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

**City of St. Louis
Treasurer's Office**

May 17th 2019

gtechna

Proposal To:

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

Gtechna Contact :

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1. EXECUTIVE SUMMARY

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

Open Platform. 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

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

Dynamic Reporting and Business Intelligence for reporting and analysis

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.

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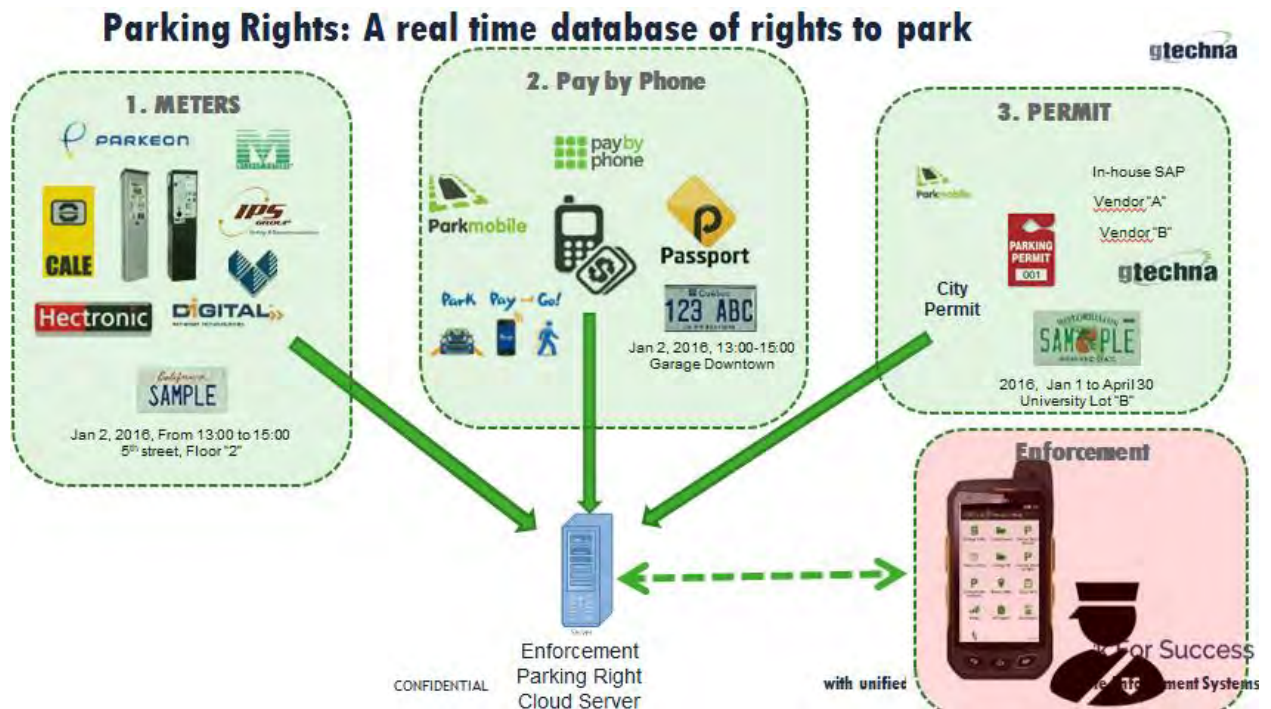
The proposed solution integrates with current Genetec equipment with the Go mobile software module. This allows for information transfers between the Genetec system and the proposed mobile enforcement solution.

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

2.　ATTACHMENT A

See attached.

3. SPECIFIC TASKS AND PROPOSAL REQUIREMENTS

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

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

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.

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

Ticket #	Status	Complaint No	Creation Date	Creation Time	Officer Badge No	Plate	Prov.	Company/Last Name	Veh.Year	Infract. Date	Article	By Law	Infraction Text	Fine	Fee	Total	Balance	First Name	Paid
3025399	SS		2019-02-12	8:09 AM	4405		ON			2019-02-11	6.4	92-2009	Fail To Clear And Remove Snow ...	75.00	75.00	75.00		MACLACHLAN	
3025398	SS		2019-02-11	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	
3025397	N1		2019-02-11	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	0.00
3025396	PA		2019-02-11	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	75.00
3025395	WR		2019-02-11	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	
3025394	WR		2019-02-11	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

Status: IS, PA, SU, ER, N1, ND, CR, HS, SS, N2, CC, PD, CO, FH, FS, LT, NO, PF, SR, N3, HR, PE, RP, C2

Infract Date	Tags Issued	Paid 1-21 Days	22-42 Days	After Affirmed	After LT	Not Paid After LT	Requests/Results Screening	Hearing	Cancelled	Plate Denial	Collections
January 2019	5,199	1,899 36.53 %	726 13.96 %	312 6.00 %	35 0.67 %	788 15.16 %	287 5.52 %	2 0.04 %	0 0.00 %	1 0.02 %	0 0.00 %
	$ 244,067	$ 68,590 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 %	$ 0 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 %	0 0.00 %
	$ 130,830	$ 47,810 36.54 %	$ 9,355 7.15 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 36,740 28.08 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 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 %	0 0.00 %	0 0.00 %	0 0.00 %
	$ 15,125	$ 9,405 62.18 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 9,525 62.98 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 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 %	0 0.00 %
	$ 390,022	$ 125,795 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 %	$ 0 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

TICKETING > Advanced Parking Tickets

» Custom Queries
▾ Filters

Creation Date ▼ BETWEEN ▼ 2019-01-01 and 2019-02-28   — + 🔍 🗑 25 ▼

» Options

Group By:
Infraction Date ▼   ▼ +   Order By: Infraction Date ▼ ASC ▼ + ✔ ⚙

☑ Summary

[☰ List] [Map]

Infraction Date	Count	Total	Paid	Balance	Manual	MTO	Ticket Not Served	Infraction Count	Contrib.	Fee	Fine	Server
2019-01	618	43,860.00	22,382.00	15,846.00	48	351	0	618	0.00	0.00	43,860.00	570
2019-02	629	41,835.00	15,594.00	20,750.00	17	301	0	629	0.00	0.00	41,835.00	612
Grand-total	1,247	85,695.00	37,976.00	36,596.00	65	652	0	1,247	0.00	0.00	85,695.00	1,182

There are 2 records.

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

TICKETING > Advanced Parking Tickets

Custom Queries
Filters

| MTO ▼ | IS NOT NULL ▼ | | | | − + 🔍 🗑 25 ▼ |
| Creation Date ▼ | BETWEEN ▼ | 2019-01-01 | and 2019-03-14 | | − |

Options

Group By: Creation Date ▼ ▼ +   Order By: Ticket # ▼ DESC ▼ + ✔ ⚙

☑ Summary

☰ List 🗺 Map

Creation Date	Count	Total	Paid	Balance	Manual	MTO	Ticket Not Served	Infraction Count	Contrib.	Fee	Fine	Server
2019-01	351	25,370.00	8,992.00	15,250.00	30	351	0	351	0.00	0.00	25,370.00	321
2019-02	341	22,085.00	3,928.00	17,030.00	10	341	0	341	0.00	0.00	22,085.00	331
2019-03	3	135.00		135.00		3	0	3			135.00	3
Grand-total	695	47,590.00	12,920.00	32,415.00	40	695	0	695	0.00	0.00	47,590.00	655

There are 3 records.

3.1.1.8   Monthly status report of open and closed parking violations

TICKETING > Advanced Parking Tickets

Custom Queries
Filters

| Infract. Date ▼ | BETWEEN ▼ | 2019-02-01 | and 2019-02-28 | | − + 🔍 🗑 25 ▼ |

Options

Group By: Creation Date ▼ ▼ +   Order By: Ticket # ▼ DESC ▼ + ✔ ⚙
        Status ▼ −

☑ Summary

Creation Date	Status	Count	Fine	Fee	Total	Balance	Paid	MTO
2019-02	CA	4	250.00		250.00	0.00	0.00	
	ER	4	120.00	0.00	120.00	120.00	0.00	
	IS	672	26,195.00	0.00	26,195.00	26,195.00	0.00	170
	N1	1,107	44,615.00	0.00	44,615.00	55,685.00	0.00	1,100
	ND	8	120.00	0.00	120.00	120.00	0.00	8
	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	250
	RA	20	1,005.00	0.00	1,005.00	1,045.00	0.00	5
	SR	3	190.00		190.00	85.00	0.00	2
	SS	297	27,560.00	0.00	27,560.00	27,820.00	0.00	41
	VA	103	5,620.00	0.00	5,620.00	0.00	0.00	20
	WR	40	0.00		0.00	0.00		2
Sub-total: 2019-02		3,726	161,450.00	0.00	161,450.00	112,400.00	53,575.00	1,598

3.1.1.9   Aged Accounts Receivable Report noting collection phase activity

Status: IS, PA, SU, ER, N1, ND, CR, HS, SS, N2, CC, PD, CO, FH, FS, LT, NO, PF, SR, N3, HR, PE, RP, C2

Infract Date	Tags Issued	Paid				Not Paid	Requests/Results				
		1-21 Days	22-42 Days	After Affirmed	After LT	After LT	Screening	Hearing	Cancelled	Plate Denial	Collections
January 2019	5,199	1,899 36.53 %	726 13.96 %	312 6.00 %	35 0.67 %	788 15.16 %	287 5.52 %	2 0.04 %	0 0.00 %	1 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 %	$ 0 0.00 %
February 2019	3,815	1,298 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 %	0 0.00 %
	$ 130,830	$ 47,810 36.54 %	$ 9,355 7.15 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 36,740 28.08 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 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 %	0 0.00 %	0 0.00 %	0 0.00 %
	$ 15,125	$ 9,405 62.18 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 9,525 62.98 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 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 %	0 0.00 %
	$ 390,022	$ 125,795 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 %	$ 127 0.03 %	$ 0 0.00 %

3.1.1.10 Monthly and year-to-date Fine Collections

Date	Count	Is Manual	Total	Balance	EoS Sync
2019-03	246	2	12,970.00	9,655.00	207
2019-02	629	17	41,835.00	20,840.00	612
2019-01	618	48	43,860.00	15,846.00	570
Grand-total	1,493	67	98,665.00	46,341.00	1,389

There are 3 records.

3.1.1.11 Monthly and year-to-date new citation processing

TICKETING > Advanced Parking Tickets

Creation Date	Count	Total	Paid	Balance	#Pics
2018-01	4	40.00		40.00	6
2018-02	20	630.00		630.00	20
2018-03	24	330.00	20.00	300.00	26
2018-04	22	835.00	20.00	785.00	24
2018-05	27	845.00	30.00	685.00	29
2018-06	4	40.00		40.00	2
2018-07	10	230.00	120.00	80.00	13
2018-08	4	50.00		50.00	2
2018-09	4	330.00	10.00	320.00	3
2018-10	5	225.00		225.00	5
2018-11	3	35.00		35.00	3
2018-12	3	35.00	0.00	20.00	2
Grand-total	130	3,625.00	200.00	3,210.00	135

There are 12 records.

3.1.1.12 Monthly and year-to-date dismissals and suspensions

TICKETING > Advanced Parking Tickets

Custom Queries
Filters

Infract. Date	▼	BETWEEN	▼	2019-01-01	🗓	and	2019-03-13	🗓		—	+	🔍	🗑	25	▼
Status	▼	IS	▼	CA - CANCELED BY ADJUDICATOR	▼		—
Status	▼	IS	▼	RA - ADMINISTRATIVE CANCELLATION	▼		—

Options

Group By:
Creation Date ▼   ▼ +
Order By:
Ticket # ▼   DESC ▼ + ✔ ⚙
☑ Summary

📋 List 🗺 Map

Creation Date	Count	Total	Paid	Balance	Manual	MTO	Contrib.	Fee	Fine	N	P	D	Server
2019-01	49	5,325.00	0.00	0.00	1		0.00	0.00	5,325.00	136	145	0	46
2019-02	38	4,250.00	0.00	0.00					4,250.00	118	125	0	36
2019-03	9	925.00	0.00	0.00					925.00	27	31	0	9
Grand-total	96	10,500.00	0.00	0.00	1	0	0.00	0.00	10,500.00	281	301	0	91

There are 3 records.

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

TICKETING > Advanced Parking Tickets

Custom Queries
Filters

| Infract. Date | ▼ | BETWEEN | ▼ | 2019-01-01 | 🗓 | and | 2019-03-13 | 🗓 | | — | + | 🔍 | 🗑 | 25 | ▼ |
| Status | ▼ | IS | ▼ | VA - VOID APPROVED | ▼ | | — |

Options

Group By:
Creation Date ▼   ▼ +
Order By:
Ticket # ▼   DESC ▼ + ✔ ⚙
Group By:
Ticket Type ▼   —
☑ Summary

📋 List 🗺 Map

Creation Date	Ticket Type	Count	Total	Paid	Balance	Manual	MTO	Contrib.	Fee	Fine	N	P	D	Server
2019-01	P	45	4,725.00	0.00	625.00	1		0.00	0.00	4,725.00	55	93	0	39
Sub-total: 2019-01		45	4,725.00	0.00	625.00	1	0	0.00	0.00	4,725.00	55	93	0	39
2019-02	P	87	8,050.00	0.00	475.00	3		0.00	0.00	8,050.00	89	170	0	83
Sub-total: 2019-02		87	8,050.00	0.00	475.00	3	0	0.00	0.00	8,050.00	89	170	0	83
2019-03	P	14	1,225.00	0.00	0.00					1,225.00	15	44	0	11
Sub-total: 2019-03		14	1,225.00	0.00	0.00	0	0	0.00	0.00	1,225.00	15	44	0	11
Grand-total		146	14,000.00	0.00	1,100.00	4	0	0.00	0.00	14,000.00	159	307	0	133

There are 3 records.

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

APPEAL > Appeal List

▸ Custom Queries
▾ Filters

| Breach Date ▼ | BETWEEN ▼ | 01-01-2019 📅 and | 13-03-2019 📅 | ➖ ➕ 🔍 🗑 25 |

▾ Options

Group By: Breach Date ▼ ▼ ➕   Order By: Breach# ▼ ASC ▼ ➕ ✔ ⚙

☑ Summary

| 🔻 Outstanding | 🔻 Info Requested | 🔻 STAND | 🔻 Waive | 🔻 Escalated | 🔻 View All | ⬆ Create Appeal |

Breach Date	Count	Amount	Balance	Penalty	Additional Fee	Reduction	Fina
2019-01	449	29,105.00	29,135.00				(
2019-02	1,837	118,950.00	119,055.00				(
2019-03	881	56,325.00	56,245.00				(
Grand-total	3,167	204,380.00	204,435.00	0.00	0.00	0.00	(

There are 3 records.

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

PAYMENT > Transactions

▸ Custom Queries
▾ Filters

| Ticket Transaction Date ▼ | LAST MONTH ▼ | ➖ ➕ 🔍 🗑 25 ▼ |
| Payment Type ▼ | IS NOT NULL ▼ | ➖ |

▾ Options

Group By: Ticket Transaction Date ▼ ▼ ➕   Order By: Ticket Transaction Date ▼ ASC ▼ ➕ ✔ ⚙
           Payment Type ▼ ➖

☑ Summary

Ticket Transaction 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
	Cash	3	370.00	370.00	0.00	0.00	3
	Cheque	2	45.00	45.00	0.00	0.00	2
	Debit	12	400.00	400.00	0.00	0.00	12
	MC	22	827.00	827.00	0.00	0.00	22
	Visa	33	1,210.00	1,210.00	0.00	0.00	33
Sub-total: 2019-02-01		73	2,912.00	2,912.00	0.00	0.00	73
2019-02-02	American Express	1	60.00	60.00	0.00	0.00	1
	Debit	1	30.00	30.00	0.00	0.00	1
	MC	10	375.00	375.00	0.00	0.00	10
	Visa	33	1,130.00	1,130.00	0.00	0.00	33
Sub-total: 2019-02-02		45	1,595.00	1,595.00	0.00	0.00	45

3.1.1.16 Citation Payments after Activity Report

PAYMENT > Transactions

Custom Queries
Filters

Ticket Transaction Date ▼	BETWEEN ▼	2019-02-01	and	2019-02-11
Ticket Status ▼	IS ▼	PA		

Options

Group By: Ticket Transaction Date ▼ | ▼ | + Order By: Ticket Transaction Date ▼ | ASC ▼
☑ Summary

Ticket Transaction Date	Count	Total Amount	Credit Amount	Debit Amount	Balance	Affect Paid Amount
2019-02-01	73	2,912.00	2,912.00	0.00	0.00	73
2019-02-02	45	1,595.00	1,595.00	0.00	0.00	45
2019-02-03	45	1,570.00	1,570.00	0.00	0.00	45
2019-02-04	102	3,945.00	3,945.00	0.00	0.00	102
2019-02-05	122	5,210.00	5,210.00	0.00	0.00	122
2019-02-06	104	4,625.00	4,625.00	0.00	0.00	104
2019-02-07	104	4,880.00	4,880.00	0.00	0.00	104
2019-02-08	121	4,750.00	4,750.00	0.00	0.00	121
2019-02-09	43	1,615.00	1,615.00	0.00	0.00	43
2019-02-10	46	1,735.00	1,735.00	0.00	0.00	46
2019-02-11	126	5,255.00	5,255.00	0.00	0.00	126
Grand-total	931	38,092.00	38,092.00	0.00	0.00	931

There are 11 records.

3.1.1.17 Citation Registered Owner Activity Report

AGEING > MTO

Current Schedule:

Custom Queries

Filters

End Date ▼ | LAST # DAYS ▼ | 5 days | | 25 ▼

Options

#	Process Name	End Date	End Time	Status	File Name	Processed Quantity	Accepted	Rejected
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	MTO-WS: PLDAMP	2019-03-08	04:16	OK	D:\GTI\temp\sendResult0_201903...	50		

There are 12 records.

3.1.1.18 Citations with credit balances Report

3.1.1.19 Cleared Citations Report

3.1.1.20 Current Open Citations Report

TICKETING > Advanced Parking Tickets

▸ Custom Queries
▾ Filters

Infract. Date	▾	THIS MONTH	▾							25 ▾
Status	▾	IS NOT	▾	PA - Paid	▾	—				
Status	▾	IS NOT	▾	WR - Warning	▾	—				
Status	▾	IS NOT	▾	VA - Void Approved	▾	—				
Status	▾	IS NOT	▾	CA - Penalty Cancelled	▾	—				
Status	▾	IS NOT	▾	SU - Suspended	▾	—				

▾ Options

Group By: Creation Date ▾   ▾   +   Order By: Ticket # ▾   DESC ▾   +   ✔   ⚙
Status ▾   —
☑ Summary

Creation Date	Status	Count	Fine	Fee	Total	Balance	Paid	MTO
2019-03	IS	1,368	50,970.00	0.00	50,970.00	50,970.00	0.00	58
	SS	72	8,405.00	0.00	8,405.00	8,405.00	0.00	1
Sub-total: 2019-03		1,440	59,375.00	0.00	59,375.00	59,375.00	0.00	59
Grand-total		1,440	59,375.00	0.00	59,375.00	59,375.00	0.00	59

3.1.1.21 Citation Aging Report

City Of ▮▮▮
- Revenue Analysis by Month -
Jan 01, 2019 - Mar 13, 2019

Status: IS, PA, SU, ER, N1, ND, CR, HS, SS, N2, CC, PD, CO, FH, FS, LT, NO, PF, SR, N3, HR, PE, RP, C2

Infract Date	Tags Issued	Paid 1-21 Days	22-42 Days	After Affirmed	After LT	Not Paid After LT	Requests/Results Screening	Hearing	Cancelled	Plate Denial	Collections
January 2019	5,199	1,899 36.53 %	726 13.96 %	312 6.00 %	35 0.67 %	788 15.16 %	287 5.52 %	2 0.04 %	0 0.00 %	1 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 %	$0 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 %	0 0.00 %
	$130,830	$47,810 36.54 %	$9,355 7.15 %	$0 0.00 %	$0 0.00 %	$0 0.00 %	$36,740 28.08 %	$0 0.00 %	$0 0.00 %	$0 0.00 %	$0 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 %	0 0.00 %	0 0.00 %	0 0.00 %
	$15,125	$9,405 62.18 %	$0 0.00 %	$0 0.00 %	$0 0.00 %	$0 0.00 %	$9,525 62.98 %	$0 0.00 %	$0 0.00 %	$0 0.00 %	$0 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 %	0 0.00 %
	$390,022	$125,795 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 %	$127 0.03 %	$0 0.00 %

3.1.1.22 Citation Aging by year Report

Status: IS, PA, SU, ER, N1, ND, CR, HS, SS, N2, CC, PD, CO, FH, FS, LT, NO, PF, SR, N3, HR, PE, RP, C2

| Infract Date | Tags Issued | Paid | | | | Not Paid | Requests/Results | | Cancelled | Plate Denial | Collections |
		1-21 Days	22-42 Days	After Affirmed	After LT	After LT	Screening	Hearing			
January 2019	5,199	1,899 36.53 %	726 13.96 %	312 6.00 %	35 0.67 %	788 15.16 %	287 5.52 %	2 0.04 %	0 0.00 %	1 0.02 %	0 0.00 %
	$ 244,067	$ 68,680 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 %	$ 0 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 %	0 0.00 %
	$ 130,830	$ 47,610 36.54 %	$ 9,355 7.15 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 36,740 28.08 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 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 %	0 0.00 %	0 0.00 %	0 0.00 %
	$ 15,125	$ 9,405 62.18 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 9,525 62.98 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 0.00 %	$ 0 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 %	0 0.00 %
	$ 390,022	$ 125,795 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 %	$ 127 0.03 %	$ 0 0.00 %

3.1.1.23 Outstanding NSF Service Fee Report

3.1.1.24 Citation Closed Reasons Summary Report

Ticket Void Reason	Count	Total	Paid	Balance	Infraction Count	Server
Administrative Error	4	535.00	0.00	0.00	4	4
ADMINISTRATIVE ERROR	4	110.00	0.00	0.00	4	4
A TICKET WAS ALREADY ISSUED	1	50.00		0.00	1	1
A TICKET WAS ALREADY ISSUED PARKING SIGN MISINTERPRETATION	1	25.00		0.00	1	1
Customer Service Gesture	3	325.00	0.00	0.00	3	3
CUSTOMER SERVICE GESTURE	3	100.00		0.00	3	3
DATE ERROR	1	30.00		0.00	1	1
Demo Void reason	4	40.00	0.00	10.00	4	3
DEMO VOID REASON	4	340.00		0.00	4	3
Demo Void reason rich	1	20.00	0.00	0.00	1	
duplicate tickets	1	15.00		0.00	1	1
Location error	1	0.00	0.00	0.00	1	1
MANAGER OVERRIDE	2	25.00	0.00	0.00	2	2
mayor vehicle	1	10.00		10.00	1	1
OFFICER VOID	2	25.00	0.00	0.00	2	2
Silly Reason	1	10.00		10.00	1	1
STOLEN VEHICLE	2	75.00		0.00	2	2
This is an error	1	10.00		10.00	1	1
TIME ERROR	1	20.00		0.00	1	1
training officer error	1	10.00	0.00	0.00	1	1
TRAINING OFFICER ERROR	2	315.00		0.00	2	2
Grand-total	41	2,090.00	0.00	40.00	41	38

3.1.1.25 Citations Closed Reasons Report

3.1.1.26 "Hot sheet" Report

PLATES > Plate Hotlist

Export all data from this table to a CSV file (Excel).

Last Updates

#		Hotlist Type
1	[csv]	Bootlist
2	[csv]	Scofflaw

0.002 sec.

Hotlist Records

» Custom Queries
» Filters

[▼] [IS ▼] [ ] [—] [+] [🔍] [🗑] [25 ▼]

» Options

#		Plate	State/Province	Hotlist Type	Officer #	Expiration Date	Note
1	✏ ✖	AMB123	ON	AMBER Alert	MIKE		Jenifer Aston, 9 years old, br...
2	✏ ✖	SCOFF123	AR	Bootlist	ADMIN		40 unpaid tickets
3	✏ ✖	STOL123	NC	Stolen Vehicle	ADMIN		Stolen vehicle

There are 3 records.

3.1.1.27 Entered Citations Report

TICKETING > Parking Tickets

» Custom Queries
» Filters

[Date (yyyy-mm-dd) ▼] [BETWEEN ▼] [2018-10-01] 📅 and [2018-11-30] 📅 [—] [+] [🔍] [🗑] [100 ▼]

[Is Manual ▼] [IS ▼] [TRUE ▼] [—]

» Options

Group By:
[Date ▼] [▼] [+]

Order By:
[Date ▼] [DESC ▼] [+] [✓] [⚙]

☑ Summary

Order By:
[Time ▼] [DESC ▼] [—]

Date	Count	Is Manual	Total	Balance	EoS Sync
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	0

There are 6 records.

3.1.1.28 Field Agent/Officer Productivity Report

TICKETING > Parking Tickets

Custom Queries
Filters

Officer Badge No ▼	IS ▼	3883 - CASIMIR, JASON ▼	— + 🔍 🗑 25 ▼
Infraction Date ▼	> ▼	2018-09-13 📅	—

Options

Group By:
Creation Date ▼ ▼ +

Order By:
Ticket # ▼ DESC ▼ + ✓ ⚙

☑ Summary

☰ List 🗺 Map

Creation Date	Count	Total	Paid	Balance	Infraction Count	Server
2018-09	2	20.00	10.00	10.00	2	2
2018-10	11	495.00	0.00	485.00	11	11
2018-11	8	100.00		100.00	8	8
2019-01	8	100.00		100.00	8	7
2019-03	3	30.00		30.00	3	3
	2	0.00		0.00	2	
Grand-total	34	745.00	10.00	725.00	34	31

There are 6 records.

3.1.1.29 Late Payments report (Greater than 5 days)

PAYMENT > Outstanding Tickets

Custom Queries
Filters

Infraction Date ▼	BETWEEN ▼	2019-01-01 📅 and 2019-03-06 📅	— + 🔍 🗑 25 ▼

Options

Pay selected tickets

	Infraction Date	Balance	Ticket #	Paid	Plate	Pl. State	Status ▲	Total
☐ $ 📁 🔍	2019-03-01	15.00	100026985		BRMB97	FL	IS	15.00
☐ $ 📁 🔍	2019-03-01	15.00	100023621		JKHUJIOJ	FL	IS	15.00
☐ $ 📁 🔍	2019-01-29	15.00	100026776		YBUB655	CA	IS	15.00
☐ $ 📁 🔍	2019-01-31	10.00	100018747		876YGU	CA	IS	10.00
☐ $ 📁 🔍	2019-01-29	15.00	100026777		YBUB655	CA	IS	15.00
☐ $ 📁 🔍	2019-01-30	10.00	100026778		EUE62US	CA	IS	10.00
☐ $ 📁 🔍	2019-01-04	15.00	100012400		123123	FL	IS	15.00
☐ $ 📁 🔍	2019-01-30	10.00	100018744		9H9H6D6C	CA	IS	10.00
☐ $ 📁 🔍	2019-01-30	15.00	100018746		09OI754R	CA	IS	15.00
☐ $ 📁 🔍	2019-01-30	10.00	100018745		09OI754R	CA	IS	10.00

There are 10 records.

3.1.1.30 Out-of-State Plate Payments and Non-payment reports

TICKETING > Advanced Parking Tickets

Custom Queries
Filters

Infract. Date ▼	>= ▼	2019-01-01 📅	— + 🔍 🗑 25 ▼
Status ▼	IS ▼	VA - Void Approved ▼	—

Options

Infract. Date	Count	Fine	Fee	Total	Balance	Paid	MTO
2019-01	117	6,455.00	0.00	6,455.00	600.00	0.00	35
2019-02	103	5,620.00	0.00	5,620.00	0.00	0.00	20
2019-03	31	2,050.00		2,050.00	0.00	0.00	
Grand-total	251	14,125.00	0.00	14,125.00	600.00	0.00	55

There are 3 records.

3.1.1.31 Voided Citations Report

3.1.1.32 Citations reduced to Warnings Report

3.1.1.33 Citations with Registered Owner but 2nd notice not sent

3.1.1.34 Citations with Registered Owner but 1st Notice not sent

AGEING > Late Notices

- Custom Queries
- Filters

MAILED ▾	IS NULL ▾		— + 🔍 🗑 25 ▾
TICKETSTATUS ▾	IS ▾	N1 - Past Due Notice 1 ▾	—
CREATIONDATE ▾	>= ▾	2019-01-01 📅	—

- Options

[Display Selected Letters]

CREATIONDATE	Count
2019-01	4
2019-02	2
2019-03	76
Grand-total	82

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.

Ticket Numbers Ranges (95, 113)

Sequences Configuration
You must configure at least one sequence to be used by mobile devices when creating tickets. A sequence is defined by:
- a starting number;
- an ending number;
- optional prefix;
- optional suffix;
- optional padding with 0;
- optional control number (modulo).

Furthermore, we configure how many ticket numbers should be assigned at a time. (Default: 200)

Recommendations
The easiest way to work with ticket numbers in the digital world is simply to determine a sequence of numbers to use. The best sequences:
- Are numerical only;
- Start with a non-zero digit;
- Are at least 7 digits long;
- When multiple sequences are used, they start differently.

For example, we could have parking tickets with numbers ranging from **1000000** to **1999999**.
A second sequence could be used for parking tickets issued by subcontractors, from **2000000** to **2999999**.
Finally, traffic tickets could be issued using numbers from **7000000** to **7999999**.

Assignation of Numbers
When a mobile device performs a batch communication, the system will take the 200 smallest free numbers and associate them with the device.

As tickets are issued by the device, the numbers are used in sequence. Eventually another batch communication is performed at which time:
- the numbers used for tickets are flagged so they become unavailable;
- the remaining unused numbers are freed;
- a new set of the 200 smallest free numbers are assigned to the device.
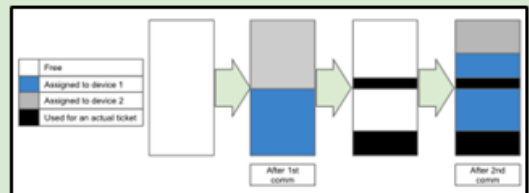
Main Benefits
Officer eTicket makes ticket number management easier than ever and offers many advantages:
- No more pad to manage;
- Easy to audit;
- No holes in sequences;
- Possibility to have multiple sequences;
- No duplication of ticket numbers;
- Flag ticket numbers associated to lost / destroyed devices.

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

3.1.1.37 Active Users Report

3.1.1.38 Login History Report

- Custom Queries
- Filters

Event Type	▼	IS	▼	Login	▼
Agent #	▼	IS	▼	JCASIMIR - CASIMIR. JASON	▼
Client Id	▼	IS	▼	CE12160C0A051B1D05	

- Options

Group By: ▼ Order By: Event Date ▼ DESC ▼
☐ Summary Event Time ▼ DESC ▼

:≡ List   Map

#	Sequence	Event Type	Agent #	Last Name	First Name	Client Id	Event Date ▼	Event Time ▼	GPS Latitude	GPS Longitude	Source Screen	Ticket #	Plate	Province/State	Note
26	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	8:42:44 AM	39.100596	-94.578073	login				LOGIN
27	10	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	7:46:10 AM	39.095077	-94.584412	login				LOGOUT
28	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	7:44:09 AM	39.100519	-94.586256	login				LOGIN
29	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	7:36:38 AM	39.095076	-94.584412	login				LOGIN
30	2	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	7:33:32 AM	39.095060	-94.584386	login				LOGOUT
31	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	7:32:48 AM	39.095054	-94.585088	login				LOGIN
32	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	7:07:45 AM	39.095089	-94.584413	login				LOGIN
33	6	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	7:01:55 AM	39.095085	-94.584416	login				LOGOUT
34	5	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	6:55:22 AM	39.094879	-94.584995	login				LOGIN
35	4	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	6:54:52 AM	39.095089	-94.584658	login				LOGOUT
36	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-12-19	6:49:54 AM	39.095077	-94.584410	login				LOGIN
37	8	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-14	3:00:26 PM	45.494249	-73.702545	login				AUTOLOGOUT
38	7	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-14	1:57:40 PM	45.494270	-73.702573	login				LOGIN
39	6	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-14	1:53:47 PM	45.494271	-73.702575	login				LOGOUT
40	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-14	1:50:13 PM	45.494270	-73.702564	login				LOGIN
41	119	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	3:16:52 PM	45.494263	-73.702577	login				AUTOLOGOUT
42	28	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	2:11:52 PM	45.494154	-73.702637	login				LOGIN
43	27	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	2:11:29 PM	45.494053	-73.702689	login				LOGOUT
44	3	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	2:08:08 PM	45.494272	-73.702576	login				LOGIN
45	2	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	2:00:42 PM	45.494262	-73.702563	login				LOGOUT
46	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	2:00:39 PM	45.494253	-73.702563	login				LOGIN
47	2	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	1:10:44 PM	45.494207	-73.702438	login				LOGOUT
48	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-09-12	12:53:50 PM	45.494219	-73.702477	login				LOGIN
49	2	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-08-27	4:53:03 PM	45.494300	-73.702512	login				LOGOUT
50	1	Login	JCASIMIR	CASIMIR	JASON	CE12160C0A051B1D05	2018-08-27	4:53:01 PM	45.494300	-73.702512	login				LOGIN

There are 856 records.

|◄ ◄ 1 . 2 . 3 . 4 . 5 . 6 . 7 . 8 . 9 . 10 . 11 . 12 . 13 . 14 . 15 . 16 . 17 . 18 . 19 . 20 . 21 . 22 . 23 . 24 . 25 ► ►|

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	Ticket Type
(5) Officer Name: CASIMIR, JASON														
🔍🕐📁	✕	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
🔍🕐📁 🖼	✕	100022430	IS	2019-03-07	9:22 AM	6T7FUGI	ON		PARKING	100.00		100.00	CASIMIR, JASON	P
🔍🕐📁	✕	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: Oliveri, James														
🔍🕐📁	✕	100012415	IS	2019-03-12	12:19 PM	J376023	IL	9750	PARKING	10.00		10.00	Oliveri, James	P
🔍🕐📁	✕	100012414	IS	2019-03-12	11:07 AM	HHHH	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	1	45.00	45.00	0.00	
Sub-total: AKL0403		23	1,475.00	1,085.00	390.00	0
AKL0413	P030	1	65.00	0.00	65.00	
Sub-total: AKL0413		1	65.00	0.00	65.00	0
AKL0415	P030	1	65.00	65.00	0.00	
Sub-total: AKL0415		1	65.00	65.00	0.00	0
AKL0419	P030	2	130.00	65.00	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	480.00	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

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
	VS	1	45.00	1
Sub-total: 04		33	1,481.50	33
070	IS	41	1,640.00	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	415.00	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

TICKETING > Advanced Parking Tickets

▸ Custom Queries
▾ Filters

Infract. Date ▾ >= ▾ 2019-01-01   🗑 ➖ ➕ 🔍 🗓 25 ▾

▾ Options

Group By:
Issuer organization ▾ ➕   Order By:
Ticket # ▾ DESC ▾ ➕ ✔ ⚙
☑ Summary

≡ List 🗺 Map

Issuer organization	Count	Total	Paid	Balance	Manual	MTO	Contrib.	Fee	Fine	N	P	D	Server
	8	925.00	429.00	126.00					925.00	19	28	0	8
1	2,777	208,025.00	77,333.00	84,438.00		1			208,025.00	3,794	7,513	0	2,630
P	34	3,025.00	1,091.00	1,575.00	34		0.00	0.00	3,025.00	32	0	0	
Grand-total	2,819	211,975.00	78,853.00	86,139.00	34	1	0.00	0.00	211,975.00	3,845	7,541	0	2,638

There are 3 records.

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

TICKETING > By-Law Tickets

Custom Queries
Filters

| District | ▼ | IS | ▼ | North | ▼ | — | + | 🔍 | 🗑 | 25 ▼ |

Options

Group By:
| District | ▼ | + |

Order By:
| Ticket # | ▼ | DESC ▼ | + | ✔ | ⚙ |

Group By:
| Officer Team | ▼ | — |

Group By:
| Infraction Text | ▼ | — |

☑ Summary

☰ List 🗺 Map

District	Officer Team	Infraction Text	Count	Manual	Total	Paid	Balance	Server	Contrib.	Fee	Fine	Towing Fee
North	FEDPARK	EXPIRED METER	1	0	25.00	26.00	0.00	1		0.00	25.00	
	Sub-total: FEDPARK		1	0	25.00	26.00	0.00	1	0.00	0.00	25.00	0.00
		Excessive Noise Nightime (10:00PM-7:00AM)	1		75.00		75.00	1			75.00	
		Outdoor fire in residential area	1		40.00		40.00	1			40.00	
		Urinating in Public	1		50.00		50.00	1			50.00	
			2		300.00		300.00	2			300.00	
	Sub-total:		5	0	465.00	0.00	465.00	5	0.00	0.00	465.00	0.00
Sub-total: North			6	0	490.00	26.00	465.00	6	0.00	0.00	490.00	0.00
Grand-total			6	0	490.00	26.00	465.00	6	0.00	0.00	490.00	0.00

There are 5 records.

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

TICKETING > By-Law Tickets

Custom Queries
Filters

| District | ▼ | IS | ▼ | North | ▼ | — | + | 🔍 | 🗑 | 25 ▼ |

Options

Group By:
| District | ▼ | + |

Order By:
| Ticket # | ▼ | DESC ▼ | + | ✔ | ⚙ |

Group By:
| Status | ▼ | — |

☑ Summary

☰ List 🗺 Map

District	Status	Count	Manual	Total	Paid	Balance	Server	Contrib.	Fee	Fine	Towing Fee
North	IS	1		40.00		40.00	1			40.00	
	PA	5	0	450.00	451.00	0.00	5		0.00	450.00	
Sub-total: North		6	0	490.00	451.00	40.00	6	0.00	0.00	490.00	0.00
Grand-total		6	0	490.00	451.00	40.00	6	0.00	0.00	490.00	0.00

There are 2 records.

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.

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

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 Renewal Scheduled Date	Auto Renewed Date	Plates
▾	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	gtechna	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 Paid	03/05/2019	04/04/2019			gtechna334 primary - 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 - 2DFMKODSO(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 Paid	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.

Parking Rights: A real time database of rights to park
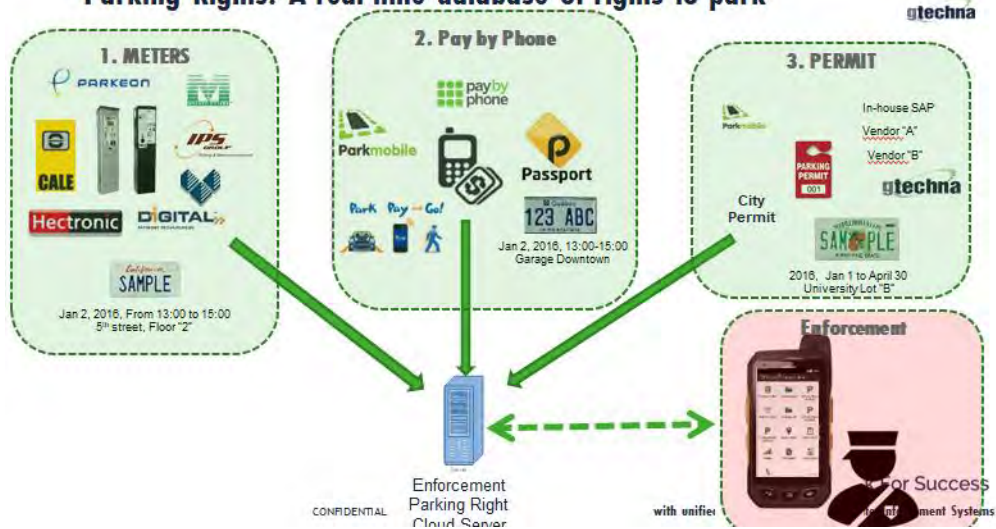
3.1.7 Waitlist and mass email functionality

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.   AGREEMENTS

4.1 Service Level Aggreement

See attached

4.2 License Agreement

See attached.

5.   CUSTOMER SERVICE

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

6. MARKETING

This service is not provided,

7. ROLL OUT IMPLEMENTATION SCHEDULE

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			☒	
…			☐	
Training			☒	
Production deployment			☒	

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**

ID	Name	Description	Type	Owner	Probability	Impact	Severity	Mitigation
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 CHANGES		
DETAILED DESCRIPTION	**INCLUDED DOCUMENTS :**	
The change needed is… **Estimates :** x day(s) 		
JUSTIFICATION		
IMPACT OF NOT DOING THE CHANGE		

Urgency :	ASAP (x)	To be planned ()	Desirable ()
• NEEDED DECISION DATE :			

AUTHORIZATION TO PROCEED 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

⬚   Ticket lists

⬚   Ticket list functions

⬚   Voiding/Retiring a ticket

⬚   Changing the status of tickets

⬚   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

- 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

- Listing 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

- 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.

8. COMPANY FINANCIAL INFORMATION

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	PA
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 **Hardware** 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 onsite) • Citation+ Importing manually entered tickets from the city: • Contact Pittsburgh resource Manual import spec • 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 Customer since 2001 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
Clara.Schmit-Gonzalez@minneapolismn.gov
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, 15th 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 DDOT • DC 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

10. BACK OFFICE DESCRIPTION

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 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

The OFFICER Suite

OFFICER Command Center
(web application / web services)

General Management
- Users
- Table Management
- Mobile Devices Monitoring

Reporting

Manual Tickets

OFFICER Mobile Applications / LPR

Communication Process

Front-End Modules

Enforcement / Citation Module
- Search / browse tickets
- View ticket copy & complements
- Void Process
- Manual Tickets Data Entry

LPR Module
- Search / browse events (list / map)
- Search / browse alerts (list / map)
- Manage hot lists, white lists, etc.

Towing Module

Back-Office Modules

Payment Module
- Pay tickets
- Adjust due amount
- Add fees
- Reductions
- Used by other modules
- Web service can be used by other system
- Upload payments in batch

Court Module
- Multi-level court / appeal processing
- Extend due date, adjust due amount, etc.
- Manage court schedule
- Print court document
- Produce court notices

DMV Module
- Obtain owner information (e.g. for parking tickets)
- (Other custom processes)

Ageing Module
- Apply late fees to tickets
- Generate late notices for mailing

OFFICER Portals

TOPS – Ticket Online Payment

Visitor Pass

Pay by Phone / Pay by Plate

Towing Information

Third party systems or in-house systems for online payment, etc.

Tickets created by a third party system or in-house system.

OFFICER Suite Overview

10.5.2 **Sample Screen Shots**

10.5.2.1 Login

10.5.2.2 Main Menu

10.5.2.3 Menus

Ticketing

- Parking Tickets
- By-law Tickets
- Add Manual Ticket
- Manual Status Change
- Plate Note
- Status History (All)

Plates

- LPR Events
- Timing List
- Plate Hotlist
- Add Hotlist Plate
- *Plate Tolerance*

Assets

- Broken Meters
- Repairman Activity Map

Court

- Court Notices
- Scheduled Appointments
- Availability Configuration
- Availability Exceptions
- Court Package Setup
- Court Docket
- Appeal List

Reporting

- Reports
- Officer Activity Report
- BI Dashboards

Tables

- Tables

Devices

- Devices
- Add Device
- Configure Devices
- Device Locator

Users

- Users
- Add User
- Groups
- Officer Notes
- *Visitor Pass*

Timing

- Timing List

Parking Rights

- Pay by Space
- Current- Pay by Plate
- Archived- Pay by Plate
- Spaces
- Web Service Log
- Current- Pay by Plate Verify
- Archived- Pay by Plate Verify
- Statistics -Pay by Plate Verify
- Verify Plate
- Parking Rights Simulator

Payment

- Outstanding Tickets
- Pending Payments
- Review Pending
- Review Pending (All)
- Transactions (Ticket)
- Transactions (All)
- Batch Close
- Upload Payment File
- Uploaded Payments Log
- NSF

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

10.5.2.5 Ticket Profile

10.5.2.5.1   Ticket Profile History

10.5.2.5.2   Ticket Number List at the Command Center

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.
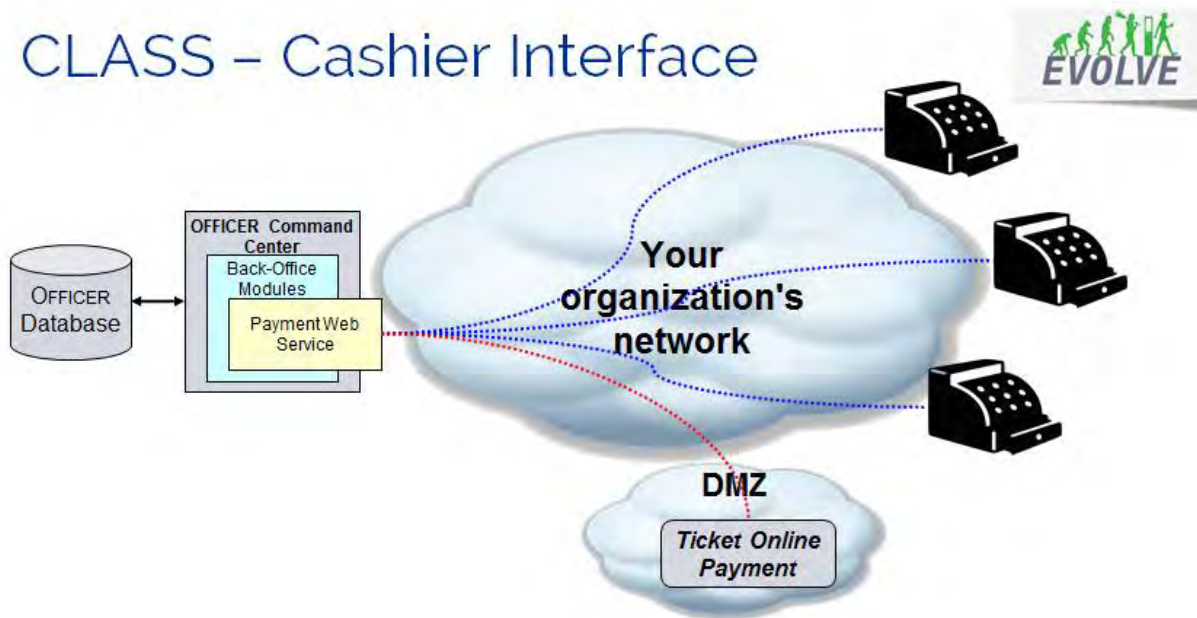
10.5.2.7 Ticket Ageing

- 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

IS Issued

NC Notice of Impending Conviction

CC Court Conviction

PE Plate Denial Eligibility

IS (initial status assigned to the ticket)

The default ageing workflow is defined with **ageing triggers** indicating the status and late fee to apply after a certain number of days has passed.

NC / $0 / 16 days

CC / $16 / 60 days

PE / $0 / 90 days

Zoom on key configuration:

Code	Checked for ageing?	Has a letter?
IS	✓	
NC	✓	✓
CC	✓	✓
PE		

You can notice that all but the very last status is flagged as "**Checked for ageing**". It means the ageing process will make the ticket go from status to status until it reaches **PE**: "the end of the line".

You can also note that 2 statuses have a letter associated to it.

10.5.2.8 Court Process Timeline and Results

Court Process Timeline & Results [3E]
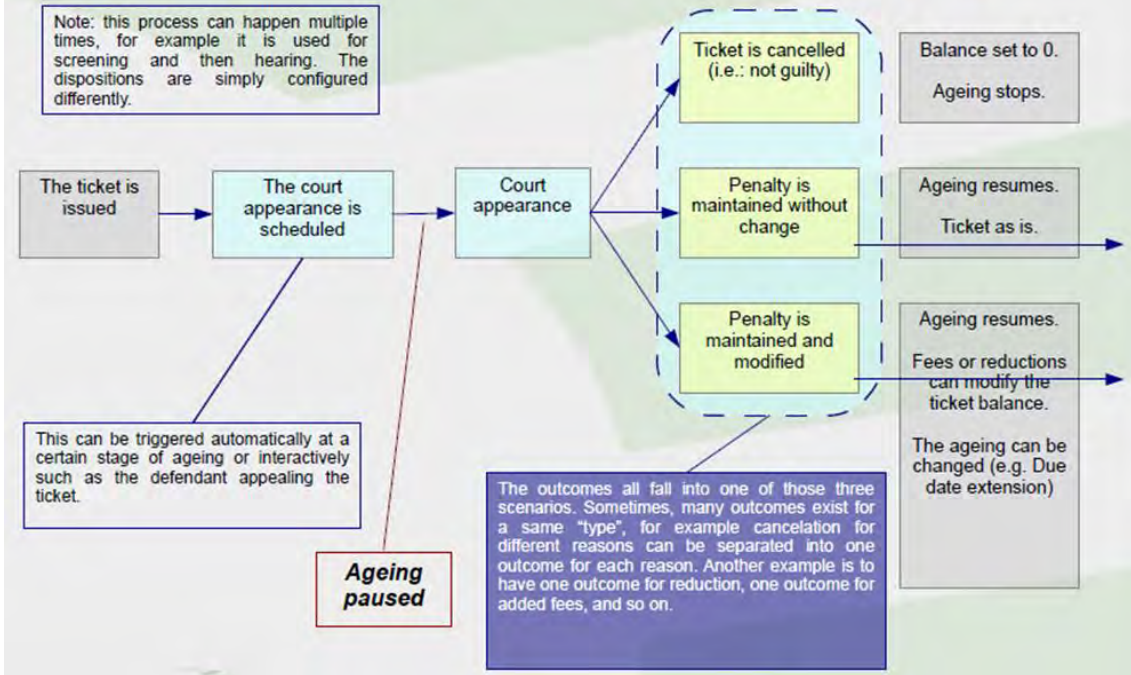
10.5.2.9 Court Table Screen

	Appointment Type	Duration(minutes)	Meeting Type	Date	Time	Ticket #
	APPEAL	15	ONLINE	2015-09-09	1:48 PM	100002038
	APPEAL	15	ONLINE	2015-07-15	3:47 PM	100003665
	APPEAL	15	ONLINE	2015-07-15	3:52 PM	100003662
	APPEAL	15	ONLINE	2015-07-15	3:54 PM	100003664
	APPEAL	15	ONLINE	2015-07-15	4:39 PM	100003665
	APPEAL	15	ONLINE	2015-07-16	11:26 AM	100001824
	APPEAL	15	ONLINE	2015-09-08	4:38 PM	100001029
	APPEAL	15	ONLINE	2015-09-08	4:45 PM	100001031
	APPEAL	15	ONLINE	2015-09-08	4:47 PM	100001030
	APPEAL	15	ONLINE	2015-09-08	4:48 PM	100002043
	APPEAL	15	ONLINE	2015-09-09	11:49 AM	100001019
	APPEAL	15	ONLINE	2015-09-09	12:29 PM	100001026
	HEARING	15	IN PERSON	2015-06-25	11:15 AM	1026300
	SCREENING	15	ONLINE	2015-07-23	11:15 AM	100002843

10.5.2.10   Appointment

Appointment Result

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:
Amount Due:	$10
Cancellation reason (will be saved only if ticket is cancelled):	
Comments:	

Save   Back   Modify

10.5.2.11   Court Package Set up

COURT HEARINGS & APPEALS > Court Package Setup

Select the sections to be selected for printing by default:

- ☑ **Ticket Defendant History**
- ☑ **Ticket Status History**
- ☑ **Ticket Transaction History**
- ☑ **Ticket Court History**
- ☑ **Ticket Pictures**
- ☑ **Ticket Drawings**
- ☑ **Ticket Notes**
- ☑ **Ticket Copy, Documents and Notices**
- ☑ **Ticket Defendant History**

Save

10.5.2.12   Court Docket

10.5.2.13   Appeal List

10.5.2.14   Reporting Officer Activity (maybe exported to ESRI)

10.5.2.15   Reporting Business Intelligence Dashboards

10.5.2.16 Tables

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

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.

10.5.2.16.1.1 Main infraction screen

10.5.2.16.1.2 Infraction fine details

10.5.2.16.1.3 Infraction Fine list

10.5.2.16.2 Users

10.5.2.16.2.1 Command Center User List

10.5.2.16.2.2 User Access

10.5.2.16.2.3 User Details

10.5.2.17 Devices

10.5.2.18 Add Device

10.5.2.19 Parking Rights Spaces (options)

10.5.2.20 Parking Rights Pay by Space (option)

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	102,474			2015-10-29	1:07:00 PM		817630516	Zone A

10.5.2.21 Payment adjustment

PAYMENT > Entering a payment

Amount:	
Payment Date:	2016-01-07
Payment Type:	ADJUSTMENT ▼
Payment Processor:	NEBBIN
Payment Comments:	

Submit

SELECTED TICKETS INFORMATION

Ticket #	Balance
1014952	10030.00
Selected tickets total:	10030.00

View tickets related to this plate/province

Ticket #▼	Plate	Prov.	Original Total	Balance
1014952	123DEF	QC	30.00	10,030.00

|< Prev 1 Next >|

There are **1** records

Ticket Transaction History

Date▼	Time	Transaction code	Amount	Balance

No records match your search criteria.

|< Prev Next >|

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

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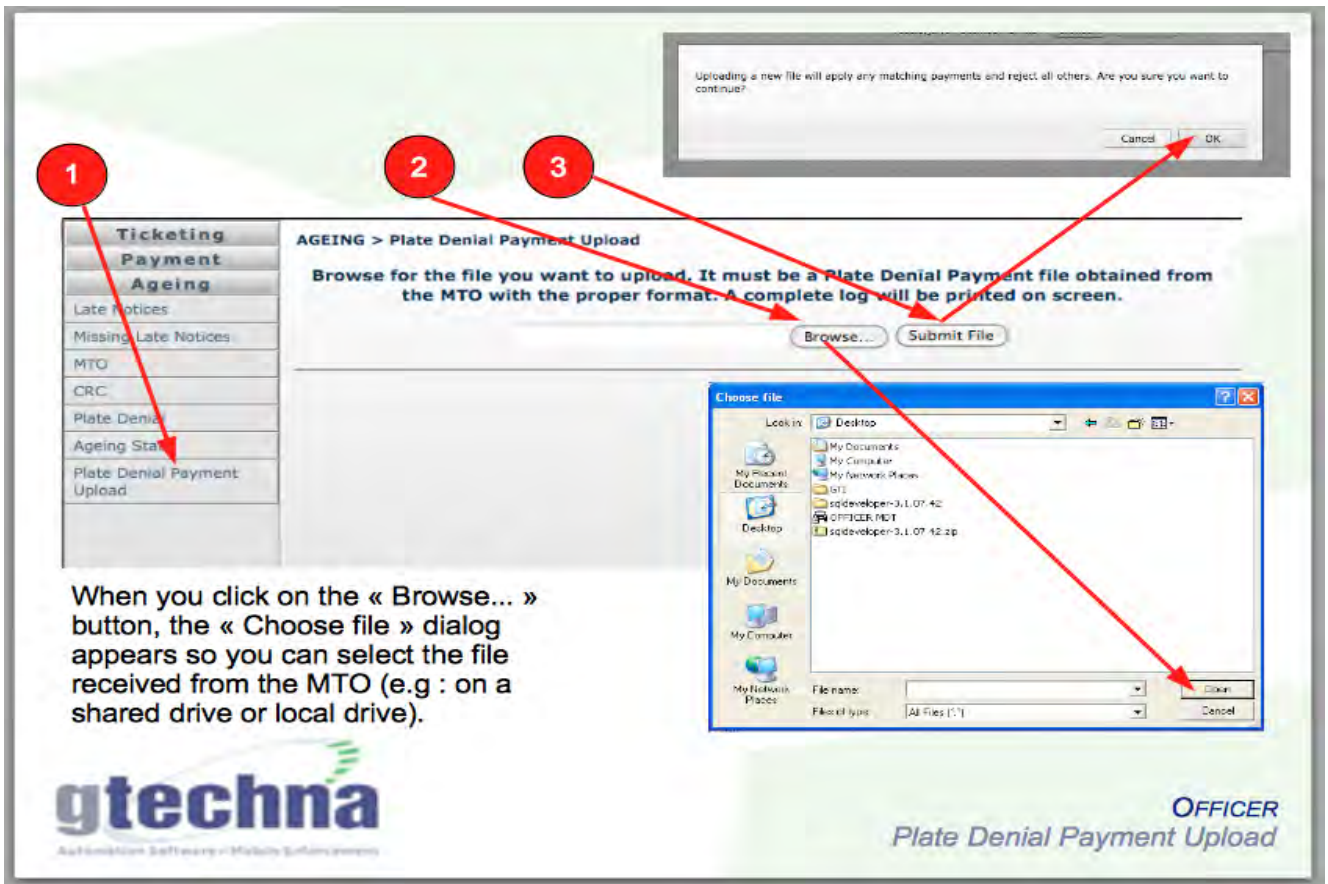
Each ticket is subject to an aging process which in certain cases will transmit information to collection agencies. The ageing triggers are modified by the administrator using the following:

Infraction Ageing Trigger

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 **Main Screen**

BREACH > Breach Profile

Pay Breach | Reverse Payment | Plate Profile | Appeal | Schedule Hearing | Void Request | Appeal Request | Print Appeal Package | Include all sections ☐

Go to: Breach Defendant History   Breach Transaction History   Breach Transaction History   Breach Pictures   Breach Drawings   Breach Notes   Breach Attachments

Breach #: 100000441 Status: AP - APPEAL Current Outstanding Balance: $80.00
Plate: 1DAU479 Plate Expiry: VIN:

Entry Date:	7 Apr, 2015, 4:39 PM
Infraction Date:	7 Apr, 2015, 4:36 PM
At:	306 WELLINGTON ST.
Offence:	FAILED TO DISPLAY A VALID TICKET / PERMIT
By-Law:	P050
Original Fine/Penalty:	$65.00
Paid Amount:	$0.00
Due Amount:	$80.00
Due Date:	12 Apr, 2015
Badge #:	1229
Officer Name:	Lawler

Screening Date:	N/A
Screening Result:	N/A
Hearing Date:	N/A
Hearing Result:	N/A
Service Method:	AFFIXED TO THE VEHICLE
Notice 1:	12 Apr, 2015
Notice 2:	23 Apr, 2015
Plate Denial Request Date:	

10.6.2 Pay Ticket

Amount:	
Payment Date:	29-06-2015
Payment Type:	AMEX ▼
Payment Processor:	ADMIN
Payment Comments:	

Submit

SELECTED BREACHS INFORMATION

Breach #	Balance
100000441	80.00
Selected breachs total:	80.00

View breachs related to this plate/province

Breach #▼	Plate	Prov.	Original Total	Balance
100000441	1DAU479	WA	65.00	80.00

|< Prev 1 Next >|

There are **1** records

Breach Transaction History

Date▼	Time	Transaction code	Amount	Balance
13-05-2015	01:01:22	AGEFEE	0.00	80.00
08-05-2015	01:01:35	AGEFEE	0.00	80.00
23-04-2015	01:01:01	AGEFEE	15.00	80.00
12-04-2015	01:01:32	AGEFEE	0.00	65.00

|< Prev 1 Next >|

There are **4** records

10.6.3 License Plate Profile

Profile for Plate 1DAU479 WA

DMV Record not found.

Outstanding Tickets

Pay Selected Breaches

	Breach No▼	Plate	Prov.	Infr. Date	Total	TicketPaid	Balance	Status
$ ☐	100000441	1DAU479	WA	07-04-2015	65.00	0.00	80.00	AP

|< Prev 1 Next >|

There are 1 records

Transaction History

Date	Time	Breach No	Trans. Type	Amount	Balance	Trans. By	Source	Reference No
12-04-2015	01:01:32	100000441	AGEFEE	0.00	65.00	SYSTEM	TicketAgeingFacade	100006493080936
23-04-2015	01:01:01	100000441	AGEFEE	15.00	80.00	SYSTEM	TicketAgeingFacade	100006493081282
08-05-2015	01:01:35	100000441	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade	8220150504315995
13-05-2015	01:01:22	100000441	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade	8220150504317101

|< Prev 1 Next >|

There are 4 records

10.6.4 Appeal Profile

10.6.5 **History**

Breach Defendant History

Vehicle Owner Information

Information not found

☑ **Breach Defendant History**

This breach defendant has no information that can be related to other 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

Breach Status History

#	Date	Time	Status	Description	Reason	User	Transaction ID
1	27-05-2015	11:52:54 AM	AP	APPEAL			
2	13-05-2015	1:01:22 AM	CO	COLLECTION		SYSTEM	3771
3	08-05-2015	1:01:35 AM	N3	FINAL NOTICE		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 records

Ageing

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

Breach Transaction History

#	Id	Date	Time	Type Code	Amount	Balance	User	Source	Payment Type	Reference #	Notes
1	3771	13-05-2015	1:01:22 AM	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade		8220150504317101	
2	2266	08-05-2015	1:01:35 AM	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade		8220150504315995	
3	734	23-04-2015	1:01:01 AM	AGEFEE	15.00	80.00	SYSTEM	TicketAgeingFacade		100006493081282	
4	331	12-04-2015	1:01:32 AM	AGEFEE	0.00	65.00	SYSTEM	TicketAgeingFacade		100006493080936	

There are 4 records

Breach Appeal History

#	Date	Time	Appeal Type	Method	Status
1	27-05-2015	11:52 AM	APPEAL	ONLINE	Outstanding

There are 1 records

10.6.8 Pictures

☑ 🖼 **Breach Pictures**

07-04-2015 4:39 PM
Description:
Delete this picture

07-04-2015 4:36 PM
Description:
Delete this picture

07-04-2015 4:39 PM
Description:
Delete this picture

07-04-2015 4:39 PM
Description:
Delete this picture

07-04-2015 4:40 PM
Description:
Delete this picture

Choose File | No file chosen
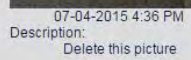
Choose File | No file chosen
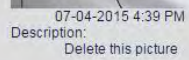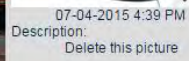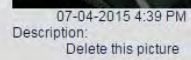
Choose File | No file chosen
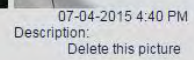
Upload

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

Item	Description
Username and Password	Enter the username and password to access the application
	Press the settings button to either change the printer's Bluetooth address or to print a test ticket

11.1.2 Main Menu
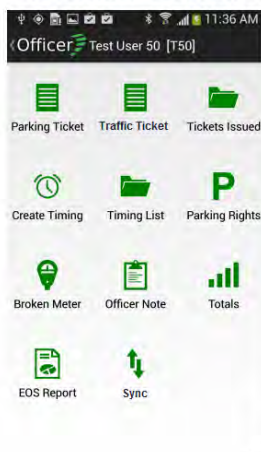
Item	Description
Parking Ticket	Press to start a new Parking ticket
Traffic Ticket	Press to start a new Moving Ticket.
Tickets Issued	Press to view the list of tickets issued
Create Timing	Press to create a new timing ticket
Timing List	Press to view the list of timings tickets issued
Parking Rights	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 a custom note
Sync	Press to run a communication

11.1.3 Blue Tooth communication with Printer

Pair Handheld with a Bluetooth Printer

Item	Description
Scan	Scan for a Bluetooth device, which is available. The device you are looking to connect to is the printer.
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

End of Shift Sync Process
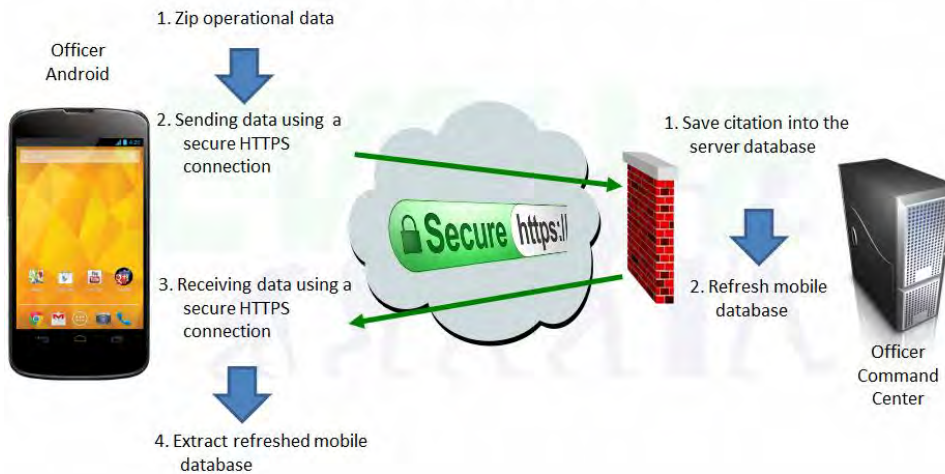
11.1.5 Communications

11.1.6 Synchronization

Item	Description
Sync Success	If the sync succeeded a confirmation message is displayed with the corresponding details: elapsed time, database size. Successful communication syncs will appear in Green.
Sync failure	If the communication failed the application displays a failure message in red, indicating also the date and time when the error occurred. Failed communication syncs will appear in Red

11.1.7 Vehicle, Infraction, Location and Notes

powered by: **Officer** gtechna

Parking Ticket

VEHICLE PANEL

Item	Description
State	A value is loaded by default *(depends on the client configuration)* but it can be changed by selecting a different state/province
Plate	Vehicles License Plate Number
VIN	Vehicle Identification Number
Expiration Date	License plate Expiration year *(in some cases with month)*
Make	Vehicle Make
Model	Vehicle Body Model

INFRACTION PANEL

Item	Description
Category	Infraction Category
Infraction	Infraction
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.
Sign	Sign
Zone	Zone Identification *(usually in use for the Parking Rights module)*

11.1.8 Issued Tickets Actions

Issued Tickets – Menu Actions

Item	Description
Tickets Issued	List of all previously issued ticket since the last communication SYNC
Preview	Press on **Preview** to preview an issued ticket
Picture	Press on **Picture** to add or delete a picture for an issued ticket.
Drawing	Press on **Drawing** to add or modify a drawing for an issued ticket.
Private Note	Press **Private Note** to create a note for the selected ticket
Void	Press **Void** to cancel a ticket

11.1.9 Post Ticket

Post Ticket Options....

Item	Description
Drawing	Create a **Drawing** for the issued ticket. Refer to **Error! Reference source not found.**
Picture	Take a **Picture** for the issued ticket. Refer to **Error! Reference source not found.**
Note	Create a **Note** for the issued ticket. Refer to **Error! Reference source not found.**
Print	**Reprint** issued ticket
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
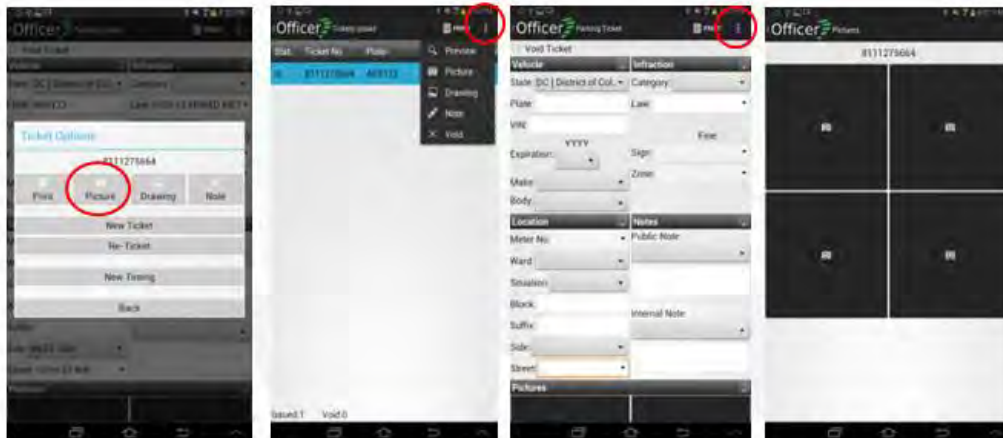
11.1.11 Parking Rights (option)

Parking Rights - PayByPhone.com

Item	Description
Parking Ticket	Press to start to create a new parking ticket
Traffic Ticket	Press to start to create a new traffic ticket
Tickets Issued	Press to view the list of tickets issued
Create Timing	Press to create a new timing ticket
Timing List	Press to view the list of timing tickets issued
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
Sync	Press to run a sync

11.1.12 Parking Rights

Item	Description
Zone	Represents the zone where vehicle is parking.
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)
Vehicles list	The list in the screen contains the vehicles which paid for the selected zone.
Plate column from vehicle list	Represents the plate of a vehicle which paid for the selected zone.
State column from vehicle list	Represents the state of a vehicle which paid for the selected zone.
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
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 details

By pressing for a few seconds on selected plate, detailed plate information will appears on the screen.
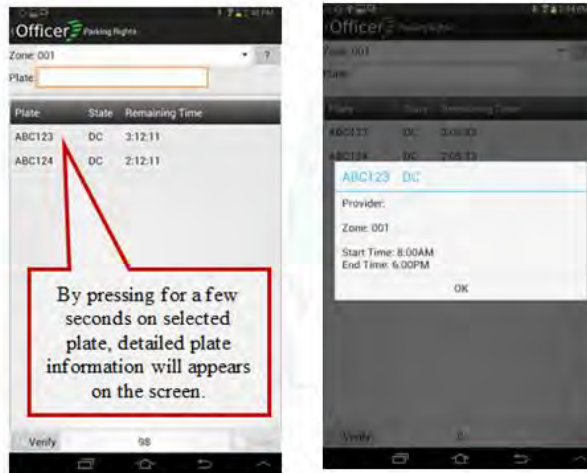
11.1.13 **Parking Rights Verify (option)**

Parking Rights – Verify – Paid or Unpaid

PBP enforcement
- By Zone
- By Plate
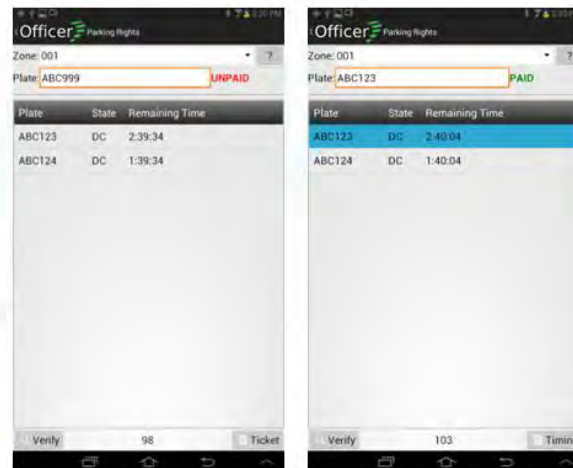
11.1.14 Parking rights Dynamic Enforcement (option)

11.1.15 Timing Types

11.1.16 Already Timed

11.1.17 Timing Ticket
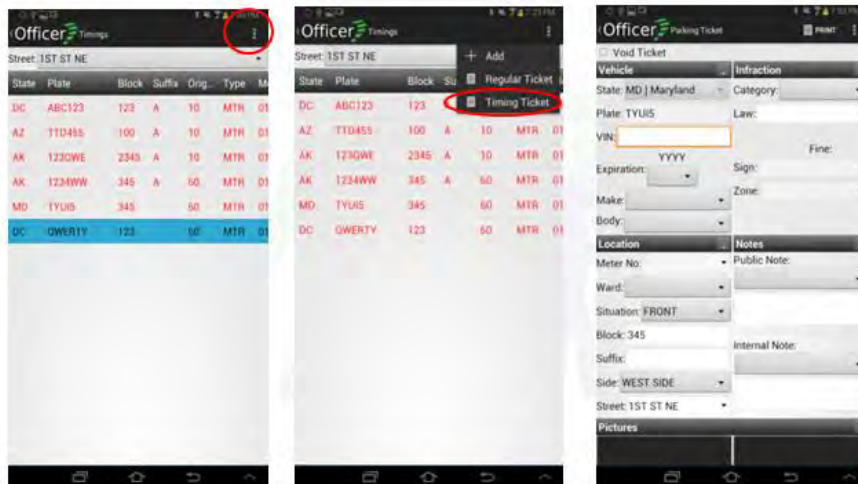
11.1.18 Alerts
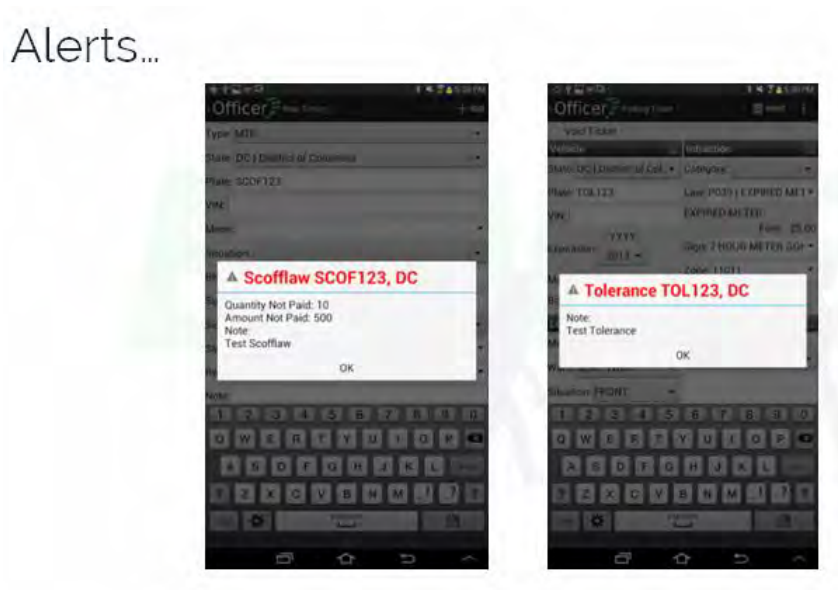
11.2   Ticket License Plate Recognition
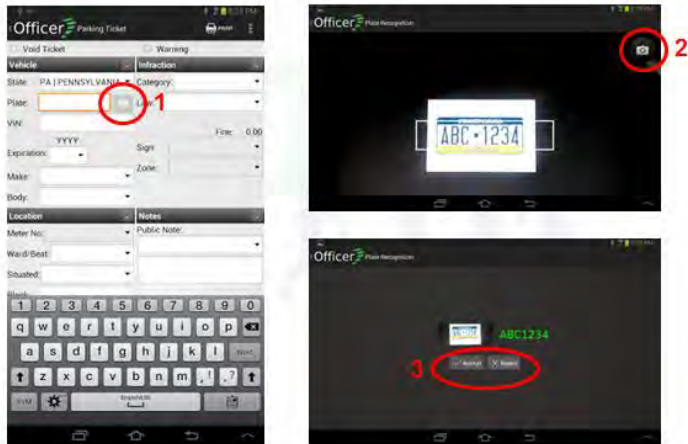
GoMobile is a **vehicle LPR to Handheld Mobile bridge** application plugin for 3rd party LPR software. GoMobile turns 3rd party plate hit events into enforceable ticket data for gtechna's mobile Android eticketing system.

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. WEB BASED E-TICKET PORTAL PAYMENTS AND APPEALS

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

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

13.1.2.2 Pay Ticket

Amount:	
Payment Date:	29-06-2015
Payment Type:	AMEX ▼
Payment Processor:	ADMIN
Payment Comments:	

Submit

SELECTED BREACHS INFORMATION

Breach #	Balance
100000441	80.00
Selected breachs total:	**80.00**

View breachs related to this plate/province

Breach #▼	Plate	Prov.	Original Total	Balance
100000441	1DAU479	WA	65.00	80.00

|< Prev 1 Next >|

There are **1** records

Breach Transaction History

Date▼	Time	Transaction code	Amount	Balance
13-05-2015	01:01:22	AGEFEE	0.00	80.00
08-05-2015	01:01:35	AGEFEE	0.00	80.00
23-04-2015	01:01:01	AGEFEE	15.00	80.00
12-04-2015	01:01:32	AGEFEE	0.00	65.00

|< Prev 1 Next >|

There are **4** records

13.1.2.3 License Plate Profile

Profile for Plate 1DAU479 WA

DMV Record not found.

Outstanding Tickets

Pay Selected Breaches

		Breach No▼	Plate	Prov.	Infr. Date	Total	TicketPaid	Balance	Status
$	☐	100000441	1DAU479	WA	07-04-2015	65.00	0.00	80.00	AP

|< Prev 1 Next >|

There are **1** records

Transaction History

Date	Time	Breach No	Trans. Type	Amount	Balance	Trans. By	Source	Reference No
12-04-2015	01:01:32	100000441	AGEFEE	0.00	65.00	SYSTEM	TicketAgeingFacade	100006493080936
23-04-2015	01:01:01	100000441	AGEFEE	15.00	80.00	SYSTEM	TicketAgeingFacade	100006493081282
08-05-2015	01:01:35	100000441	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade	8220150504315995
13-05-2015	01:01:22	100000441	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade	8220150504317101

|< Prev 1 Next >|

There are **4** records

13.1.2.4 Appeal Profile

13.1.2.5 History

Breach Defendant History								

Vehicle Owner Information

Information not found

☑ **Breach Defendant History**								

This breach defendant has no information that can be related to other 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

13.1.2.6 Status and History

	Breach Status History							
#	**Date**	**Time**	**Status**	**Description**	**Reason**	**User**	**Transaction ID**
1	27-05-2015	11:52:54 AM	AP	APPEAL			
2	13-05-2015	1:01:22 AM	CO	COLLECTION		SYSTEM	3771
3	08-05-2015	1:01:35 AM	N3	FINAL NOTICE		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 records

Ageing

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

13.1.2.7 Transaction and Appeal History

#	Id	Date	Time	Type Code	Amount	Balance	User	Source	Payment Type	Reference #	Notes
1	3771	13-05-2015	1:01:22 AM	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade		8220150504317101	
2	2266	08-05-2015	1:01:35 AM	AGEFEE	0.00	80.00	SYSTEM	TicketAgeingFacade		8220150504315995	
3	734	23-04-2015	1:01:01 AM	AGEFEE	15.00	80.00	SYSTEM	TicketAgeingFacade		100006493081282	
4	331	12-04-2015	1:01:32 AM	AGEFEE	0.00	65.00	SYSTEM	TicketAgeingFacade		100006493080936	

There are 4 records

Breach Appeal History

#	Date	Time	Appeal Type	Method	Status
1	27-05-2015	11:52 AM	APPEAL	ONLINE	Outstanding

There are 1 records

13.1.2.8 Pictures

13.2 User Views

13.2.1 View of Citation and image of infraction
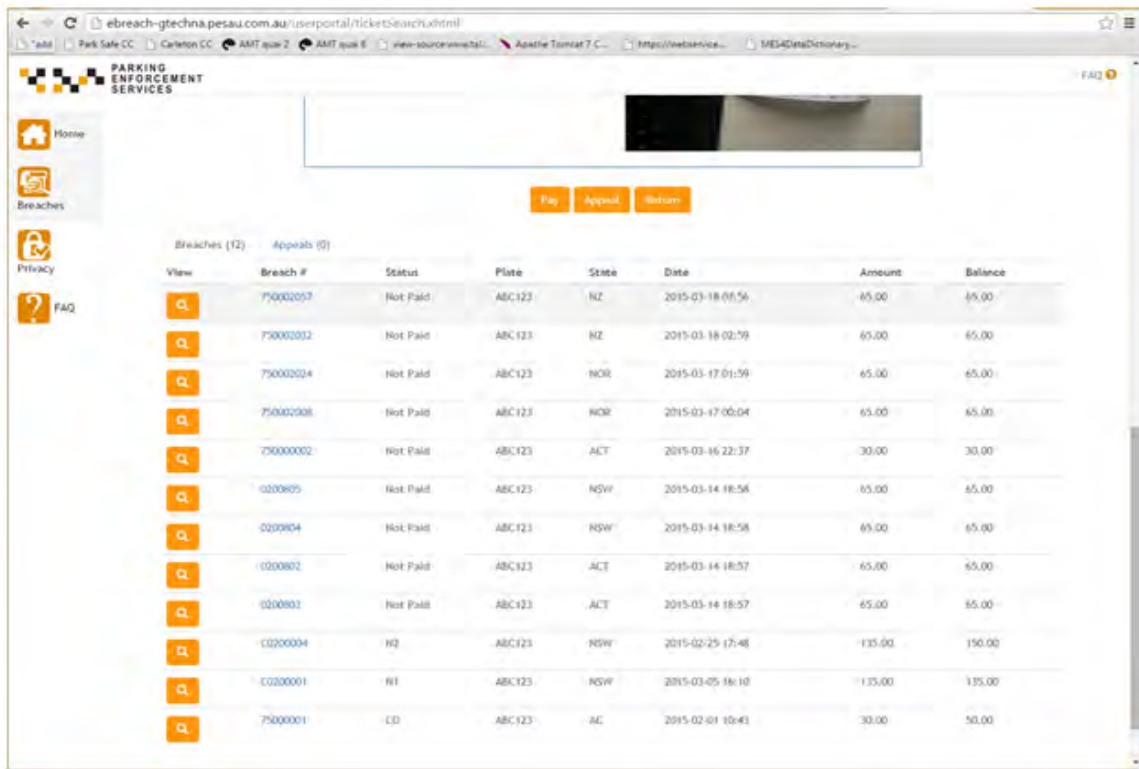
13.2.2 List of multiple infractions associated to a license plate

13.2.3 Citation Payment

13.3 Pay by Plate is Available
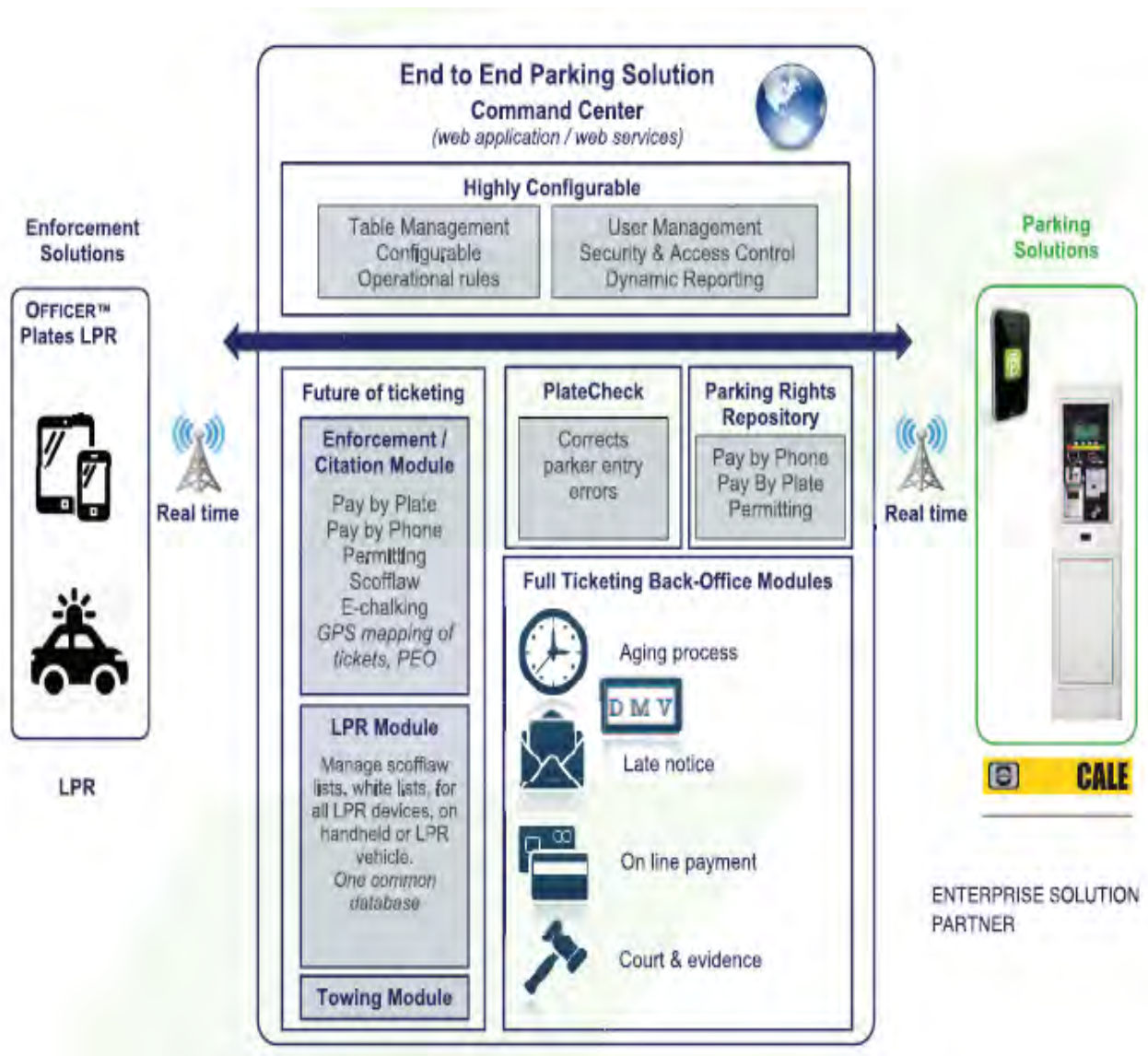
13.4 Web Portal User Views

13.4.1 User Portal Landing Page

Landing page information can be managed from Backoffice

13.4.2 Sign Up
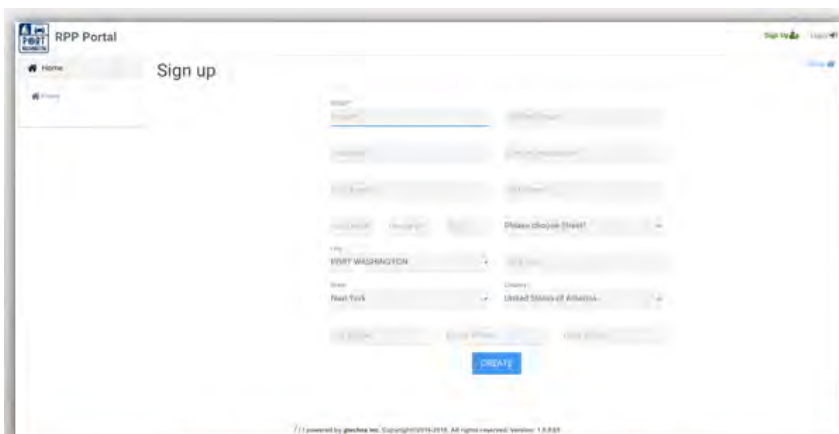
Sign Up screen for a new user to register

13.4.3 Proof of Residency
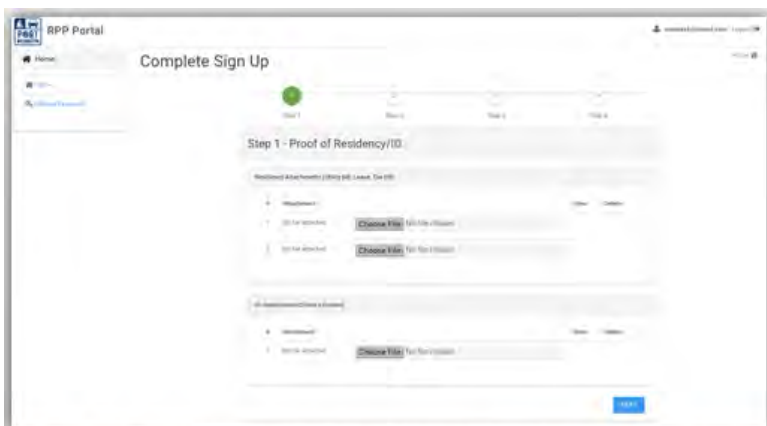
After Quick Sign Up, User is automatically logged in to complete rest of process in 4 easy steps.

13.4.4 Step 1

Step 1: Uploading Proof of residency and Id Proof

13.4.5 **Step 2 Vehicle**

Step2: User can add vehicle information along with registration file.

Step2: User can add his vehicles one by one

13.4.6 Step 3 Permit Selection

Step 3: User can choose type of permit for each plate

13.4.7 Step 4 Payment

Step 4: User will be shown summary of Payment which will be processed on approval

13.4.8 Payment Disclaimer

Disclaimer notice which user have to accept before completing signup

13.4.9 Payment Page

User enters credit card information on a secured payment gateway page

13.4.10 Changing Password

User can change password to own custom passphrase

13.4.11 Account under Review

Home page will display an Account Under Review Message after the completion of sign up.
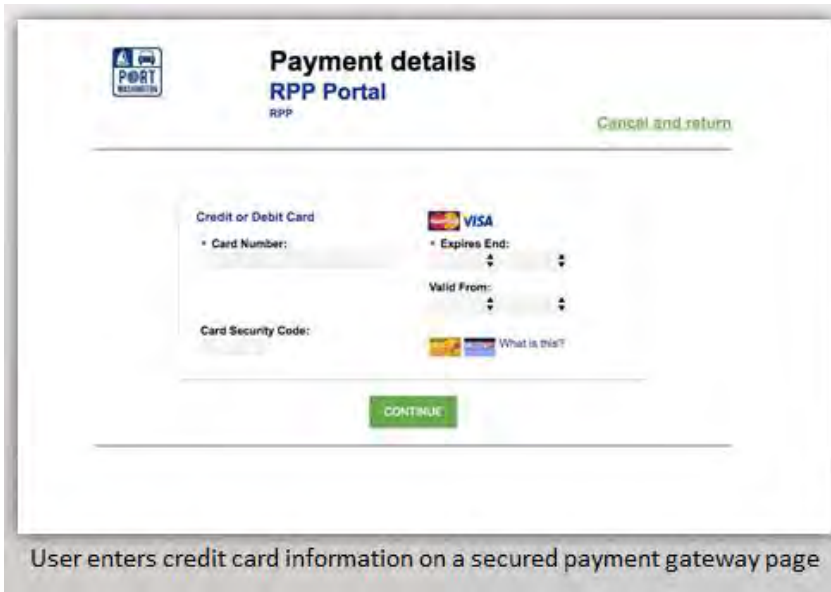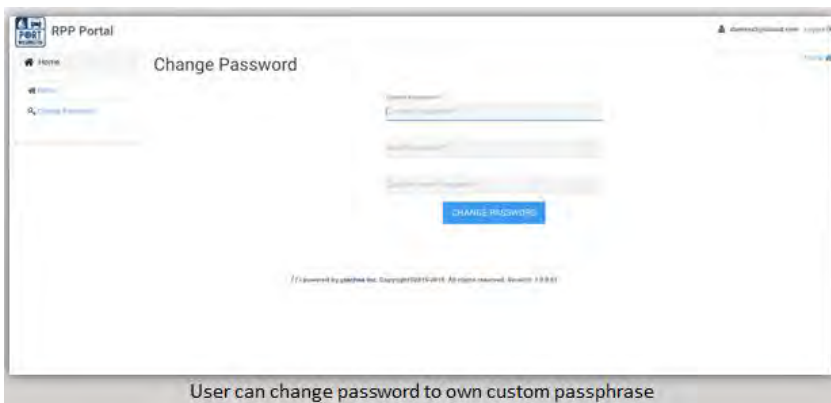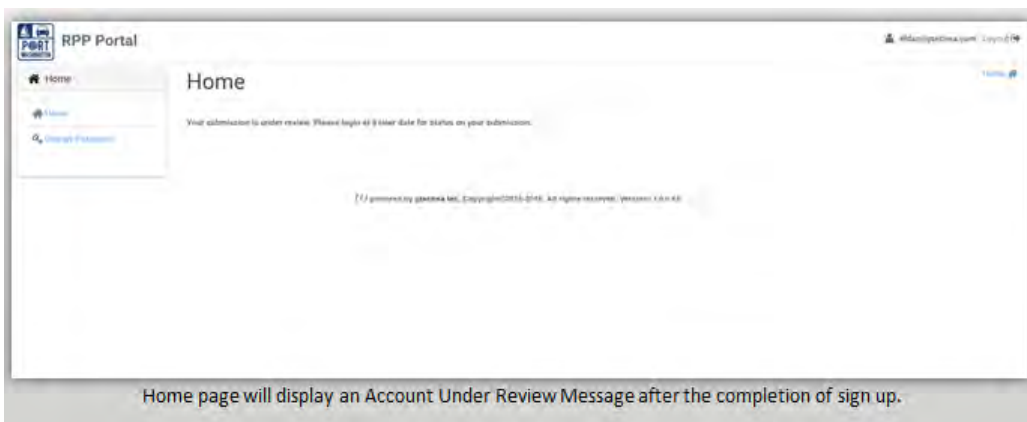
13.4.12 Account Approved

When Account is approved, user will see list of all approved RPP Permit on Home page.

13.4.13 Buy Permits
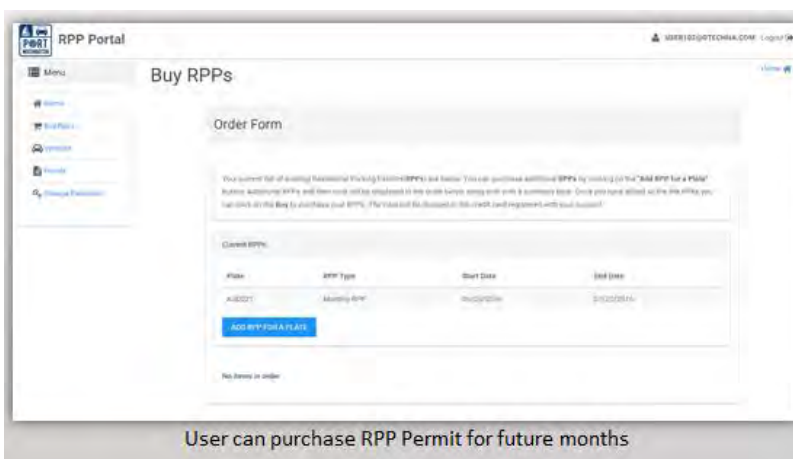
User can purchase RPP Permit for future months

13.4.14 Add RPP for Existing Vehicles
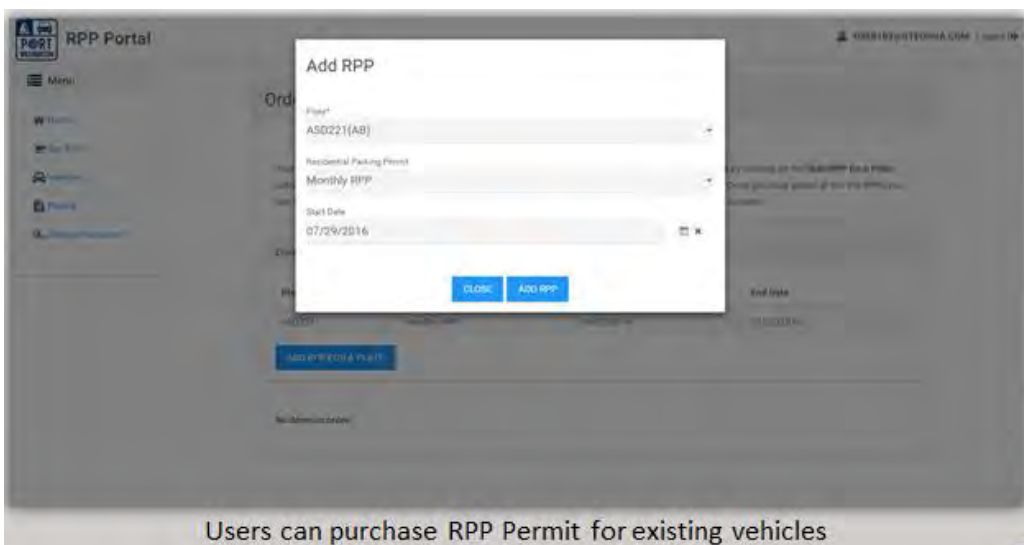
Users can purchase RPP Permit for existing vehicles

13.4.15 Buy Permits

Purchasing of RPP Permit: User can purchase multiple permits in one transaction

User Credit Card will be automatically charged with the purchase and Permit information is sent to Enforcement system in real time.

13.4.16 Managing Proofs

User can manage documents which are requested by backoffice

14. RESIDENTIAL PARKING PERMITS

14.1 Overview

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

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

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
- Integrated Multi Space Meter Enforcement

- Real time mobile synchronization of parking privileges
- Integrated Pay-By-Phone Enforcement
- Value added mobile enforcement

14.2   Integrated Architecture
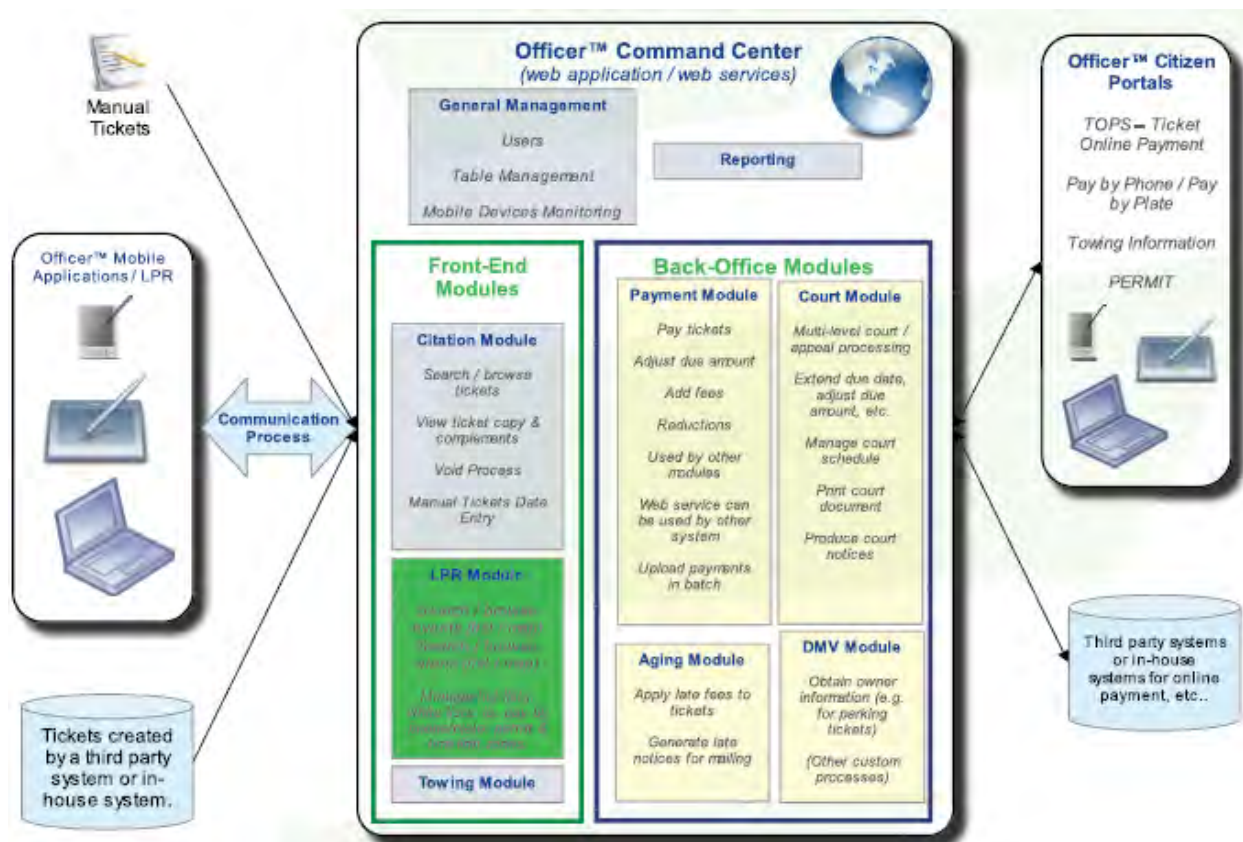
14.3 Residential and Business Permit Parking System

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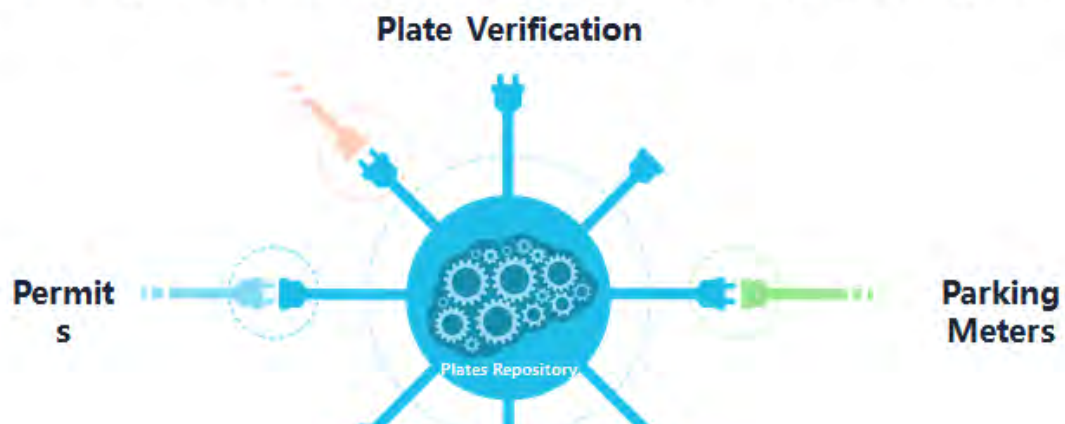
- Secured Payments through Credit Call* gateway supporting highest Payment Industry standards.

- 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**

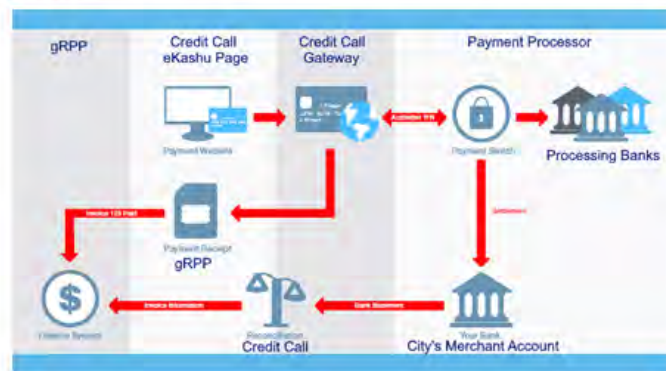- Back office

  - Login

  - Home screen editing

  - Account list management

  - Account list search filters

  - Adding new accounts from the back office

  - Capturing user information

    - New account attachments (proof of residence)

  - Adding new vehicles

  - Adding new accounts – list of attachments

  - Adding new accounts –list of vehicles

  - Approving accounts

    - Account list- quick action

  - RPP list

    - RPP search filters

  - Issue RPP

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

- Permit selection

- Payment

  - Payment disclaimer

  - Payment page

- Changing password

- Account under review

- Account approved

- Buy permits

- Add RPP for existing vehicles

- Managing proofs

- 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 Handheld - Enhanced Barcode Reader

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

15.2.11 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