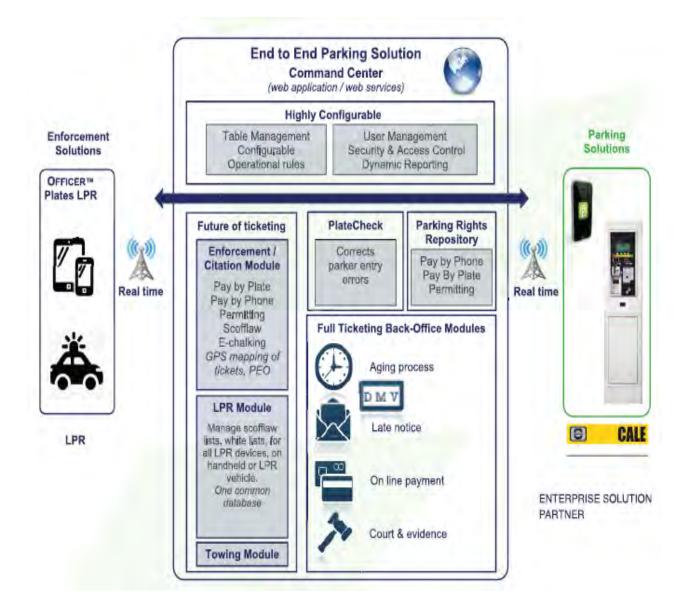
NOTICE OF IN CITATION # 100)		00 10/
DATE Thu 05/03/2012		SUEDOWNER	and the second
LICENSE NUMBER	STATE	TAG YEAR 2013	
VEHICLE MAKE	BODY 4 DR	TOW REG NO	
VEHICLE IDENTIFIC	ATION N	MBER	
VIOLATION P003 RESIDENTIA	AL PARKI	NG	A
METERN	ODSE	RVED TIME	
FINE AMOUNT DUE	_		
COMMENTS	_		No. of Concession, Name of Street, or other
NO PERMIT DISP			
I have in affine order pleasing the provided of the second	and particular in	a solution of addression of	
OFFICER	DEP		
ASSAULTS ON PA PERSONNEL ARE	RIKING EN	FORCEMENT	

		au com au/userporta AMT par 2 🥐 AMT p			HANTE -	Mapo//websen/ce.	Denotary_		¢
None	RKING FORCEMENT RVICES						-		FAQ O
eaches				Pay	Append	Reform			
2	Breaches ((12) Appeals (0)							
flwacy	View	Breach #	Stinturi	Plate	State	Date	Amount	Balance	
7 FAQ	Q.	750002057	Not Paid	A5C123	82	2015-03-18-07.56	-85.00	45.00	
	۹.	750002032	Not Paid	ABC 123	ыz	2015-03-18 02:59	65.00	65.00	
	9	750002024	Not Pald	ABC123	NOR	2045-03-17.01:59	65.00	65.00	
	9	750002008	Not Paid	ABC 123	NOR	2015-03-17-00:04	65.00	65.00	
	Q	750000002	Not Pald	48(123	ACT	2015-03-16 22:37	30.00	30,00	
	Q.	0200805	Rot. Pald	ABC 123	NSVI	2015-03-14 18:58	65.00	\$5.00	
	9	0200804	Not: Pald	ABC 123	NSW	2015-03-14 18:58	65.00	65.00	
	9	0200802	Not Paid	ABC123	ACT	2015-03-14 18:57	65.00	65.00	
	9	0200903	Not Palifi	ABC123	ACT	2015-03-14 18:57	65.00	85.00	
	R.	-02200004	112	ABC123	NSW	2015-02-25 (7:48	135.00	150.00	
	۹.	-02200001	61	ABC123	NSW	2015-03-05 18:10	135,00	135.00	
	9	75000001	0.0	ABC123	-86	2015-02-01 10:43	30.00	50.00	

$13.2.2\$ List of multiple infractions associated to a license plate

13.2.3 Citation Payment

			ciurtRepment Sinter Phoiethiur F 🗅 see-auroraiseatalui 🦄 Api				2
PARKIN ENFORC	G CEMENT ES						r.ko
Bome	Payment						
AND MIS			Email *	Swame artum.			
Varcy			1 four				
wacy			Confirm Entell*				
FAQ			-Ownerse Recard				
	W.	View	Breach #	Plate	Amount	Belance	
	×.	9	15000250//	ABC123	45.00	45.00	
	11	۹	750002010	ASC123	85.00	-65.00	
						Fee: 1 X 2.00	
						Tetal: \$7,00	
				Submit Antam	PH		
			0004.3	NS: All rights reserved.			



13.4 Web Portal User Views

13.4.1 User Portal Landing Page

1 toma	11	
	Home	- 4
1 mm		
	June Per Sammeles Sammel Sammer.	
	(a) and (b) and (c) provide the provided of the standard of provide the providence of the transmission of the standard of t	
	The function is invested integrate (DM) is the matrix of the integrate of the function of the integrate of the in	5
	 Nees a further for transmission of the second second	
	of your have an executed physical user the Cogen off. State.	
	W you shart have an account such the Segret Up and the have a strainer.	
	Plank Vin.	
	The Point Streaming Participation (Second	
	11 (Januard My generative, Employed 2015 AV 4015, 47 optim. Journal Vision: 11.6.51	
		_

13.4.2 Sign Up

Home	Sign up			-
**		14		
		1.00		
		where we have	Please chojos (treat	
		WAT WASHINGTON	A	
		There are a		
		1008 (m)	The local division of	
			(SREATE	
		711 preserved by greaters less. Convergence with 2018. All right	Comproved Version: 1.8.8.81	

13.4.3 **Proof of Residency**

Heren	Complete Sign Up						
A		•	2	-	-		
	Step	1 - Proof of Re	sidency/10				
	-	teres) Addat frequenting (Marris) a	Classes, Tax (10)				
	+	material and	Change Time South a Change		~ ~	-	
	1	to the desired	Choose Vile, for fair I must				
	(94)						
	1		Dana Majfur for success		-	-	
						-	

13.4.4 **Step 1**

Nore.	Complete Sign Up						
A		•	1 Contraction	2		2	
	Step	1 Proof of Re					
	-	eney Athecheventa (J. 1999) At	Lines, for III				
	3	-			-	Denn.	
					-	a.	
		and the product					
		Recent.			-	Deep	
			- see income				
						100	
							-

13.4.5 **Step 2 Vehicle**

Vehicles	
anne) Ríte	
1971	
Advatter	
Sale -	
Innas With	
Man -	
01100	
lar i	
14	9
-	
bie .	-
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Diff.	-
Automatical Section of Contract of Contrac	
17/12/2018	24
result beauty or	
Choose and Paral and Paral Statement	ments, (ABBRA200.000
Distant International Contraction	

RPP Portal						A
tions.	Complete Sign	Up				
*						
9		201	7940	(We)		
		Step 2 - Vehicle Reg	istration (maximum	13)		
		lat the thin the	pro that Tape Deal in	t. 10 Set. Scotlard		
			100.10.00.0		and the second second second	
				-	and part to be a state of	
		(1) (() () () () () () () () (
	Sten2.	User can a	dd his vehi	cles one by	one	

13.4.6 Step 3 Permit Selection



13.4.7 Step 4 Payment



13.4.8 Payment Disclaimer



13.4.9 Payment Page

		Cancel and return
Credit or Debit Card	VISA	
Card Number:	• Expires End:	
	Valid From:	
Card Security Code:	What is this?	
	CONTINUE	

$13.4.10\,\text{Changing Password}$

RPP Portal		A demolytimation supprise
e Horne	Change Password	···· 4
a, 1	6	
	CHANGE RINGS	NORS
	111 downersk fra galactera fan. Doerproprified (Swith, Alexandrow), w	auto 1000
	User can change password to own cus	

13.4.11 Account under Review

RPP Porta	L.	and an input in a second secon
# Home	Home	
a Carrier de Carrier	Your calminator is order review. Please logis 49 \$ litter date for starts, on your todestators.	
	$\{Q_{\rm protocolleg} _{\rm protocolleg}\}$ and the proposition of the the spin-second state ${\rm protocollege}$	nyen, yangana tula da
	Home page will display an Account Under Review Mes	

$13.4.12\,\text{Account Approved}$

Mena	Home					
-						
and Population		Current RF	PPs			
Fat		INTER Type	Zomi	Diard limbs	End Date	1144
(Contraction of the second		Marmy FPP	Zone 6	06/23/2516	-57/722/2014	100
		100 months and	на на: Суругузеранта 415-3116	Atopin reserved levision 14	4 109 UK (), (4 (04 67 30	

13.4.13 Buy Permits

Mesa	Buy F	RPPs				- Chinese
A come		Order Form				
		Nation Address of	The self free root within trial such in		is the $r_{\rm eff}$, $r_{\rm eff}$, $r_{\rm eff}$, $r_{\rm eff}$, and the $r_{\rm eff}$ and $r_{\rm eff}$, $r_{\rm eff}$	
		Control SPIN				
		ALECT ADD BY LOUIA	Anter Type Advertige fore	Burt Data	ind pase proceedings	
		Net Among in singler				

$13.4.14\,\text{Add}$ RPP for Existing Vehicles

PORI RPP Portal	1	A COMMITTY OF THE ACTION OF A COMMITTY OF A
	Add RPP	and the second se
Manu Without Roman Different Roman	Ord AS0221(AB) Resound Parking Perent Monthly BPP Set Des Control Type 2016	 Provinces are for the source for a province of the source o
	ann env cost à thairt	
	for information	
	Users can purchase RPP Pe	rmit for existing vehicles

13.4.15 Buy Permits

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13.4.16 Managing Proofs

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14. RESIDENTIAL PARKING PERMITS

14.1 Overview



Officer[™] Permits supports various parking models and requirements including:

On- Street Parking

- Residential yearly or monthly
- Commercial

Feature and benefits

Parking customer

- · Self-service portal
- · Online management and updates
- Walk in customers Permit administrator can issue authorization to offline customers

- Commuter
- Educational/Campus
- Health Care
- · Residential/commercial buildings

Off- Street Private Parking

- · Private organizations for employees and guests.
- · Office building for commercial tenants

Permit administrator

- Manage permits, lots, invoicing, reporting, emails & user access
- Scheduled invoice generation for corporate/section managers
- View/update account profile including all history, vehicles, plates, permits
- Dynamic reporting

Parking Enforcement Personnel

- · Officer™ Plates drive-by enforcement featuring any ALPR camera system
- · Instantly detect valid permits and process alerts
 - Invalid permit
 - Stolen vehicles
 - Scofflaw

Streamline the enforcement process

From front line to back office

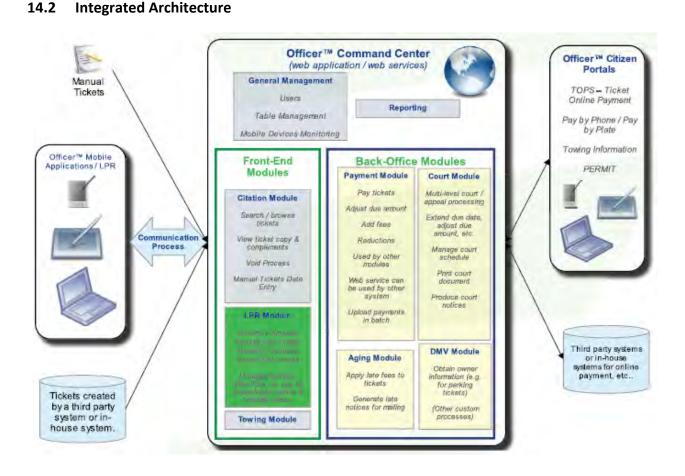
- Parking Ticket Issuance via Handheld/ALPR and Command Center[™] back office management center
- · Wireless Batch Communications with mobile devices
- · Point of sale (POS) ticket payment including ticket
- · Ticket Aging and DMV link
- · Court Scheduling

14.2

Integrated Multi Space Meter Enforcement

Corporate/Section Manager

- · Manage local group(s) of parking customers
- Produce single invoice to the commercial manager for all tenant permits
- · Local management of permit changes including guests and car rentals
- · Real time mobile synchronization of parking privileges
- Integrated Pay-By-Phone Enforcement
- · Value added mobile enforcement



14.3 Residential and Business Permit Parking System

14.3.1 **Summary**

Gtechna RPP system is designed to facilitate Cites to issue Residential Parking Permit to the residents over the web.

gRPP system is a complete HTML 5, mobile ready web based solution offering two different applications one for resident facing(gRPP Portal) and another for backoffice administrators/clerks (gRPP Backoffice).

Residents can simply create their own account through <u>gRPP</u> Portal using personal email address and choice of password. In 4 easy steps residents can upload their proof of resident & vehicle information, choice of permit and complete signup process by providing their credit card information* which will be charged automatically once their information is approved by backoffice user.

14.3.2 Key Features

Responsive design, same web page work on any size of devices.



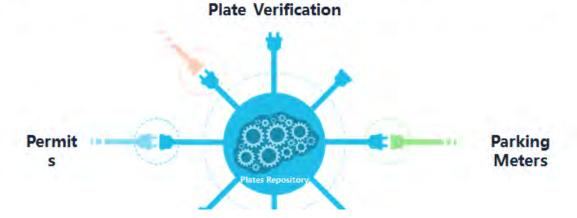
 Complete online process for residents to upload their documents and get approved for resident parking and pay with their credit card.



• Email notifications sent for any update on resident profile. Expiring documents, expiring vehicles or expiring permits are notified to residents ahead of time.



- Automatic residential zone detection based on address of resident.
- · Real-time synchronization of permits with enforcement system.



 Secured Payments through Credit Call* gateway supporting highest Payment Industry standards.



• Full backoffice processing.



- Review Account Information, documents, vehicles and permits.
- Handle walk-in residents.
- Issue permits and take payments.
- Renew residents account.
- Send email communications.
- Manage rates and permit types.
- Reporting on Permits, Accounts, Payments & Outstanding payments.

14.3.3 List of Capabilities

- Back office
 - o Login
 - o Home screen editing
 - Account list management
 - o Account list search filters
 - o Adding new accounts from the back office
 - Capturing user information
 - New account attachments (proof of residence)
 - o Adding new vehicles
 - Adding new accounts list of attachments
 - Adding new accounts –list of vehicles
 - Approving accounts
 - Account list- quick action
 - o RPP list
 - RPP search filters
 - o Issue RPP

- o Payment list
 - Payment confirmation
 - Outstanding payment list
 - Making payments
- Managing permit types
 - Adding new permit type
- o Managing zones
 - Adding a new zone
- o Managing rates
 - Adding a new rate
- Managing mapping of addresses to zones
 - Adding new zone mapping
- o Email lists
 - Send emails
- Managing email templates
 - Adding new email templates
- Changing passwords
 - Password recovery
- Web portal User views
 - User portal landing page
 - \circ Sign up
 - Proof of residency
 - ID proof
 - o Vehicle ID

- o Permit selection
- o Payment
 - Payment disclaimer
 - Payment page
- Changing password
- Account under review
- o Account approved
- Buy permits
- \circ Add RPP for existing vehicles
- Managing proofs
- o Managing vehicles

15. ENHANCED TECHNOLOGIES

15.1 Universal Boot Support (Self Release)

Gtechna is working with Universal Boot to integrate all the software back end enhancements.





15.2 Available Optional and Included Capabilities

15.2.1 Officer CC - eCitation Test or Staging Server

- mobile licenses creating non usable tickets
- Duplicate of main server without interfaces
- Used for training and testing
- Excludes hosting costs

15.2.2 Officer CC - Parking Rights Ticket Corrector

- Automatically cancels tickets based on real time parking rights latency
- Ticket corrector only voids tickets not exported (if applicable) Delay can be added

15.2.3 Officer CC - Parking Rights Server (PR)

- Push technology for realtime parking rights
- Human error correction Platecheck
- Parking rights evidence in Command Center ticket profile screen
- Engineered to provide redundancy and availability

15.2.4 Handheld - Google Geocoding API (Annual)

- gAddress Enables the HH Selectable Map features in Google
- Find the address by tapping on the map + Block Detection
- Pre-populate the fields
- The device must be connected to a Google account

15.2.5 Handheld - Officer LPR (optional)

- Requires extended or replaceceable smartphone battery
- Works with Parking Rights
- Includes FasTime module for timing with full screen camera without data entry

15.2.6 Officer CC - AutoScoff Alerts

- Connects to back office for scoff hits
- Automatically detects scoffs with timing plates, payment of by plates
- transactions, Vehicle LPR plates against scoff

15.2.7 Portal - eTicket Payments

- PCI compliant online payment system
- Ticket proof information
- Includes tow locator portal if tow module purchased

15.2.8 Handheld - Parking Rights Geolocated Spaces Map

- Display on a map all parking rights based on their GPS coordinates
- Officers can quickly see which spaces are paid or not
- GPS coordinates of spaces must be provided by the customer

15.2.9 Handheld - Eticket to an Individual

• eTicket applied to City ByLaw and issued to Defendant

$15.2.10\, \text{Handheld} \text{ - Enhanced Barcode Reader}$

- Provides a quicker barcode reading
- Reads more barcode formats
- Uses the device built-in camera

$15.2.11\,\mbox{Vehicle}$ - Officer Plates LPR - Collector Mode

- The collector mode enables the batch collection of plates in infraction
- The pending tickets are sent to the auto-ticket reviewer module to generate tickets

15.2.12 Portal - eTicket Appeals

- eTicket portal required
- Allows defendant to appeal ticket on line

15.2.13 Officer CC - Qlik Business Intelligence Package

- Works with Qlik (Requires modifications for other BI tools)
- Does not include Qlik licenses
- Includes the Qlik Sense app built by gtechna for data vizualization
- Includes multiple views (Dashboard, Timeline, Workforce, Nature, Geography)
- Includes the export task to export BI data to an independant BI server
- This decoupled architecture is recommended to avoid impacts on production
- Select your hosting package

15.2.14 Qlik Sense Enterprise - Professional User

- Minimum order value is one Professional User
- Professional users can use all the features of Qlik Sense
- Professional users can build applications

15.2.15 Qlik Sense Enterprise - Analyzer User

- Minimum order value is one Professional User
- User for consumption of apps, creating bookmarks and stories,
- printing objects/stories/sheet and exporting to Excel.
- Ideally suited for users who only need to interact with existing applications.

15.2.16 Permit Visitor Pass

- Web portal for users to input plates and request considerations
- Temp permits will be valid for X calendar days from issuance
- Validate no more than set rule for same plate per calendar year
- No user accounts, no manual verification, no dollar value permits
- Permit confirmation can be printed for display or reference
- Permit rights will transfer to enforcement officers in real-time