

#### **IV. PARKING CITATION PROCESSING SYSTEM (PCPS)**

##### **A. PCPS functionality**

The primary functions of the PCPS is the integrated processing of Citations received either from Handheld Units or from manually written Citations, including DMV interface processing; collection of Fines and Fees (Cashiering System); tracking of Administrative Reviews and Hearings; processing of parking permits and Customer service support. In addition to these primary applications, SFMTA wishes to automate several other applications that are discussed below.

1. Ability to record new Citations issued, including identification of the issuing agency.
2. Ability for the SFMTA and the public to make online, real-time Citation inquiries.
3. Ability to interface online and in real time with California DMV.
4. Cashiering/Payment Processing/Noticing/Refund and Audit functions.
5. Administrative Review and Hearings Modules for contested Citations, including electronic imaging of Administrative Review and Hearing Requests.
6. General Citation data storage and management, with flexible reporting options.
7. Residential Permit Issuance and Management System.
8. Parking Meter Maintenance System.
9. Towed vehicle noticing system.
10. Tracking of installment payments and volunteering in-lieu of Citation payment.
11. Municipal Railway fare evasion Citations processing.
12. Fleet and government vehicle Citation processing.
13. Data entry services for handwritten Citation records.
14. Lockbox check payment processing.
15. Printing and distribution of notices (see Section VIII).
16. Training and user manuals for SFMTA staff on PCPS and system maintenance requirements.
17. Maintenance support services for equipment, hardware and software.
18. Additional options pertaining to the PCPS as outlined in the Section VII.

##### **B. PCPS Software and Support**

###### **1. Application Software**

Contractor shall provide the following features within the PCPS software:

- a. Descriptions and data element groupings that create multi-dimensional views to ease usability and intuitive functionality
- b. Fields lengths to allow display of meaningful verbiage instead of codes and abbreviations
- c. Point-and-click capability using the mouse

- d. Drop-down boxes to access multiple-value selections
- e. Tool bar fast paths to appropriate system functions
- f. Scroll bars for easy access to additional Citation records
- g. Tabs to select data alternative data groupings and update transactions
- h. Context sensitive online help function
- i. Online access to electronic images of handwritten Citations and incoming correspondence documents
- j. Browser-based, online access to view the SFMTA's standard, customized reports on local workstations, through Contractor's software Report Web
- k. Browser-based, online, real-time ad hoc reporting access offering a variety of output formats, through Contractor's software Report Write

## 2. PCPS Support

Contractor shall ensure that PCPS performs the following functions:

- a. Monitor ITS system for outages
- b. Monitor and evaluate performance
- c. Distribute daily problem status reports
- d. Track to resolution all reported incidents and
- e. Track and report on system availability
- f. Problem resolution procedures shall include a comprehensive review process. Management reports highlighting any special problem areas or trends shall be available to SFMTA. At a minimum, the reports shall include, but are not limited to:
  - i. Problem status by site
  - ii. Responses time statistics
  - iii. Monthly availability statistics and
  - iv. Statistics on the time required to make repairs

## C. PCPS Requirements

The PCPS provided by Contractor shall be a complete Parking Citation and Management System (PCPS) that is fully integrated with the including all data processing hardware, software, equipment and support services, as referenced in this section and Section VI, sufficient to effectively and efficiently maintain and manage all SFMTA Citation Processing and collections operations as listed below, as of the Effective Date of the Agreement, unless otherwise stipulated by the SFMTA.

### 1. Data Searching

Users can access PCPS data records using

- a. VLN
- b. VIN
- c. Citation Number

- d. Driver's License Number (if and when provided by DMV)
- e. Registered Owner Name
- f. Name search with options to search by first or last name, or with zip code or the wild card feature, in which an asterisk is used to the right of a partial name, which causes all records matching the characters to the left of the asterisk be used on a first or last name.

## 2. Data Storage Management

Contractor shall provide storage management services for the PCPS that have the following:

- a. No single point of failure
- b. Fully redundant, fault tolerant, hot-swappable components
- c. Duplexed write cache with battery backup
- d. Global dynamic hot disk sparing
- e. Hi-Track call home maintenance system
- f. Host failover and alternate fiber path support
- g. Industry-only switched fabric infrastructure
- h. High-speed LAN-less data transfer between the PCPS production databases and the Report Write decision-support data warehouse.
- i. Integrated tape management system to support all data archival and retrieval requirements

## 3. Electronic Archiving

Contractor's PCPS shall provide the following processing capabilities:

- a. Any Citation issued that are more than five (5) years old shall be removed from the current Citation database and electronically archived. The only exception shall be Citations that are the subject of civil litigation commenced prior to the five-year date. These Citations shall not be electronically archived until Contractor received notification from the SFMTA that the litigation is resolved.
- b. All archived data shall be maintained so that it may be retrieved for management reporting and auditing purposes.
- c. The system shall indicate whether VLN's in the current database have additional Citations that have been archived. The information shall be readily available to inform users that other Citations associated with a VLN exist.
- d. The system shall be capable of restoring archived records to the database within seven (7) Business Days after receipt of a request from the SFMTA.

## 4. Document Storage and Retrieval

Contractor shall store all documents or images in its possession relating to SFMTA operations for a minimum of five (5) years. Paper Documents shall be stored in the San Francisco Bay Area; document images will be stored in Tarrytown, NY.

Contractor shall ensure that documents are retained in usable condition at all times and are not damaged, misfiled, destroyed, or misplaced. These documents include all

documents required to be maintained by Contractor, including, but are not limited to Citations, affidavits of non-liability and supporting documents, notices, correspondence, survey and investigation results, and other paperwork related to Administrative Reviews, Administrative Hearings, and De Novo Hearings.

**5. Copies of Parking Citations**

Contractor shall create digital images of original copies of manually prepared Citations, and shall store the digital images for a period of five (5) years from the issuance date. The system shall have the ability to reproduce electronically generated Citations in a user-friendly form upon request. Digital or electronic copies of Citations shall be produced by Contractor and delivered to SFMTA or to the Customer upon request.

**6. Records Destruction**

Contractor shall develop a plan for the destruction of records that is consistent with Chapter 8 of the San Francisco Administrative Code and the SFMTA's Records Retention and Destruction Policy, attached hereto as Appendix F that is subject to approval by the SFMTA. The SFMTA reserves the right to unilaterally amend its Record Retention and Destruction Policy, which is available in Appendix F at any time with written notice to Contractor.

**7. Back-up for PCPS Software**

Within ten (10) Business Days after the end of each quarter during the term of the Contract and within one month after default of the Contract, the Contractor shall create a duplicate file or back-up of PCPS software that includes any modifications to the software made within the previous quarter. In addition to providing the escrow agent with the back-up, Contractor shall provide the escrow agent with the complete program listings and software editions for the PCPS at the time of implementation. Contractor shall provide the escrow agent with electronic copies of software stored on digital media throughout the term of the Contract, and shall bear all costs associated with the escrowing of files and software.

**8. Production Control**

Contractor shall ensure that the production schedules are processed completely, successfully and in the correct sequence and order, while allowing for changing requirements. Any changes in requirements shall be processed upon written approval of the SFMTA.

Contractor shall implement the following measures to full accountability for processed transactions by:

- a. Providing current and future monthly production reports detailing Citation processing and collection activities by the third Business Day after the end of the report month.
- b. Scheduling processing in the proper sequence
- c. Ensuring that batch processing is completed successfully and in the correct order
- d. Reconciling and system-displaying accurate transactions and penalty processes
- e. Preparing detailed monthly production schedules five days before the beginning of the month.

- f. Providing a paperless reporting environment by producing accurate online production management reports by category
- g. Providing SFMTA-approved reports
- h. Contractor shall meet with the City to review the production schedule within 30 days of the Effective Date of the Agreement. Review shall include:
  - i. Review of the Master Listing of each report type generated for the City. (The Master Listing includes recipient, number of copies, job name, program name, and report name. It also is a reference for the City and PRWT when planning the schedule and verifying the resulting output).
  - ii. Review of the Master Schedule for all jobs that are not part of the daily processing cycle. The Master Schedule provides descriptions of the process, time requirements, and the corresponding job name that is relevant to the Data Center. Contractor's local managers will then interface with data center staff to verify that the proposed schedule is accurate and easily understood by personnel responsible for SFMTA PCPS scheduled production.
  - iii. Review of the Monthly Production Schedule listing the reports and notices that will be produced for the month. It is delivered before the beginning of the month of scheduled production. The Monthly Production Schedule is prepared from the Master Schedule and made available to City and PRWT staff working in production processing.

The production schedule includes but is not limited to the following planned activities:

- a) **File Processing:** updates the master violation database to ensure that all transactions accumulated in batch processing are accurately updated to the PCPS.
  - b) **Routine Report Generation,** as defined by the SFMTA.
  - c) **Transaction Cutoff Period:** All transactions must be in the data center in Tarrytown by 9:00 p.m. San Francisco time to be included in the nightly update.
  - d) **Special Requests:** Upon request from the SFMTA, Contractor shall generate a report detailing the actual production activities. Any deviation and reason for such deviation from the planned schedule will be thoroughly defined in writing.
- i. Management Reports**

Contractor shall, through the PCPS, provide the SFMTA the following daily, weekly and monthly reports as required by SFMTA:

**i. Financial Reports**

These reports shall include payments and totals, number of payments received, number of Citations processed, revenue received, form of payment, processor, batch number, breakdown of payment type, and adjustment for bad checks and total. Monthly financial reporting shall include number of payments received, dollar amount received, notice date, transaction date

(record update), Citation number, partial payments, refunds deducted, aged revenue, and fine/penalty breakdown. The Revenue Distribution Report (RDR) shall be tailored to allocate all parking revenue to the SFMTA, other issuing agencies, and the state as specified by the SFMTA.

**ii. Update Reports**

These reports shall include the types of records updated, total records updated, and reconciliation of errors. In addition, transaction edit reports, production control reports, and workstation operator productivity reports shall be generated as requested by the SFMTA.

**iii. Booting/Towing Reports**

These reports shall include aged booting data, Scofflaw lists, and boot and tow authorization and confirmation.

**iv. Registry Reports**

These reports shall include counts, rejects, and detail on submitted and returned DMV requests for registered owner information.

**v. Citations Issued Reports**

These reports shall include Citations issued by the SFMTA, issuing officer, area, and detail regarding the monetary value of Citations issued and amounts paid.

**vi. Citation Dismissal Reports.**

These reports shall include Citations dismissed by the SFMTA, issuing officer, and violation type.

**vii. Administrative Dismissal Reports.**

These reports shall include Citations dismissed by category, and CSRs and Hearing Officers.

**viii. Administrative Hold Reports.**

These reports shall include Citations that have been suspended by category, issuing officer, Customer Service Representatives, and Hearing Officers, and Citations added and deleted by category.

**ix. Notices Mailed Reports.**

These reports shall include notices mailed by type and total mailed by type.

**B. Interface with Handheld Writer Reporting System (HWRS)**

Contractor shall provide an interface with the HWRS that automatically downloads to the PCPS all data entered into the Handheld Unit since the last time it was cradled. Data records that are captured in the field on Handheld Units are automatically transferred to the PCPS and appropriate information collected and maintained by the PCPS and communicated to the HWRS. Any replacement software proposed by Contractor for this interface shall be subject to the prior approval of the SFMTA.

The PCPS shall automatically upload the following records to the Handheld Unit when the unit is cradled:

1. A file containing an audit trail that defines all Citations and Field Maintenance Requests received and deposited into PCPS files.
2. A file consisting of VLNs/VINs of vehicles that are eligible for booting, towing or that have been reported as stolen.
3. RPP permit status validation.
4. Any code table files that have been modified since last transmission.

The system shall process electronic Citations issued to motorists who leave the scene of a violation ("driveaways") in a manner that will permit a facsimile Citation to be mailed to the California Registered Owner within ten (10) days of the issuance of a Citation, if registered owner information is available.

#### **C. New Citation Processing**

Contractor shall provide all equipment, hardware, software and technical support for all phases of Citation processing, from initial issuance of a Citation to final resolution by payment, dismissal, or other Disposition. Contractor will perform initial data entry of manually written Citations, and the SFMTA will perform all other PCPS data entry functions.

The system shall be capable of processing up to 2.5 million Citations annually, including both handwritten and electronically-generated Citations. The system shall provide active online retention of Citation data for at least five (5) years, and on-demand access within seven (7) business days - to archived Citation records for a period of at least ten (10) years after a Citation has been paid, dismissed, or otherwise disposed of.

The PCPS shall perform the following functions:

1. Ensure that each electronically generated Citation has a unique number of algorithm check digits to avoid duplication;
2. Provide on-demand an electronic facsimile of all Citations generated by Handheld Units within two (2) Business Days of receipt by Contractor.
3. Provide "voided" computer generated Citations that can be identified by query;
4. Process electronic Citations that are subsequently corrected (CVC § 40202(e)) so that a facsimile can be mailed to the Registered Owner with a notice of correction; and,
5. Provide an audit trail that lists the status of all Citations by number, regardless of whether a Citation was paid, damaged, destroyed, or otherwise disposed of.

#### **D. Handwritten Citation Processing**

SFMTA will continue to issue Citations that are handwritten and anticipates that it will continue to receive approximately 250,000 handwritten Citations per year from various agencies. SFMTA will provide Contractor a copy of handwritten Citations within two (2) Business Days of issuance. Contractor shall enter them into the PCPS for tracking.

Procedures for handwritten Citation processing shall include the following activities:

1. Daily collection of handwritten Citations from SFMTA.
2. Data entry of handwritten Citations into the PCPS within two (2) Business Days of receipt by Contractor. Contractor shall review and resubmit Citation data that does not successfully update for processing within one (1) additional Business Day.

3. Maintenance of back-up hardware and software facilities to provide a redundancy sufficient to ensure that new handwritten Citations are updated to the PCPS within two (2) Business Days of receipt by Contractor.
4. Maintenance of clear, archive quality records of each handwritten Citation with a unique, sequential document locator number for each record.
5. Provision of readable reproductions of all records (excluding archived records) upon request from the public or SFMTA within three (3) Business Days of receipt by Contractor.
6. Reconciliation and accounting of handwritten Citations during the recording process to enable the SFMTA to audit the process and compile reports.
7. Recording the following database information from each handwritten Citation:
  - i.* Citation Number
  - ii.* Issue Date
  - iii.* Issue Time
  - iv.* Agency
  - v.* Officer Name or Initials
  - vi.* Officer Badge Number
  - vii.* Registration Expiration Date
  - viii.* Location of Violation
  - ix.* Vehicle Make
  - x.* Vehicle Model
  - xi.* Vehicle Body Type
  - xii.* Vehicle Color
  - xiii.* VIN
  - xiv.* Violation Code
  - xv.* Vehicle VLN, and
  - xvi.* Any comments/notes.
8. Data verification and quality control process to validate the data transcribed from handwritten Citations.
9. Strict input and out controls to ensure complete accountability for all Citations including checking for valid combinations of alpha or numeric data for particular fields, a check-digit algorithm to control errors in the Citation number field, and crosscheck edit of batch numbers and batch counts.

The following requirements regarding timeframes are applicable to Citations issued to California registered vehicle when N&A information is available for the registered owner.

10. On-demand reporting of lists of Citations with data field errors.



## **E. DMV Data Integration**

Contractor must provide a system with the ability to immediately retrieve vehicle-related information in a real-time, online environment from the California DMV and integrate it into the PCPS. Contractor's systems must also use available communication mechanisms to obtain the same information from all other state motor vehicle registries. This process must include continuous online, real-time placement and release of vehicle registration holds with the California DMV and other states' registries whenever possible. In addition to the name and address of the Registered Owner of a cited vehicle, the VIN shall be collected and displayed in a format that permits a direct comparison with the last four (4) digits of the VIN entered from the original Citation. The PCPS shall record this data for future use in authorized collection activities.

Contractor must ensure that the PCPS shall maintain the confidentiality of all data obtained from the DMV.

### **1. Name and Address Processing**

PCPS shall perform the following name and address processing functions for in-state violations:

- a. Obtain Registered Owner information on a daily basis from vehicles towed by SFMTA.
- b. Process all DMV name and address transactions required to support SFMTA parking operations.
- c. Interface directly online and in real-time with the vehicle registration database maintained by the California DMV.
- d. Process error messages resulting from returned DMV information and accurately update the information.
- e. Request California Registered Owner information within three (3) Business Days of a new Citation record being updated or entered into the database.
- f. Obtain VLN information where the initial request is returned because name and address information was not available ("no hits").
- g. Ensure the accuracy of all data returned by the DMV prior to updating the Citation database.
- h. Query DMV for Registered Owner information using either VLN or VIN.
- i. Document when mail sent to a Registered Owner is returned as undeliverable, to maintain and display such undelivered notices in the Citation history and to retain and display the incorrect address information until updated information is received.
- j. Schedule the processing of additional inquiries to DMV to obtain Registered Owner information when SFMTA determines that the Registered Owner on file is no longer the vehicle owner and should not be held responsible for the Citation, or when mail is returned from an incorrect address. Contractor shall continuously evaluate this schedule based upon the number of positive responses received in repeat cycles.

- k. During collection cycles, Contractor shall obtain updated vehicle ownership information for selected populations of Citations.

## 2. Registration Hold Interface

Contractor shall, through the PCPS, perform the following registration hold functions:

- a. Assist the SFMTA with DMV registration hold processing. Each step of the registration hold and hold release process shall be documented by the PCPS.
- b. Evaluate Citation records to determine if vehicles are eligible for placement of registration holds on the DMV database.
- c. Provide an online, real-time interface with the DMV to place timely registration holds, automatically forward release information to the DMV within one (1) Business Day of Citation payment or dismissal, and document acknowledgment of receipt of required information by DMV.
- d. Forward eligible Citations to the DMV and track the status of each Citation online from the initial hold request until the final hold clears including DMV confirmation or error codes. Suspend DMV processing when payment or suspend transactions are applied to the Citation record.
- e. Update the Citation history for each Citation associated with a registration hold to indicate the most recent processing step in the hold cycle. Maintain a detailed history of each Citation associated with a registration hold that document each step in the registration hold processing cycle.
- f. Monitor and produce reports of registration hold and release transactions with the DMV, and correct any hold processing errors.
- g. In the event that other state DMVs begin to reciprocate registration hold processing with California, expand the use of registration hold processing as directed by the SFMTA.
- h. Provide the SFMTA access to detailed DMV database information

## 3. DMV Payment Transfer Update

Contractor shall enable the PCPS database to be updated with all Citation payment transaction details. Information received from the DMV about payments made to the DMV shall be reconciled with PCPS. Because the DMV payment and the records for the payments made come separately, Contractor will not post DMV payment information until after SFMTA approval.

## 4. Registered Owner Reconciliation

Contractor shall, through the PCPS, provide the following Registered Owner reconciliation functions:

- a. Automatically compare the issue date of each Citation with the vehicle registration information on file with the DMV to ensure that the correct vehicle owner is identified. Assign responsibility for each Citation posted to the database to the Registered Owner at the time a Citation was issued. Citations issued before a change of vehicle ownership is registered with the DMV shall be assigned to the previous owner.

- b. Accommodate the online manual entry of Registered Owner name and address information to facilitate SFMTA Customer service requirements. The updated information shall be immediately posted to the system so that future notices and correspondence are sent to the updated name and address.
- c. Provide online, real-time displays of multiple Citation records for a single VLN or VIN by date of vehicle ownership. Ability to search database using the data warehouse based on the issuance date for a Citation.

**5. Status of Protested Citations**

Contractor shall, through the PCPS, provide accurate information for every Citation transaction including the user ID of the person performing the transaction, the type of transaction, and the date and time the transaction is updated. Permanent database records shall maintain the Citation issuance date, payment date, DMV file request and update date, date correspondence is received from claimants, date notices and letters are generated, and all dates relevant to a protested Citation.

**6. Temporary Citation Record**

Contractor shall, through the PCPS, provide immediate processing for online payments and other transactions to a temporary Citation until the new Citation data is uploaded. Transaction data shall be captured, recorded and held on an incomplete Citation record until it can be merged with the new Citation data. Once this information has been merged, all processing dates, times and codes shall be permanently updated to the new Citation history. PCPS shall have the ability to generate Pre-paid Citation and Incomplete Citation reports that identify all temporary Citations that were added to PCPS but have not been resolved.

**7. Data Correction**

Contractor shall, through the PCPS, provide a complete audit trail identifying the user, date, and previous field values for data entered incorrectly. Online Citation changes are to be entered by authorized personnel and the data captured and applied to overnight batch transaction processing. Non-critical field corrections are to be updated with a time and date stamp documenting the change and recording the user ID that applied the correction.

Contractor shall, through the PCPS, automatically perform all necessary processing updates when critical data fields such as Citation issuance date, violation code, or VLN are corrected. This shall include actions to ensure the accuracy of notices, fines, and penalties, sending a DMV request with the correct name and address information to apply to the Citation, and updating the Citation noticing cycle.

Contractor shall, through the PCPS, update the Citation record with the new data, and retain a history record of the prior data. The history transaction shall record the date, time, and log-on ID of the person making the correction. The system shall have different security levels for different categories of record changes as specified by SFMTA.

**8. Fleet and Government Vehicle Citations**

SFMTA has established working relationships with companies that operate fleets of vehicles (such as Federal Express and UPS), rental car companies (such as Enterprise and Avis), and certain City departments (collectively "FGVS Participants"). These organizations receive notice of all Citations issued to its vehicles. Rental companies

shall provide information to SFMTA and Contractor regarding the individual who rented or was driving a vehicle registered to the rental company at the time of issuance of a Citation before the NDPV will be re-issued to the identified driver in compliance with all California Vehicle Code requirements.

- a. Rental companies shall provide information to SFMTA and Contractor regarding the individual who rented the vehicle at the time of issuance of a Citation. The system will then forward a notice of delinquent parking violation to the renter.
- b. This requirement includes the submission of an affidavit of non-liability fully executed by the company identifying the individual assigned or driving the vehicle on the date and time of the violation and legally sufficient supporting documents. Contractor shall update all information provided by rental and fleet vehicle companies to comply with the California Vehicle Code requirements including the issuance or reissuance of a Citation, submission of affidavits of non-liability and supporting documents, payment deadlines, protest deadlines, fix-it ticket requirements, and liability for stolen vehicles.
- c. To support the processing of Citations issued to City vehicles, SFMTA shall provide to Contractor a listing of City Department VLNs.
- d. A Fleet and Government Vehicle System (FGVS) must be fully integrated with the PCPS database. Each Citation record for a VLN that is part of FGVS program shall have an indicator that shows that the vehicle belongs to a FGVS Participant. The FGVS must also be able to identify VLN records that have been terminated from the program. The FGVS shall also allow online additions, modifications or termination of FGVS Participants and the addition or deletion of individual vehicles by SFMTA; which are updated on the next Business Day after changes are received.
- e. The FGVS shall have the ability to produce either a hard-copy report or an electronic transmittal of all unpaid Citations for invoicing and separate reports for categories of FGVS Participants (such as the delivery companies and rental car companies). The FGVS shall also be able to update names and addresses on Citation records using both written and electronic information provided by FGVS Participants.
- f. Contractor shall use skip-tracing to obtain correct address information for returned mail sent to individuals identified by rental car companies.

Contractor shall, through the PCPS, provide the following functions:

- g. Support for the program that includes at a minimum:
  - i. Maintenance of existing FGVS participants;
  - ii. Bringing new FGVS Participants into the program; and
  - iii. Noticing FGVS Participants of Citations and processing Citation payments.
- h. Track compliance by FGVS Participant, including the following features:
  - i. A unique number assigned to each participant entry;
  - ii. Name and address of the FGVS Participant;
  - iii. Contact person for FGVS Participant with telephone number;
  - iv. Effective date that FGVS Participant was accepted in the program;

- v. Date of termination as a FGVS Participant;
  - vi. Date that FGVS Participant information was last updated;
  - vii. VLNs of vehicles registered in the program; and
  - viii. VIN for the vehicles belonging to the FGVS Participant.
- i. Provide the following operational reports:
    - i. Daily reports of changes, additions and terminations by FGVS participant posted on the prior Business Day;
    - ii. Daily control report of vehicle registration plate additions and deletions;
    - iii. FGVS Management Report listing all active and terminated vehicle registration plates;
    - iv. FGVS Participants with outstanding Citations that include all new violations posted by the prior Business Day; and
    - v. FGVS Monthly Report listing all unresolved violations for each FGVS Participant.

#### **F. Citation Inquiry**

Contractor shall, through the PCPS, provide online, real-time access to all Citation data, Registered Owner data, and complete records of Citation processing status and public contacts by telephone or mail. PCPS shall provide the data by detail categories and summary format as directed by the SFMTA. PCPS shall be able to accommodate the requirements of SFMTA's Administrative Adjudication Program and the San Francisco Traffic Code reorganization. PCPS shall also provide graphical user interface capabilities for all system functions including, but not limited to, screens, menus, data retrieval and reports.

Contractor shall, through the PCPS, display cross-referenced information for the VLN, including Registered Owner name and address, name and address of any subsequent owners that have received Citations, detailed information on each Citation, total amount due, effective date of ownership, payment history data, and status indicators showing certain conditions, such as a bad check or unpaid administrative Fees. The information to be displayed shall be determined by SFMTA for each Citation. PCPS shall have the ability to alert the user if other related data is available that is not displayed on the data screen.

Contractor must ensure that the system will protect the confidentiality of all data obtained from the DMV.

Contractor shall, through the PCPS, provide inquiry capabilities that will allow users to retrieve vehicle, ownership, and Citation history for data entered in one of the following Citation data fields:

- o VLN
- o VIN
- o Citation number
- o Full or partial name of the Registered Owner. If there is more than one Registered Owner, user can choose from a list of VLNs.

## 1. Citation Display

Contractor shall, through the PCPS, provide online, real-time display of Citations that share a common characteristic. Entering a VLN shall generate the following information:

- A. All Citations assigned to the VLN, and if the VLN is associated with more than one Registered Owner, the system shall display the date of the change in Registered Owner;
- B. The option of displaying only those Citations that are "open" with an unpaid balance owed;
- C. Display of Citations that meet SFMTA's eligibility criteria for vehicle booting or towing;
- D. Display of all Citations currently identified by DMV for a hold on registration renewal; and
- E. A visible indicator, if provided by DMV, that further research is required when additional VLN records exist for an individual vehicle owner or operator.
- F. The system shall have the ability to display all VLNs related to an individual on a summary screen to improve SFMTA's ability to collect Fines from owners of multiple vehicles, provided that the DMV provides drivers license number, date of birth or social security number.

## 2. Citation Detail

For each Citation record, Contractor shall, through the PCPS, enable the SFMTA to access in an online, real-time mode at a minimum the following information:

- a. *Summary Citation Data:* Citation number, VLN and state of issuance, VIN, parking meter number or street address, violation code with description, Citation issue date and time, location, amount due, and current processing status.
- b. *Enforcement Data:* Badge or ID number of the person issuing the Citation and issuing agency code.
- c. *Vehicle Data:* VIN, vehicle make, vehicle color, vehicle type, Registered Owner information and effective date of vehicle ownership.
- d. *Financial Data:* The original Fine amount plus the dates and amounts of any Penalties or Fees that have accrued.
- e. *Mail Data:* The mail date and description of all notices or correspondence letters mailed, including any return or forwarding mail information.
- f. *Processing Data:* The processing batch date and number, date on which the Citation was updated, the date Registered Owner information was requested and received from the DMV, and the date that a registration hold was placed, confirmed and released by the DMV.
- g. *Registry Data:* The vehicle make as recorded by the DMV, the date on which ownership data was recorded, and dates that indicate returned mail or registration non-renewal.
- h. *Administrative Review Data:* The date and time of any Administrative Review and Disposition of Citations following Administrative Review.

- i. *Adjudication Data*: The date, time and location of an Administrative Hearing and Disposition following the hearing.
- j. *De Novo Data*: Filing date of request for De Novo Hearing, status and Disposition if known.
- k. *Phone-in, Walk-in Data*: For all phone inquiries or in-person contact with Customers.
- l. *Suspend Data*: The date and time a temporary suspension is applied to a Citation that stops normal Citation processing, the identification of the person implementing the suspension, type of suspension, and the date that suspension is to be removed.
- m. *Correspondence Data*: The date, time, code, and description of all correspondence mailed relating to a Citation.
- n. *Payment Data*: Payment date, payment source (lockbox, walk-in, DMV, mail), payment amount, method of payment (cash, check, etc.), payment batch number and payment processing electronic tracking number.

### 3. Additional Citation Remarks

Contractor shall enable the PCPS to be capable of inputting and capturing additional remarks and related information regarding a Citation. Access to the remarks screen shall be available for every Citation record. Data entry on the screen shall be controlled by security access authorization as directed by the SFMTA. Once a remark is added and saved to a Citation record, that remark and related information may not be edited, deleted, or otherwise altered.

The remarks screen shall be a free-form screen that allows both alphabetic and numeric characters. Data entry shall be allowed until the entire screen is filled. Additional remarks may be entered by accessing additional remarks screens, with no limit on the number of remarks screens that can be associated with a particular Citation record. Multiple screens shall be displayed in chronological order with the screen containing the most current data displayed first.

Contractor shall, through the PCPS, provide the user with the ability to add remarks once a Citation record has been retrieved. System users can add remarks records by either a drop down menu or a clickable icon. Upon opening the "add remarks" screen, the system shall automatically populate the remarks record with the following required remarks fields:

- a. The date the remark is entered;
- b. The time remark is entered; and
- c. User ID fields identifying the person opening the "add remarks" screen.

Remarks cannot be altered once the information has been entered and saved. All remarks entered shall be retrievable and viewable by Citation number, VLN, or Registered Owner name. The system must allow the user to view a list of already-entered remarks upon opening a Citation record either by means of a drop down menu or a clickable icon. The list of remarks associated with a Citation record shall display the date remark was entered, the time entered, the user ID of person who entered the remark, and the first fifty-six (56) characters of each remark associated with that Citation. Each remark shall be listed in reverse chronological order with the

most current remark record listed first. The system shall allow the user to select a remark by clicking on a listed remark to open the detail of the remark record selected.

#### 4. Citation Recovery

Contractor shall, through the PCPS, provide online, real-time access to a history of all Citation activity that displays all processing transactions associated with a particular Citation.

Contractor shall ensure that the PCPS provides a display that includes every transaction related to an individual Citation and which forms a permanent audit trail for future inquiry and research. All transactions shall be listed in reverse chronological order (newest to oldest), with the transaction type (payment, hearing, etc.), transaction date, user ID of the person who processed the transaction, and all other codes and information applicable to the transaction. The history shall also detail all collection activity, collection and correspondence by type, date and mail date, cashing activity, and complete historical data, such as name and/or address changes or other manual or automated corrections and revisions.

#### 5. VLN/VIN Detail

Contractor shall ensure that detailed PCPS information related to a particular VLN or VIN shall be immediately accessible in an online, real-time environment. VLN/VIN detail shall include information related to a single VLN/VIN for each known Registered Owner, separated into various categories, including:

- a. **General Information:** The VLN, VIN, effective date of vehicle registration.
- b. **Registry Information:** The date on which DMV data were requested, date that information was returned from DMV and either confirmed or errors noted, the date that data was processed by Contractor by updating the database with the Registered Owner's full name, address, and VIN.
- c. **DMV Hold Data:** The number of Citations charged to the VLN that is currently confirmed and on hold at the DMV, and data on the holds that have been released.
- d. **Immobilization/Impound Data:** The number of Citations that are eligible toward immobilizing (booting) or impounding a vehicle (towing), in compliance with California law, and the total amount of outstanding Fines.
- e. **Returned Mail Data:** The date that any notice of correspondence was returned by the Post Office as undeliverable.
- f. **Correspondence Mail Data:** Reverse chronological listing of correspondence mailed to the responsible party for a Citation, including the date and time mailed and the type of correspondence.
- g. **Summary of Fees:** All Citations penalties charged to the responsible party for a VLN with any payments or penalty waivers recorded and displayed.
- h. **Financial Summary Data:** The total amount of Fines and Fees due from a responsible party for a VLN and any unpaid balance.
- i. **Comments Field:** A field for SFMTA staff to make comments about a particular VLN that is separate from the remarks field associated with a particular Citation.



The comments entered shall be retrievable and viewable by Citation number, VLN, or Registered Owner name.

#### G. Customized Information

Contractor shall, through the PCPS, serve the information needs of many separate organizational units within the SFMTA. The system shall be capable of responding to user-defined queries and shall present information in formats specified by the SFMTA to accommodate the unique requirements of each organizational unit. The entire system shall be dynamic and capable of being readily and efficiently adapted when there are changes in SFMTA policy, user preferences, legal requirements or future changes in Citation processing procedures.

The specific customized formats required include but are not limited to:

1. *Citation Information*: issuing agency, badge or ID number, location of the violation, meter number or street address, and comments written on the Citation.
2. *Payment Data*: payment amount, payment source, method of payment, and payment processing date.
3. *Fine Status*: original Fine amount, applicable Fees and dates Fees were applied, amount paid, amount by which fine was reduced, total due, and amount overpaid.
4. *Citation Processing Plan*: date Citation updated to system, batch number and date, and date of next processing step.
5. *Vehicle Information*: VIN, make of vehicle, year of vehicle, month and year of registration expiration, vehicle body type, and color.
6. *Noticing Information*: complete listing of each notice mailed with the actual mail date displayed.
7. *Administrative Review Information*: the date, time, and Disposition of Citations subject to Administrative Review.
8. *Administrative Hearing Information*: date Hearing requested, time hearing scheduled, actual date and time of hearing, rescheduling date (if applicable), and Disposition.
9. *De Novo Hearing information*: filing date of hearing, location, status, Disposition, and any refund of Fines and/or Fees, including court filing fees.
10. *Case notes*: to record notes to file regarding handling of a case, conversations with the Customer, and any special instructions.
11. *Case Status*: total amount due, amount paid, current suspension code and description, date temporary suspension is removed, and "Protest Status" that shows the status of a Citation in Administrative Review.
12. *Administrative Review Summary*: Citation issuance date, time, and reason for Administrative Review, investigation type and date processed, last date to contest the Citation, Disposition resulting from Administrative Review, the date the Disposition was entered and the date that the Disposition was mailed to Registered Owner, Protestor, or Complainant.
13. *Correspondence Information*: types of correspondence letters mailed with the date and time of processing.

14. *General Citation Information*: issue date, time, location, violation information, and amount of Fines due.
15. The customized formats listed above in Section G 1-14 shall be available through an integrated database that allows:
  - a. SFMTA personnel to determine what data is on the Citation, what enforcement and adjudication actions have occurred, and what notices have been sent. Such data is used primarily to expedite responses to public inquires.
  - b. SFMTA Hearing Examiners to have access to all information required for an Administrative Hearing.
  - c. All Citation data to be accessible by SFMTA personnel, including what enforcement actions have occurred, all Citation collection notices sent, the date and time of an Administrative Review,
  - d. Administrative Hearing, or De Novo Hearing, the Disposition for each stage of the appeal process, complete information on the vehicle's Registered Owner, and the name of any Protestor or Complainant.
  - e. SFMTA staff to have access to all Citation data to conduct SFMTA related investigations and research, and respond to public complaints.
  - f. SFMTA staff to have access in order to pre-audit, review, and process refunds and bounced checks, audit and reconcile revenue distribution, and balance all deposits with Contractor and SFMTA records, and
  - g. SFMTA staff to have access to detailed PCO information that is in accordance with SFMTA instructions.

#### H. Cashiering Support

SFMTA staff currently provides cashiering services for the payment of Citation Fines. Contractor shall provide integrated payment processing capability with SFMTA's towing, Pay-by-Phone, and Pay-by-Web vendors. Contractor shall also provide cashiering workstation equipment, hardware, and software at all locations where Citation payments are accepted at the Customer Service Center located at 11 South Van Ness Avenue; the Towing Customer Services Center located at 450 7<sup>th</sup> Street, and other locations as specified by the SFMTA.

Contractor shall ensure that the equipment and hardware shall operate in a real-time mode, and shall provide the capability of accepting Citation payments during periods when data communication lines are temporarily inactive. The system shall be capable of transferring transactions to the processing database within fifteen (15) minutes after data communication lines are restored.

Contractor shall provide check endorsement and receipt printers to facilitate daily balancing and auditing of all payment transactions received and processed. All transactions are subject to audit by SFMTA at any time without prior notice.

Contractor shall ensure that the PCPS performs the following functions:

1. Retrieval of information from the PCPS database such as Citation status, vehicle history, RPP status, and DMV inquiries.
2. Print a Citation payment receipts in a form acceptable to the SFMTA, that provide the Customer with an easily understandable record to be used as proof of payment.

The receipt shall display all Citations Fines paid, the total amount paid, the form of payment, the amount tendered and any change given, the VLN or VIN of the cited vehicle, the user ID of the person processing the payment, and the time and date the payment was made. The receipt shall also show any Fees paid by date and type of Fee.

3. Creating a clear, auditable record of payments received. The audit trail shall include Citation number, payment date and time, payment amount, payment method, and the user ID of the person who accepted payment and entered the payment into the system.
4. Processing payments for Citations that have not yet been entered into the database including single Citations, multiple Citations, and Citations on one or more VLN or VINs in an online, real-time environment. PCPS shall be able to perform all necessary actions to release DMV holds or change vehicle booting and impound eligibility based on Citations that have been paid. PCPS shall be able to produce a DMV abstract that satisfies the DMV that the Citation has been cleared. In addition, PCPS shall be able to process City-imposed Fees.
5. Accommodation of the special handling requirements for payments related to release of an impounded vehicle. PCPS shall be capable of reviewing vehicle history records and locate any additional vehicles registered to the owner, and accurately inform an individual of the amount of the Fines and Fees that shall be paid to release the impounded vehicle, including any amounts owed on other vehicles.
6. Processing of Interactive Voice Response (IVR) and Pay-By-Web payments made by credit or debit card through the specified SFMTA Contractor for internet payments. Contractor is not responsible for credit card fees.
7. Incorporation of security and financial control measures including, at a minimum:
  - a. Password security to gain access to the system
  - b. Segregated cash out by operator
  - c. Automatic check endorsement
  - d. Separate totals for cash, check, money order and credit/debit card transactions, and
  - e. Operator name or user ID, date and time as a record for each payment or adjustment transaction.
8. Reconcile payment transactions, including:
  - a. Balancing of monies received in a report that automatically generates a listing of the totals by method of payment
  - b. The ability to balance out each person or workstation register to the receipts generated at the register as needed, and
  - c. Separate deposit preparation for each cashier prior to pickup.

## **I. Payment Processing**

### **1. Processing Control Requirements**

Contractor shall, through the PCPS, capture and permanently retain full audit trail information for every processing transaction for each Citation. All payment processing procedures shall be approved by the SFMTA and are subject to detailed audit by SFMTA. Services provided shall be continually monitored and reported, and SFMTA shall be able to conduct in-depth audits of all aspects of the operation.

### **2. Processing of Funds**

Contractor shall be responsible for ensuring the integrity of data and security of SFMTA revenue throughout the entire payment processing procedure. Contractor shall reimburse the SFMTA for any shortages or losses within two (2) Business Days of receipt of notice from the SFMTA. Overages shall be researched and resolved for every instance to the SFMTA's satisfaction. All overages shall be the property of SFMTA. Funds must be electronically transferred by the lockbox service.

Contractor's system shall prepare and retain SFMTA-required records for every deposit at the lockbox site for five (5) years.

Contractor's system shall update payment data and deposit the payments to the financial institution within one (1) Business Day after retrieval from the post office box designated for Citation payments.

#### **a. Lockbox Payment Processing**

Contractor shall provide a lockbox service from an accredited financial institution with offices within City and County of San Francisco, which shall be capable of processing at least two million transactions annually. The accurate and timely processing of mail-in payments is critical, and directly affects subsequent collections, such as the application of late penalties, delinquent noticing and applying DMV registration holds. The lockbox service to be used by Contractor shall be a banking service that is subject to approval by the City Treasurer.

Contractor shall provide a bonded courier to pick up mail at the post office designated by the SFMTA twice each day in accordance with a schedule approved by SFMTA. All mail pickups will be logged by Contractor and are subject to verification by SFMTA personnel.

Contractor shall ensure that all payment documents received via mail and processed are copied and archived for a minimum of five (5) years, and shall store such documents in a manner that permits retrieval within one (1) Business Day of request.

Mail-in payment processing that shall consist of a broad range of control and balancing procedures, including but not limited to:

- i.** Receipt and control of high volumes of mail (approximately 5,000 pieces per day).
- ii.** Batching and preparing documents for processing.

- iii. Forwarding appropriate problem or questionable mail-in payments to SFMTA on a daily basis (approximately 50 pieces per day).
- iv. Processing payments associated with Citations and notices, and processing those items that cannot be routed through high-speed automated processors on an exception basis.
- v. Balancing, reconciliation and preparation of deposits.
- vi. Online, real-time updates of payment information to Contractor's database.
- vii. Daily deposits to a designated SFMTA account. Deposited funds are to be collateralized (i.e. funds must be secured or insured against theft for the protection of SFMTA) pursuant to California Government Code §53630, et seq.

**b. Payment Posting**

Contractor shall post all lockbox payments to the system within 24 hours of receipt or no later than the end of the next Business Day. This requirement is subject to on-site verification by SFMTA personnel.

**c. Data Accuracy**

Contractor is required to maintain a 97% level of accuracy for all data entry of lockbox payments inputted by Contractor.

**3. Mail Pick-up**

Contractor shall provide mail pick-up from the Post Office and delivery to Contractor's secured place of business by a bonded courier or bonded employee twice each Business Day. Said Post Office box will be in the name and control of the City and County of San Francisco. The current City and County post office box for Citation payments is P.O. Box 7718, San Francisco, CA 94103.

**4. Audit Trail**

Contractor shall create an electronic image of all processed mail payments, showing the front and back of the check or money order along with the source Citation or Notice of Delinquent Parking Violation.

Contractor shall establish a reliable audit trail for all processing procedures, including endorsing and encoding the payment document with the unique control number of each Citation paid, date of processing and batch numbers, and daily reconciliation with the payments updated to the system.

Contractor's system shall ensure that electronic images shall be instantly retrievable on request by the unique control number or Citation number.

**5. Accountability**

Contractor shall provide an adequate copy of a Citation or any legally required supporting documentation to a Customer or the SFMTA upon request and within the required time limits, for an Administrative Review, Administrative Hearing, or De Novo Hearing.

**6. System Availability**

System availability is defined as the time during the principal hours of operation when the Parking Citation Processing System, including all subsystems, is available

to SFMTA for the intended use. System availability shall be maintained at 96%, Monday through Friday, from 8 a.m. to 5 p.m. Contractor shall submit objective methods of measurement to enable SFMTA to monitor the availability level. It is Contractor's responsibility to measure and report the availability level to SFMTA on a monthly basis.

The system availability requirement shall not be in effect during the period of time that Contractor is experiencing a catastrophic failure. A catastrophic failure includes Acts of God, natural (such as earthquake, fire or flood) disasters, and unnatural catastrophes that are not caused by any actions taken, or failure to act, by Contractor.

#### **J. Financial Adjustments**

Contractor shall, through the PCPS, process financial adjustments and update the database to accurately reflect Citation status.

Contractor's system shall perform the following functions:

1. Provide the ability to input financial adjustment transactions such as returned checks or refunds. These adjustments may include reversing a payment, modifying a payment amount, altering the amount due, or reopening a Citation. The system shall automatically generate and send appropriate notification letters to the appropriate party advising of any such adjustments.
2. The ability to generate letters to Customers notifying them that they are entitled to a refund when appropriate. Contractor shall create an audit trail to record these transactions.
3. Display of financial adjustments on a report of revenue distribution.
4. Processing of returned check transactions and generation of correspondence to the Customer advising of the consequences and penalties applied because of a returned check transaction, updating Citation information on the Citation database, and resumption of normal noticing and processing of the Citation.

#### **5. Reconciliation of Monies**

Contractor shall be responsible for reconciling all monies collected and for any and all cash shortages at the end of each Business Day. Payments and funds shall be reconciled daily before preparation and transport to SFMTA's designated depository. Cash overages and shortages of any amount shall be investigated, reported to SFMTA, and resolved within one (1) Business Day of the deposit date. Contractor shall reimburse SFMTA daily for any shortages.

#### **6. Refund of Overpayments**

Contractor shall assist the SFMTA to process refunds for overpayment of Citations through use of PCPS. The PCPS shall automatically indicate when a refund is due to a Customer and assist at various stages of the refund process. Contractor's system shall:

- a. Determine if any overpayments are at least twenty (20) days old by VLN, except that fix-it Citations shall have a separate report generated.
- b. Apply any overpayment to an open Citation and adjust any late Fees applied in error by VLN.

- c. Designate where the overpayment was moved from and to for the Citation being paid. There shall be a physical record for the entire transfer (origin and destination).
- d. Mail refund letter to Registered Owner and indicate that letter was sent by VLN.
- e. Designate the response to the mailed refund letter so that if a refund is requested it will be issued through the PCPS refund system by VLN.

If there is no response to the mailed refund letter after a time period determined by SFMTA, or if the letter is returned as undeliverable, Contractor shall ensure the PCPS has the ability to mark the record with the reason for return so that a report can be generated based on the date of payment and date of determination of inability to refund overpayment. The City may escheat the unrefunded monies on an annual schedule. The report generated shall be in a format approved by SFMTA and can be used by a Customer to determine if he or she is entitled to any of the unrefunded monies to be escheated.

## **K. Administrative Review and Adjudication Procedures**

### **1. Administrative Review**

Contractor shall provide electronic tracking and associated services for Administrative Review processing which shall include the following functions:

- a. Ability to capture data associated with a request for Administrative Review.
- b. A determination that a request for Administrative Review was submitted within the required deadline.
- c. Generation and mailing of a letter to the Protestor describing the Administrative Review procedure. Different letter templates shall be used depending on the type or number of Citations involved. The form and content of these letters will be subject to the approval of the SFMTA.
- d. Imaging capability: hardware, software, technical and staff support necessary to implement and administer a procedure by which all incoming mail is scanned, sorted and indexed into batches of electronic records for distribution and review by the Citation and Hearing Divisions as directed by the SFMTA.
- e. Online, real-time access to Citation information for all Citations issued.
- f. Ability to review other Citations issued at the same location (through Data Warehouse) or to the same vehicle as the protested Citation.
- g. Ability to query for DMV Registered Owner and vehicle information on a real-time basis.
- h. Ability to place a "hold" or "suspend" on the Citation payment deadlines pending Administrative Review.
- i. Ability to capture information describing the Disposition following Administrative Review or Administrative Hearing, including denial or approval of the Protest, date and time of the Administrative Review, the person conducting the Administrative Review, and the reason for denial or approval of the Protest.
- j. At the conclusion of the Administrative Review, the system shall promptly generate and mail a notice explaining the Disposition in sufficient detail so that the Protestor is able to understand why the Protest was denied or upheld. The

notice shall also explain the appeal procedures if the Protestor wishes to request an Administrative Hearing. The form and content of the notice shall be subject to the approval of the SFMTA.

- k. A "comments" field for each VLN that will allow both the Citation and the Hearing Division to enter notes about a particular VLN. There shall also be a separate "comments" field for each Citation.
- l. Daily, weekly, and monthly reports provided to SFMTA including:
  - i) Disposition sorted by person conducting Administrative Reviews
  - ii) Disposition sorted by violation type
  - iii) Number of Administrative Reviews conducted in any given time period
  - iv) Number of Administrative Reviews conducted by each reviewer
  - v) Activity reports, including Administrative Reviews in process, beyond selected number of days for custom date ranges.

## 2. Administrative Hearings

Contractor shall, through the PCPS, capture and process information related to Administrative Hearings. The system shall enable the SFMTA to create a data record when a request for Administrative Hearing is received. The system shall verify Citation status, including the Disposition following Administrative Review, whether the Fine has been paid, and shall confirm that the Hearing Request is made within twenty-one (21) days following the mailing of the Administrative Review decision. If SFMTA-defined requirements are met, the system shall schedule the matter for a hearing within ninety (90) days of receipt of the request and in accordance with all policies and procedures set forth by the SFMTA.

Contractor shall, through the PCPS, provide the following functions:

- a. Computer system services directly related to the processing needs of the SFMTA's Administrative Adjudication Program. These include but are not limited to assistance with software applications, hardware, and communications.
- b. Online, real-time Administrative Hearing scheduler. This shall include a hearing date availability calendar to ensure consistent workload volumes in accordance with SFMTA specifications. All hearing scheduling shall comply with hearing deadlines as required by SFMTA.
- c. A scheduling system that allows SFMTA staff to enter a walk-in Protestor's request to have an on-demand hearing so that the Hearing officer can a) determine who needs assistance, and b) delete the individual's name from the system after assistance has been provided. The system shall be able to generate reports reflecting the number of walk-in Protestors and wait times.
- d. The hearing scheduling calendar shall have the capability of being modified in an online real-time environment to accommodate workload fluctuations, administrative changes, holidays, vacations, changes in SFMTA policies and procedures and state law. At the direction of the SFMTA, the system shall be able to modify available hearing dates and times and adjust the number of available hearing slots.



- e. Direct access for Hearing Examiners to DMV vehicle registration information, the PCPS database, and the hearing scheduling calendar. The system shall have the ability to paste text of state law provisions, including but not limited to the California Vehicle Code, into Disposition documents at the discretion of the Hearing Examiner. It shall also include a user-friendly data entry system that automatically transfers PCPS data into Disposition letters in a real-time online environment. The system shall have spell-check capabilities and all other basic word processing functions.
- f. Data entry of variable information about an Administrative Hearing, including, but not limited to:
  - i) Protestor's name and address
  - ii) Decision
  - iii) Citation number
  - iv) Description of violation
  - v) Date of the decision
  - vi) Written justification for decision, and
  - vii) De Novo Hearing information and description of the process to obtain such a hearing.
- g. Ability of the Hearing Examiner to generate a Notice of Decision to the Protestor or Complainant by Contractor within one (1) Business Day of a Hearing Examiner's decision. In addition, PCPS shall provide for the entry and editing of Administrative Hearing information, transfer the information to the appropriate database, and be capable of generating management information reports as requested by the SFMTA. Disposition letters shall be available in electronic form for review, editing, or reproduction.
- h. Online real-time updating of Disposition at the time of a Hearing Examiner's decision, the hearing type (in person, by mail or by telephone), the hearing date and any Fines or Fees due. The system shall also provide a complete audit trail of all information relating to each Protest and resulting Disposition.
- i. On-demand reporting capability with user-defined parameters, including but not limited to, the number of Dispositions, violation type, rates of dismissals, and number of hearings held by any combination of data specified by SFMTA.
- j. Weekly, monthly and on-demand reports to the SFMTA. Examples of the types of reports that shall be required include, but are not limited to:
  - i) Disposition by Hearing Examiner
  - ii) Disposition by violation type
  - iii) Number of hearings conducted in any specified date range
  - iv) Reports detailing the average duration of hearings
  - v) Reports detailing pending Protests sorted by Hearing Examiner
- k. Reports shall be available in weekly and monthly summary reports or any other summary reports by date range specified by the SFMTA.

### 3. De Novo Hearings

Contractor shall, through the PCPS, track and issue refunds to Protestors who prevail in De Novo Hearings.

### 4. SFMTA Tow Hearings

Contractor shall, through the PCPS, support the following functions:

- a. Entry of tow records (including the VIN, VLN, date, time, tow location, Hearing Examiner, date and time of hearing and Disposition of the hearing). The system shall provide querying capacity including VIN, VLN and state of registration, tow location, and date/time range
- b. Scheduling of Tow Hearings
- c. VLN queries within the PCPS and DMV systems
- d. Tracking tows by authorizing agency (e.g. SFDPH, DPT, and SFPD)
- e. Tracking tows by type of violation

### 5. Impound and Boot Hearings

Contractor shall, through the PCPS, provide for the entry of information regarding a Tow Hearing, such as the requestor's name and address, the Disposition, and written justification. The system shall have the capability to allow the Hearing Examiner to generate a Notice of Decision to be mailed to the Registered Owner or Complainant by Contractor within one (1) Business Day after a Hearing Examiner's decision. A copy of this letter shall be attached to the permanent record of the tow.

In addition, Contractor shall ensure that the PCPS provides the capability to enter and edit hearing information, transfer such information to the appropriate database, and generate management information reports as requested by the SFMTA.

Contractor shall, through the PCPS, provide an online, real-time scheduling function that integrates state law requirements with an availability calendar for Administrative Hearings. In addition, the system shall provide entry and noticing options for Hearing Examiners.

## L. Additional Support Systems

### 1. Abandoned Vehicle Tracking System (AVTS)

Contractor shall maintain an accurate AVTS database to track abandoned vehicle complaints, and provide this information through online, real-time data entry, tracking, and control to the SFMTA and the Towing Contractor. After an initial abandoned vehicle complaint is entered, AVTS shall generate notification to SFMTA's Enforcement Division's Abandoned Vehicle Unit by the next Business Day that an investigation is required. AVTS shall allow PCOs to use Handheld devices for manual data entry to investigate and track the status of an abandoned vehicle complaint. The Handheld device can be docked to transmit investigation, new Citation, and officer activity data to PCPS. Once an abandoned vehicle is impounded, AVTS shall acquire the name and address of the Registered Owner from the DMV. After the Registered Owner is identified, AVTS shall generate, print, insert (with return envelope), and mail a notice to the Registered Owner and legal lien holder within forty-eight (48) hours, excluding weekends and holidays, as required by California law.

**a. General Functioning:**

Contractor shall ensure that the AVTS has the ability to:

- i.* Process records regarding abandoned vehicle complaints on City streets. The system shall provide for online, real-time entry, control, and tracking of abandoned vehicle complaints from receipt of the complaint to its resolution.
- ii.* Record new abandoned vehicle information directly on the Handheld device while in the field.
- iii.* Automatically generate a unique sequential control number for each abandoned vehicle complaint.
- iv.* Track the following:
  - a)* The enforcement area that is associated with the location where the vehicle is reported abandoned;
  - b)* The district, as defined by SFMTA;
  - c)* The street address of the reported abandoned vehicle location;
  - d)* The VLN, VIN, color, make, and type of vehicle;
  - e)* The date and time that the abandoned vehicle information is entered with the log-on ID of the person entering the data;
  - f)* Status of the vehicle after initial investigation, investigating officer, time and date of the investigation, mileage displayed on the vehicle, and any comments;
  - g)* Impound status of the vehicle, the impounding officer, and the date and time of vehicle impoundment;
  - h)* Registered Owner's name and address;
  - i)* Mail date of required notification to the Registered Owner;
  - j)* A Gone on Arrival ("GOA") field for vehicles that have been moved between the time of the complaint and when the PCO arrives to investigate;
  - k)* Ability to enter additional comments by a PCO as determined by the SFMTA;
  - l)* Multiple complaints received from a single individual; and
  - m)* Ability to flag certain combinations of complaints as directed by the SFMTA. Complaints can be identified as duplicative or possibly duplicative resulting from multiple complaints from the same Complainant.

Contractor shall ensure that the AVTS shall be available for use by SFMTA's Enforcement Division within ninety (90) days of SFMTA approval of AVTS system specifications.

***i. Abandoned Vehicle Complaint***

Contractor shall, through the AVTS, allow for initial entry of abandoned vehicle complaints. PCOs must also be able to query the database to determine if a

complaint already exists. The system shall then issue a report by the following Business Day detailing abandoned vehicle complaint information by district as specified by the SFMTA's Enforcement Division, and upload the information to the Handheld for the appropriate PCO to investigate.

- ii.* After an abandoned vehicle complaint is received, AVTS shall assign the complaint a unique sequential control number. AVTS shall track each complaint by the following categories:
  - a)* PCO Badge Number;
  - b)* Beat Assignment;
  - c)* Police District;
  - d)* Date Complaint Received;
  - e)* Source of Complaint (e.g. Citizen Complaint, Routine Patrol, etc);
  - f)* Block Number;
  - g)* Street Address; and
  - h)* Name and contact information of complainant.
- iii.* There are three (3) distinct phases to the abandoned vehicle complaint process:
  - a)* **Initial Field Visit:** AVTS shall allow a PCO to update field information on an abandoned vehicle complaint during the initial visit to the complaint site. The system shall allow the PCO to note whether a vehicle is GOA, close out the complaint, enter information to schedule a follow-up site visit, enter the reason why another visit is required, or enter any additional comments as needed including, but limited to, the mileage of a vehicle, confirmation of complaint location, and Registered Owner information. If a complaint is resolved after the initial field visit, AVTS shall record the reason why a complaint is closed, the date, the PCO closing out the complaint, and other information as determined by the SFMTA.
  - b)* **Follow-up Tracking.** AVTS shall issue a written notice for the PCO to conduct a follow-up field visit and update the Handheld device if necessary. The system will inform the PCO of the purpose of the follow-up visit and give him or her all relevant information and comments entered on the first visit. If the PCO decides to tow or issue a notice of intent to tow, AVTS shall allow a PCO to update this information into the Handheld and input a future follow-up date.
  - c)* **Final Closure Status:** AVTS shall allow for the PCO to close an abandoned vehicle complaint after all outstanding issues have been resolved and input information regarding the resolution of the complaint, including whether the vehicle was towed.

**b. AVTS Reporting Requirements**

Contractor shall ensure that the AVTS shall be able to generate the following reports: Contractor shall also provide a report describing AVTS reporting

capabilities to the SFMTA within ninety (90) days after the Effective Date of the Agreement.

- i.* Work assigned to a PCO for a particular shift;
- ii.* Duties accomplished by a PCO for his or her last shift worked;
- iii.* A weekly projection of activities that shall need to be accomplished;
- iv.* Weekly and monthly summary of activities accomplished;
- v.* Number of abandoned vehicle complaints;
- vi.* Summary of abandoned vehicle investigation status by categories such as duplicate, GOA or moved after marked;
- vii.* Number of abandoned vehicle impounds by parking enforcement area;
- viii.* Reports of multiple complaints received from a single individual or address; and
- ix.* User-friendly management reports issued daily, weekly, monthly, or on-demand as specified by the SFMTA.

## **2. Residential Parking Permit System (RPPS)**

Contractor's RPPS shall connect with PCPS to ensure that renewal notices include information regarding outstanding Citations, and SFMTA staff assisting Customers with RPP issues are notified that Citations are outstanding on the vehicle for which a RPP permit is being sought.

Contractor's RPPS shall provide a separate online function for input and maintenance of information on the issuance and cancellation of RPP permits, including permit holder profile and application history, residential permit parking area street name and address inventory, permit history, and Citations payments.

Contractor shall provide integrated cashiering system software to enable SFMTA staff to access the residential permit parking database, Citations database, and the DMV database.

Contractor shall assist the SFMTA in implementing an electronic version of a RPP permit that a Customer can attach to his or her vehicle windshield.

RPPS shall perform the following functions:

- a.** Integrate with the PCPS in real time.
- b.** Print adhesive backed permits in two sizes for four-wheeled and two-wheeled vehicles using several different colors either on an on-demand basis for first-time permit holders or as a batch report function for annual mailing of renewal notices.
- c.** Identify unpaid Citations for permit holders prior to issuance of permits.
- d.** Ability to inquire and retrieve individual RPP account information including the:
  - i.* Individual residential parking permit account number;
  - ii.* Type of RPP permit (e.g., residential, commercial, health care, or educational) and current permit status;

- iii.* Location that qualifies the applicant for a permit;
- iv.* Mailing address;
- v.* Control numbers of issued permits;
- vi.* Expiration dates of issued permits;
- vii.* Permit fee(s) paid;
- viii.* Number of permits issued compared to the number of residents on RPP designated streets; and
- ix.* Listing of all RPP designated streets by block, RPP area.
- x.* Information regarding individual eligibility for a permit and corresponding permit renewal date by:
  - a)* Account number;
  - b)* VLN;
  - c)* Unique permit control number; and
  - d)* Name or address.
- e.* Provide a complete RPP history file for each permit applicant.
- f.* Generate renewal notices to RPP holders within a time period to be specified by SFMTA prior to permit expiration.
- g.* Institute controls that can be overridden by a SFMTA supervisor that designates the number of permits that can be issued per address.
- h.* Ability to add or delete RPP areas and permit accounts within a RPP area.
- i.* Provide financial controls and reconciliation of all RPP Fees collected.
- j.* User terminals that can query DMV for vehicle and VLN information.
- k.* User terminals that can query a commercial vehicle's VLN file through SFMTA's Wide Area Network.
- l.* Lockbox system for mail-in RPP permit renewals.
- m.* Provide internet-accessible RPP renewal and permit applications with the ability to make payments online.
- n.* Ability to download permit files to Handheld Units to allow issuing PCO to match a vehicle to a RPP permit to determine permit status.
- o.* Ability to generate reports regarding the following:
  - i.* Daily Area Code Activity Report that provides an analysis of RPP permits issue by RPP area and RPP permit type;
  - ii.* Daily Citation Log detailing all RPP related transactions and associated Citation payments for a specific date by Customer name, VLN, payment method, transaction number, Citation number, Citation amount, payment type, and payment amount;
  - iii.* Monthly Area Report that documents active permits and accounts by street, RPP area;

- iv.* Daily Cash Report detailing all money received during the previous day, sorted and subtotaled by user ID;
- v.* Citation Issuance and Collection Report detailing all active permit holders who have outstanding Citations and the amount due;
- vi.* Monthly Activity Report that summarizes all activity occurring the prior month by RPP area;
- vii.* Permits by Block Report that details active accounts and permits for each RPP area by block number;
- viii.* Permit Issuance Report that details all permits issued the previous day sorted and subtotaled by user ID;
- ix.* Permit Cancellation Report that details all permits canceled or placed on hold status the previous day, sorted and subtotaled by user ID;
- x.* Permit Adjustment Report that details all permit adjustments processed the previous day, sorted and subtotaled by user ID;
- xi.* Temporary Permit Issuance Report that details the number of temporary RPP permits issued and the number of households receiving RPP permits by RPP area on a monthly basis;
- xii.* Permit Denial Report that details Customer's outstanding Citations;
- xiii.* Renewal Notice Register produced prior to mailing renewal notices to enable the SFMTA to inspect permit renewal notices before mailed;
- xiv.* Ad Hoc Report that provides a functional ad hoc query tool.

### **3. Image Management System (IMS)**

Within ninety (90) days of the Effective Date of the Agreement Contractor shall provide an IMS to be used with the PCPS that will capture, store, and retrieve all images. Such images are retrievable at remote sites by the workstation users utilizing the same workstation hardware as is used for PCPS entry, update and query functions.

Contractor shall ensure that the IMS retains up to five (5) years of manually entered records online.

Contractor shall ensure a ten (10) second average response time from the time the image retrieval request is made to Contractor's network until the time it reaches the SFMTA's network.

Contractor shall provide scanning devices and printers, including cashier printers, for printing copies of images collected that are suitable for use in the Administrative Review, Administrative Hearing, and De Novo Hearing process.

### **4. Automated Telephone Answering System (ATAS)**

Contractor shall, upon SFMTA written request, provide all ATAS hardware, software, equipment, and technical support to disseminate accurate, consistent, and user-friendly information twenty-four (24) hours per day, seven (7) days per week. SFMTA will provide system requirements to Contractor. Contractor shall provide an implementation plan within 30 days of receipt of system requirements. Contractor shall provide the system within 180 days of SFMTA's acceptance of the

implementation plan. ATAS shall answer telephone calls in addition to providing the option to speak with live SFMTA Customer service representatives.

ATAS shall be fully integrated with PCPS and provide online, real time status of Citations and other records. Contractor is responsible for maintaining the connection between ATAS and PCPS. ATAS shall be tailored to the specifics of SFMTA's parking policies and procedures and updated and enhanced as required by SFMTA. Special events message capability to inform the public of current and upcoming parking and traffic-related information is required.

ATAS messages shall be recorded in English, Spanish, and Cantonese. Additional languages shall be required as directed by the SFMTA. A TTY line or equivalent shall be available to respond to inquiries from the hearing impaired.

ATAS shall be capable of receiving telephone calls from the 415, 510, 650 and 925 area codes and the telephone number provided to the hearing impaired. Contractor shall receive and answer all calls within the time periods specified by SFMTA.

ATAS shall input information into the PCPS database to indicate that a telephone call was received and the general nature of the telephone call, including requests for information, and the action taken.

ATAS shall provide the option to speak with a live SFMTA Customer service representative between the hours 8 a.m. and 5 p.m. Monday through Friday, except for City holidays.

Monthly operational and management reports regarding ATAS shall be generated as directed by the SFMTA. These reports shall include verification that all telephone calls are answered and not disconnected.

##### **5. Pay-By-Web System (PWS)**

Contractor shall, upon SFMTA written request, provide a Pay-By-Web Service (PWS) that allows Customers to pay one or more parking Citations via the internet using a credit card at the direction of the SFMTA. SFMTA will provide system requirements to Contractor. Contractor shall provide an implementation plan within 30 days of receipt of requirements. Contractor shall provide the system within 180 days of SFMTA's acceptance of the implementation plan.

The PWS must be fully integrated with PCPS, and enable SFMTA to audit all transactions made via the internet. PWS shall accept credit card payments, update the PCPS database, and deposit monies collected into the appropriate SFMTA account. Contractor shall ensure that all transactions are secure using public key infrastructure and data encryption technology. Contractor shall ensure that personal data is protected from outside access using fire walls. Contractor shall provide all hardware and software required to interface with Contractor's system and a credit card clearinghouse in order obtain real time authorization and eliminate chargebacks.

Detailed information regarding each transaction, including last four digits of the credit card number, registration, date and time of transaction, authorization status, and amount of payment shall be captured and retained. The system shall provide operational and management reports and appropriate audit trails to monitor the performance of the system.

All PWS transactions and the transfer of funds shall be confirmed within twenty-four (24) hours.



Contractor shall reconcile all PWS transactions and transferred amounts, and resolve any discrepancies. Funds from all PWS transactions must be distributed through the formulas required by the SFMTA and state law.

PWS must comply with all City requirements regarding-commerce applications.

Any transactional, processing, or other fees charged to the Customer for utilizing PWS services shall be clearly identified to the Customer.

Contractor shall not be responsible for any credit card processing fees.

#### **6. Pay-By-Phone System**

Contractor shall, upon SFMTA written request, provide a Pay-By-Phone Service with the capability to accept Citation payments by telephone using a credit card. SFMTA will provide system requirements to Contractor, and Contractor shall provide an implementation plan within 30 days of receipt of requirements. Contractor shall provide the system within 180 days of SFMTA's acceptance of the implementation plan.

The Pay-By-Phone service must be fully integrated with the ATAS and PCPS. The SFMTA shall be able to audit all transactions performed through the pay-by-phone service.

Contractor shall provide all hardware and software required to interface with the pay-by-phone system and a credit card clearinghouse in order to obtain real time authorization and eliminate chargebacks.

Detailed information regarding each transaction including last four digits of the credit card number, registration, date and time of transaction, authorization, and amount of payment shall be captured and retained. The system shall provide operational and management reports and appropriate audit trails to monitor the performance of the system.

All pay-by-phone transactions and transfer of funds shall be confirmed within twenty-four (24) hours.

Contractor shall reconcile all pay-by-phone transactions and transferred amounts, and resolve any discrepancies. Funds from all pay-by-phone transactions must be distributed through the formulas required by SFMTA and state law.

Any transactional, processing, or other fees charged to the Customer for utilizing pay-by-phone services shall be clearly identified to the Customer.

Contractor shall not be responsible for any credit card processing fees.

#### **7. Parking Information Website (PIW) Maintenance**

Contractor shall maintain and enhance SFMTA's existing Parking Information Website (PIW) within 30 days of receiving written request of SFMTA, and receipt of standard operating procedures. No modifications to the PIW shall be made without written approval by the SFMTA. Contractor shall maintain PIW in compliance with any established City standards regarding internet sites. Upon SFMTA request and receipt of requirements, the Contractor shall create an implementation plan for developing an interface between the PIW and PWS, which will provide information on outstanding Fines and Fees for a particular Citation or Fines and Fees owed by a particular Customer. Contractor shall implement interface within 30 days of

receiving of SFMTA approval of implementation plan. Contractor shall update PIW within five (5) Business Days of written receipt of a change request from the SFMTA. Contractor shall work with SFMTA to make changes designated by the SFMTA as critical within one (1) Business Day of written receipt of the request. Should Contractor determine that a critical change cannot be made within one Business Day; Contractor shall notify the SFMTA in writing of the reason for the delay.

**8. Tow Noticing System (TNS)**

Contractor's system shall interface with the Towing Contractor to obtain towed vehicle information on a daily basis. Once a vehicle is towed, PCPS shall acquire the Registered Owner name and address from the DMV. PCPS shall automatically generate three (3) required tow notices to the Registered Owner of the vehicle, legal owner of the vehicle, and lien holder of the vehicle within the time period required by state law.

Contractor shall, through the TNS, shall provide the following:

- a. An automatically generated sequential control number that is applied to each towed vehicle.
- b. The enforcement area that is associated with the location where the vehicle is towed.
- c. The district, as defined by the SFMTA.
- d. The street address of the towed vehicle location.
- e. The VLN, VIN, color, make of vehicle and type of vehicle.
- f. The date and time that the towed vehicle information is entered in the PCPS database with the log-on ID of the person entering the data.
- g. The status of the vehicle after initial investigation, investigating officer, time of the investigation, mileage showing on the vehicles, and any comments.
- h. The impound status of the vehicle, the impounding officer, and the date and time.
- i. The Registered Owner's name and address.
- j. The mail date of the required notification to the Registered Owner, legal owner of the vehicle, and lien holder of the vehicle.

**9. Installment Payment and Community Service In Lieu of Payment Program (IPCSP)**

- a. IPCSP shall accommodate SFMTA agreements to permit Customers to perform community service in lieu of paying Fines, make installment payments, or a combination of both.
- b. IPCSP shall be able to:
  - i. Permit authorized users to create community service and installment payment plans by VLN(s) and select individual or multiple Citations to be included in a plan with minimal user effort;
  - ii. Generate an agreement plan number that can be referenced to enter and retrieve all IPCSP information;

- iii.* Retrieve all information for any SFMTA community service or installment plan agreement by plan number, Customer name, VLN or VIN;
- iv.* Issue a document to the Customer that details the terms of any community service or installment plan including Citation numbers, VLN, VIN, dollar amount, and completion date;
- v.* Enter information and track a Customer's partial payment, full payment, community service completed, combination of community service and payment completed, or failure to complete community service or installment payments.
- vi.* Add more than one VLN and or VIN number to a community service or installment payment agreement and assist SFMTA in monitoring the progress of community service and installment payment agreements as directed by the SFMTA.
- vii.* Generate installment payment reminder and default notices to Customers if a Customer fails to pay payment amounts as agreed.
- viii.* Generate reports detailing active, completed, cancelled agreement plans by different ranges, Customer names, and plan activity as directed by the SFMTA.

#### **10. Parking Meter Tracking System (PMTS)**

Upon written request of the SFMTA, Contractor shall assist SFMTA in developing a parking meter system with terms and conditions to be determined at the time of implementation. Contractor shall provide interface capabilities between the SFMTA's parking meter system and PCPS including the following functions:

- a. Automated transfer of maintenance requests from Handheld units to the SFMTA's Meter Shop system.
- b. Online inquiry into the Meter Shop maintenance tracking system to determine "Date Last Tested" and other maintenance history information.
- c. Online inquiry for authorized users to access parking meter inventory and maintenance records.

#### **11. Transit Fare Evasion Processing System (TFEPS)**

Contractor shall, through the PCPS, accommodate the processing of Transit and Fare evasion Citations. The system must include the following functionality:

- a. Imaging, data entry, and update of new Citations.
- b. Processing of mail in, pay-by-web and pay-by-phone payments.
- c. Online processing of payments, including payments made at the walk-in cashiering payment center.
- d. Online viewing of Citations via eTIMS.
- e. Mailing of scheduled notices based on next action logic.
- f. Project 20 plan creation and reporting mirroring the current parking Citation Project 20 logic.

- g. Administrative Review and correspondence processing through the current workflow system.
- h. Hearing decision processing through the current Administrative Adjudication Program.
- i. Special Collections processing through the current workflow system as directed by SFMTA.

**12. Mobile License Plate Recognition (MLPR)**

Within 90 days of Contract Effective Date of the Agreement and the approval of SFMTA, Contractor shall provide two additional MLPR units to the City at no cost, and shall support SFMTA's existing MLPR units and any additional MLPRs acquired during the term of the Contract with the ability to scan VLN and identify a vehicle's precise location via GPS software. Contractor shall ensure that the VLN scan records the time of the scan, the location of the vehicle, and shall cross reference the VLN with Scofflaw, stolen vehicle, or other tables loaded in the Handheld Unit.

Contractor shall also provide the option for SFMTA to purchase additional MLPR units through Contractor by either a lump sum payment or financed at a rate not to exceed Prime Rate plus 3%.

Contractor shall assume all payments listed in Appendix E that post-date the Effective Date of this Agreement.