COMPLUS

Handheld Parking Ticket Device and Parking Management System
for
City of Biddeford

Submitted by:
Complus Data Innovations, Inc.
120 White Plains Road
Tarrytown, NY 10591
914-747-1200

Mar 13, 2018

City of Biddeford
39 Alfred St
Biddeford, Maine 04005

On behalf of Complus Data Innovations, Inc. (Complus), I am very pleased to present our proposal to the City of Biddeford for Handheld Ticket Devices and a Parking Management System.

As specialists in parking ticket processing and collection systems, our expertise will assist you with payment management, data processing, systems for tracking information, and report generation. We understand that the City's is seeking a vendor to provide a comprehensive ticket issuance program, including equipment, enforcement software, reporting, and support. There is no other vendor more qualified to address this need than Complus!

The services provided by Complus will comply with all applicable federal, state and local laws. This proposal is valid for ninety (90) days from March 14, 2018 .

On behalf of our staff of professionals, we thank you for this opportunity to submit our qualifications. Please do not hesitate to call should you have any questions or require any additional information.

Sincerely,

Tyler Cain
Director of Business Development
Complus Data Innovations, Inc.
120 White Plains Road
Tarrytown, NY 10591
tylerc@complusdata.com
800-331-8802

Executive Summary

Since the company's inception, Complus Data Innovations, Inc. (Complus) has specialized in ticket management tools and services. To best serve each individual client, our services are tailored **so no two solutions are exactly the same** and we are constantly evolving to meet clients' changing needs. Highlights of the Complus solution includes:

Our management software, *FastTrack*™, automates processes and streamlines all aspects of the ticket life cycle. To drive the collection process, we leverage our delinquent noticing expertise with direct DMV interfaces for registered owner information. Complus provides automated standard reports which are designed to monitor operational efficiency and productivity.

Complus offers the latest in ticket enforcement technology. Our software is designed to enhance the ticket issuance process and is readily available across an array of devices. We also partner with pay-by-cell, meter, and enforcement vendors to add services that best meet your enforcement needs and add convenience for your parking customers.

Superior client service is the foundation of the Complus solution. Our team is committed to providing innovative solutions, critical information, and reliable support. Our hands-on approach will ensure that your staff and enforcement officers learn directly from Complus service experts throughout the life of the contract. Users will have the knowledge and ongoing support necessary to take full advantage of the processing and enforcement tools provided with the Complus solution.

Scope of Services

Client Support Services

Exceptional service is our top priority and our dedicated team of parking professionals is ready to assist you in reaching your parking management goals. The Complus service network includes:

- **Client Service Managers (CSMs)** – Your primary point of contact, CSMs are cross trained to ensure account assistance is always available in a timely and professional manner.
- **IT Technicians** – Also known as the "Help Desk", these support specialists are trained to diagnose and effectively resolve all technical issues.
- **Client Support Department (CSD)** - Efficient, courteous, and detail oriented, members of the CSD handle all back office processing services.
- **Operation Associates** – Integral to "behind the scenes" support, operation responsibilities include acting as liaisons for DMV communications, overseeing automated services, and providing reporting expertise.
- **Executive Leadership** – Complus executives are always on hand to lend expertise and higher level direction when needed.

We offer multiple means of support to resolve issues and answer questions in the most effective and timely manner possible. Options include:

- **Call Support** – Your employees will have access to live client service assistance between the hours of 8:30 AM and 5:00 PM, Monday through Friday, Eastern Time, with afterhours emergency support for critical technical issues.

- **Go to Assist** – An invaluable live troubleshooting tool, this application allows our service professionals to remotely see actual error messages, and guide users step by step through problem resolution.

- **Client Visits** – Complus professionals are available for onsite service reviews and recommendations, ongoing training, and advanced problem resolution.

Customer Inquiries

Service is the core of the Complus business model and we offer public resources to answer questions regarding how to use online services and trouble shoot ticket issues.

- **Webmaster** - an online customer service tool where customers email technical support questions related to the online payment or appeal of a ticket to the Webmaster, and Complus team members respond within two business days.

- **IVR Payment Line** - customers can access recorded information regarding payment instructions, contesting tickets, and other unique client information. Information can be accessed in English or Spanish.

Training

Complus team members provide all necessary training for user success on both the *FastTrack*™ system and the handheld ticket writers. We maximize all available technology to ensure our clients have all the training they desire in a timely manner.

Complus will provide training at no additional charge throughout the term of the contract. Onsite training includes a combination of classroom based preparation for all users and "in the field" sessions for handheld operators. We supply all users with training manuals - manual updates are provided as new enhancements are released.

FastTrack™ Management Software

The "hub" of Complus software functions, the **FastTrack**™ program is comprised of several modules that target specific stages in the ticket life cycle. Every processing action is recorded and stored within this one centralized database - users can easily retrieve ticket information, cross-reference data, and monitor enforcement statistics.

Ticket Management: The core of *FastTrack*™, this module provides a database for entering, tracking, and storing all parking tickets. Features include automated fine escalation, audit functions, real-time processing, detailed transaction history, and multiple query options. Users can view pictures, correspondence, and tickets associated with each ticket.

Appeal Management: The appeal module offers the ability to enter and track ticket appeals. Users can access copies of the ticket along with handheld images of the violation, attached PDF documents, and officer notes. Users can record hearing date information, print this schedule, and use it as the court docket. Letters notifying appellants that their appeal has been received can be generated directly from the appeal module.

Online Appeals

Complus clients can offer online appeals via the Complus hosted website, ParkingTicketPayment.com. Clients have access to manage the overall process, review individual cases, and enter dispositions that are relevant to any of the appeals that are filed. Violators can attach scanned documents, digital images, or other electronic items to their appeal file.

Correspondence: Working together, we will design all required correspondence that meet your specific needs. Users can print letters directly from *FastTrack*™ with the ability to add free-form comments when needed.

Reporting Functions: Complus reporting features are invaluable monitoring and analysis tools and yield important data for evaluating parking performance. Reports are compiled in several forms, according to client needs, so they have access to the most comprehensive information possible. Reporting functions include *FastTrack*™ dashboard reports, auto-generated standard reports, and handheld reports.

Permit Program: The *FastTrack*™ Permit Program streamlines all permitting and ticket management services under a single system. By cross referencing the parking ticket database in the Complus *FastTrack*™ system, you can restrict permit sales on vehicles with outstanding parking tickets. Complus also offers optional permit fulfillment services (additional fees apply).

Online Permits

Using the **BuyMyPermit.com** website, permit customers can purchase or renew their permits without having to visit a physical facility. Along with basic authorization functions, permit purchasers can be prompted to resolve all outstanding parking debt owed prior to issuing a permit. Customers may also upload supporting documentation with their online permit application.

Boot and Tow Program: The boot and tow module of *FastTrack*™ is designed to help manage vehicle immobilization activity associated with outstanding parking violations. With the ability to maintain authorized tow companies, lot locations, boot inventory, and associated fees, the Complus Boot and Tow program provides the tools necessary to effectively manage the process from end to end, including vehicle release authorization and tracking.

Industry Best Collection Practices

Registered Owner Name Retrievals

Outstanding customer service, easy to use and technologically advanced software, customized noticing, web-based payments, ongoing support, and management consultation services are all important features of the Complus program. **However, there is no single part of the Parking Ticket Management process that is as important to the ultimate successful disposition of each ticket as direct source registered owner retrievals.** This is the reason why registered owner retrieval information should come directly from each state's governmental agency that handles vehicle registrations (no matter how many or how few tickets were issued to a vehicle) and should be a mandatory part of the process.

Noticing

Complus specializes in generating and mailing delinquent notices - we have advanced and perfected these services over the last 31 years. Fully integrated with the *FastTrack*™ system, all noticing functions are executed **in-house** - Complus retains complete control and accountability over every aspect of the noticing process.

- To ensure **timely delivery**, all notices are run and brought to the Post Office for delivery on the <u>same business day</u>.
- Notices are **automatically generated**, requiring *no initiation* by our clients.
- Complus mails notices based on **client defined schedules**.
- Before <u>each</u> notice mailing, addresses supplied by the DMVs are **validated and updated** against the USPS National Change of Address database to ensure we are using the most current information available.
- To ensure accuracy prior to mailing, each batch of notices is **personally reviewed** and approved by your dedicated Client Service Manager.
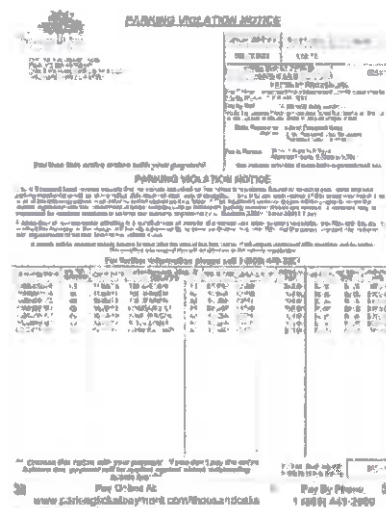
Payment Processing

Complus offers an integrated payment processing and tracking system with several convenient payment options. Along with traditional payments (paid in full), **FastTrack**™ and our reporting functions support additional payments such as partial, skeletal (ticket information not yet entered in the system) and overpayments. Features of the Complus payment processing system include:

Window Cashiering

Complus' on-line cashiering program allows clients to process all walk-in payments on-site. The system notifies the cashier if checks are not accepted for payment on specific accounts, license plates, or individuals.

Web/Phone Ticket Payments

Complus hosts a secure solution to accept in-full ticket payments online or by phone. The entire service is completely integrated with the **FastTrack**™ system, updates in real-time, and is both PCI compliant and secured with the latest encryption technology.

Reporting and Auditing Functions

Through our auditing and reporting capabilities, Complus provides total transparency for managing payments.

- Detailed daily reconciliation reports with a number of sorts available including: drawer, operator, receipt number, and ticket number.
- Monthly accounts receivable report for tickets paid, unpaid, and partially paid
- **FastTrack**™ contains a built-in accounting audit trail for all cashier payments and adjustment transactions.

Reporting Features

Complus reporting features are invaluable monitoring and analysis tools and yield important data for evaluating parking performance. Reports are compiled in several forms so clients have access to the most comprehensive information possible and can be exported for additional analysis.

FastTrack™ Reports

Authorized users can access ticket issuance and revenue dashboard reports directly through the *FastTrack*™ program. Designed for quick and easy access, these standard reports use graph and figures to provide summary and comparison information "at a glance".

Auto-Generated Reports

Complus provides several standard reports on a predetermined monthly, weekly, or daily schedule. An important ticket management tool, these reports assist in tracking payments, noticing, permits, appeals, etc., and facilitate improved efficiency and revenue. Initial report templates are created specific to your individual needs. These reports are then produced at scheduled intervals and emailed directly to the appropriate staff member.

Handheld Reporting Utility

This reporting utility can assist with monitoring ticket issuance and enforcement operations analysis. Reports help chart issuance patterns relevant to date, location, officer, and violation; assist supervisors in monitoring individual officer use of time and behavior; and provide an overall picture of ticket issuance for revenue and policy analysis.

Enhanced Back Office Processing Services

In addition to the *FastTrack*™ management modules and services previously discussed, we also offer several optional back office processing services for nominal, supplementary fees. Each is designed to help alleviate strains on the parking office and allow your employees to focus on other responsibilities.

Data Entry
As an optional service, Complus can enter all handwritten tickets on behalf of our clients. Tickets will be inputted within 48hours of receipt and entries are reviewed to ensure accuracy.

Lockbox and Mail-in Payment Processing
Complus can process all mail-in payments using client defined procedures. Features of this service include:
- Collection of mailed parking ticket payments at a designated post office box (excluding weekends and holidays).
- Payments are entered and processed, including opening all mail received, verifying payment amounts, updating database/computer records, and making daily bank deposits.
- A report of each day's receipts is prepared and transmitted on the following day.
- Complus retains images of all processed check payments

Customer Call Center
In order to assist the public directly with ticket questions, ticket recipients can have access to live customer service assistance via a nationwide, toll free number. Our representatives will follow a strict call script, approved by you.

Handheld Programming and Units

Working with leading handheld hardware vendors, Complus prides itself on providing industry-leading, handheld ticket writing technology. After careful consideration of your needs and evaluation of the individual features of each unit in our handheld fleet, we propose the **Two Technologies N5 Scan Unit** for use in your enforcement program.

The newest in ruggedized, **one-piece technology**, features include:

- **Integrated Cell and Wi-Fi connectivity** for real-time ticket upload and connection with meter and pay-by-cell vendors
- **Integrated bar code scanner** for improved scanning ability
- **High-resolution** color photo camera
- **Hot swap batteries** for extended battery life
- **Shock Resistant**: capable of withstanding multiple drops
- Able to **withstand harsh weather conditions**
- Ability to **print machine readable bar coded ticket numbers** on issued ticket for faster processing

As with all our handheld units, handheld peripherals such as batteries, car chargers, charger cradles, cases, screen protectors, and styluses are included at **no additional cost.**

The N5 Unit offers the convenience of an "all-in-one" handheld unit – with an integrated printer, there is no need for officers to carry additional equipment!

Maintenance

For the life of the contract, maintenance, repair, and replacement of the handheld equipment will be the responsibility of Complus for normal wear and tear. This includes handhelds, printers, batteries, chargers, and cables.

36 Month Technology Upgrade Policy

As part of our handheld leasing program, Complus ensures clients are using the latest in ticket writing technology with **our unprecedented 36 month technology upgrade policy.** With each successive 3 year contract renewal, clients may replace existing Complus enforcement equipment for new units at **no additional cost.**

Ticket Issuance and Enforcement Programming

In order to maximize ticket issuance efficiency, our units offer special features that allow officers to enter tickets quickly while in the field. Programming features include:

- Drop down menus where users can choose from client determined preset options.
- Auto-fill option where the software will automatically populate suggested information based on previous tickets.
- Location "zone" option where the locations presented in the drop down menu are specific to the zone chosen by the user.
- "Quick Ticket" feature which limits the amount of information needed to issue tickets for specific violations.

Our handheld software also offers unique capabilities for better tracking and improved overall enforcement. These include:

Function	Benefit
Electronically chalk tires for timed parking zones	A more efficient method for recording and managing timed parking without defacing customer vehicles.
Automatic **"grace" period** for pay station time expiration	Reduces the number of frivolous appeals due to minor timed parking infractions.
Enforcement list functions (E.g. Boot/Tow, Plate Permit, Do Not Ticket, etc.)	Notifies officer if plate is eligible for ticketing or other client-defined enforcement measure.
Multiple integrations on same unit	Creates a more specialized tool..
Image printing on the ticket	Helps preserve the chain of evidence in disputes.
Public and private **custom notes**	For public and internal communication.
Make notes regarding needed **meter and signage repairs**	Improves meter and sign maintenance for increased revenue and an improved customer experience.

Handheld Integrations

For improved enforcement and enhanced efficiency, Complus has integrated our handheld ticket writers with various parking technologies, and consistently adds new integrations to broaden the flexibility of our services. These ancillary technologies include pay-by-cell, pay-by-plate, and multi-space meters – we integrate with several industry leading vendors!

Active Complus Handheld Integrations

License Plate Recognition Services

A valuable enforcement tool, Complus has developed custom programming and services that work with License Plate Recognition technology and supports current end-to-end management of the ticket lifecycle. We currently have integrations with **ELSAG** and **Genetec** and would be happy to work with the LPR provider of your choice.

References

We encourage Biddeford to contact the following references to learn more about the benefits of working with Complus.

Client	Contact	Complus Service
City of New Rochelle, NY	Sgt. Myron Joseph myjoseph@ci.new-rochelle.ny.us (914) 654-2220 City Court 475 North Avenue New Rochelle, NY 10801	• *FastTrack*™ Management Software • Two Technologies N5 Handhelds loaded with Enforcement Software • Handheld Integration with Cale and Park Mobile for Pay-by-Plate services • Data entry of handwritten tickets • Partnership with Capital Recovery collection agency • Delinquent Noticing • Nationwide DMV lookups • NY DMV Scofflaw Processing Services • IVR/Online Payments and Appeals • Client Services and Help Desk • Webmaster Support
Town of Westport, CT	Chief Koskinas (203) 341-6026 fkoskinas@westportct.gov 50 Jesup Road Westport, CT 06880	• • *FastTrack*™ Management Software including the Permit Program • Online Permit Services • Permit Fulfillment Services • Two Technologies N5 Handhelds loaded with Enforcement Software • Delinquent Noticing • Nationwide DMV Lookups • Processing of CT registration holds and clears • IVR/Online Payments and Appeals • Client Services and Help Desk • Webmaster Support

Client	Contact	Complus Service
City of Middletown, CT	Geen Thazhampallath Parking Director geen.thamhampallath@middletownct.gov (860) 638-4926 245 DeKoven Drive Ste # 111 Middletown, CT 06457	*FastTrack*™ Management Software including the Permit Program - Two Technologies N5 Handhelds loaded with Enforcement Software - Handheld Integration with Park Mobile - Handheld File Services (boot & tow, permit, and VIP) - Delinquent Noticing - Nationwide DMV Lookups - Processing of CT registration holds and clears - IVR/Online Payments and Appeals - Client Services and Help Desk - Webmaster Support

Pricing

Complus is pleased to offer our parking management services, software, and hardware for the following packages and fees.

Deliverable	Year 1	Year 2	Year 3
Enforcement			
Leasing of Two Technology N5 Scan Handheld loaded with Complus enforcement software (includes all handheld peripherals)	$235 per unit per month	$175 per unit per month	$120 per unit per month
Maintenance	Included	Included	Included
Ticket Management			
FastTrack License (includes access to all management modules)	$65 per software license per month	$65 per software license per month	$65 per software license per month
Annual Subscription	$500	$500	$500
Collections			
Generating and Mailing of In-State Notices	$0.90 per notice mailed	$0.90 per notice mailed	$0.90 per notice mailed
Generating and Mailing of Out-of-State Notices	$1.50 per notice mailed	$1.50 per notice mailed	$1.50 per notice mailed
Registered Owner Information Retrieval	Included	Included	Included
Postage	Included	Included	Included
Online Payments			
Set-up Fee	$700 one time fee	N/A	N/A

PLus- $1,800/yr. dATA plan

JAdn X 228

Additional Pricing Terms

- Handheld ticket stock is reimbursable to Complus.
- Data plans are not included. At the City's option, these can be provided and will be reimbursable to Complus.
- For online ticket payments, a $3.50 per ticket convenience fee will be added to each transaction and payable to Complus.
- Pricing for additional Complus services and products can be provided upon request.

License Plate Reader?

Appendix

In partnership with The Payment Group (TPG), Complus offers an extensive suite of payment services!

In 2017, Complus acquired Dallas, TX based The Payment Group (TPG), a leading provider of payment services to local governments and court administrators.

Court Payments

Our lead service is processing payments for courts including traffic citations, parking tickets, non-moving violations, warrants and any court related payments. Defendants can pay their fine online 24 hours a day, 365 days a year.

Utility Payments

We provide cities with the ability to offer online payments for their utility customers and other city departments. Our goal is to consolidate your City's payment portal to help relieve your employees and streamline the payment process.

Onsite Payment Processing

We offer onsite payments with our easy to use swipers and payment portal. The Payment Group eliminates the liability of signing a merchant agreement or handling batch processing. No need to pay bank of merchant fees either.

Onsite Payment Processing

Our in-house Resource Call Center is staffed with professional, courteous and knowledgeable customer representatives eager to take payment by phone. We hire and retain the best talent because your customers are our customers.