

Statement of Work

City of Flagstaff, AZ

April 8th, 2020



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Project Overview

Passport will perform the migration of services for the City of Flagstaff, AZ (“City”) from the NuPark platform onto the Passport product set inclusive of the Citation Management (“CMP”) and Digital Permits (“DPP”) Products.

During this migration effort Passport will perform the architecture, design, implementation, and information transfer for the newly identified environment.

Scope of Work

Configurations

Gateway and Merchant Processing

Passport will utilize its existing PointNPay gateway integration, configured specifically with the City’s merchant processing credentials, to set up the City’s card processing service. The funds will flow through to the City’s PointNPay merchant account on a daily basis.

The City is responsible for paying all card processing fees to support the service.

Citation Management

Legacy Citation Import

Passport will import the legacy citation data that is available in NuPark. Passport will work with the City to determine what information needs to be migrated over from the existing provider’s system.

All unpaid citations and warnings will be imported into Passport's system for the initial system launch. Passport will ensure that all warnings and unpaid citations are imported into Passport's system accurately. After the initial launch, Passport will work to import the paid citation data into the system for record keeping purposes.

Any imported record, whether it's a citation or a warning, will be available in Passport's system for search capabilities and reporting purposes.

Citation Management (Back-Office)

Passport will provide the City with direct access to the Passport Operator Management ("OpsMan") back-office system portal, which will enable daily operations management of reporting, citation management, payment tracking and audit data.

OpsMan includes the following citation management functionality:

- Fully hosted by Passport cloud services.
- Secured Access with user specific login credentials and custom privileges per user.
 - There is not a cap on the number of users that can be setup.
- Real-time aggregator of citation data from Passport's Android issuance application, OpsMan Mobile.
- Voids.
- Refunds / Reversals.
- Escalation Schedule Resets.
- On-Demand Letter Generation for staff use.
- Officer activity logging.
- Supports and provides maintenance/edits for the following data upon proper user permissions being set:
 - Violation Date.
 - Violation Time.
 - Violation Type.
 - Zone / Location.
 - Space Number.
 - License Plate Number.
 - Vehicle Identification Number.
 - License Plate State.
 - License Plate Type.
 - Vehicle Type.
 - Vehicle Color.
 - Vehicle Make.
 - Vehicle Model.
 - Violator First Name.

- Violator Last Name.
- Violator Birthday.
- Violator Email Address.
- Violator Address.
- Custom Fields that are set up specifically for the Client.
- Violation Amount Due.
- Violation Escalation Schedule Start Date.
- Access to on-demand Reporting tools, including:
 - Violation Summary Report (by Officer, Area, Location).
 - Violation Detail Print-Out (with photo images).
 - Voided Reason Report.
 - Officer Activity Log.
 - Officer Productivity.
 - Violation Print-Out Report.
 - Hot List (boot and tow eligible) of Vehicles.
 - Disposition Code Report.
 - Citation Audit Trail.
 - Open Appeals Report.
 - Appeal Disposition Summary Report.
 - Closed Appeal report.
 - Payments Report.
 - Merchant Report.
 - Cashiers Report.
 - Violation Batches Report.
 - Adjustment Report.
 - Find Payment by Card Tail Report.
- Online user knowledge base.
- Manual citation entry for handwritten violations.
- Audit Trail for citation processing and specific activities.
- Scofflaw listing generation for delivery to the OpsMan Mobile issuance application and the Genetec License Plate Recognition system.
 - The scofflaw list of eligible license plate numbers will be delivered to Genetec's system via Secure File Transfer Protocol ("SFTP") on a daily basis.
- In-office Payment Acceptance.
 - Passport does not accept in-person credit card payments.
 - All credit card payments need to be done online through the portal.
 - Passport will not integrate with a cash draw or check reader
 - Any cash payments will need to be manually logged in OpsMan Web.
 - Any check payments will need to be manually logged in OpsMan Web.

OpsMan Mobile Monitoring and Issuance Application

Passport will deliver the monitoring and issuance application, OpsMan Mobile, to the City to be used in conjunction with the monitoring and issuance devices the City secures. Passport's OpsMan Mobile is an Android application that provides the following functionality:

- Secured permission-based access for application functionality.
- Seamless workflow for entering the required key data for each citation.
- Real-time citation issuance and back-office system upload for all violations.
- Real-time warning issuance and back-office system upload for all warnings.
- Real-time scofflaw indication notifications.
- Real-time permit indication notifications.
- Historical LPN violation issuance history notifications.
- Offline citation and warning issuance with automatic data upload upon reconnection.
- Time limit marking (electronic chalking).
 - One vehicle tire stem marking functionality.
 - Capability to print chalking marks on overtime violations. Stem value positioning marks are not able to be printed on the citation.
- Parking enforcement officers have the ability to print or not print the notes on the citations. Regardless of printing, all notes are available in the backend system, Operator Management.
- Citation reprints.
- Real-time citation voiding capabilities.
- Last second citation data input verification.
- Last second payment verification before issuance.
- Barcode printing.
- Violation cost increases for late penalties based on a set schedule.
- Color photographs that are electronically attached to each violation.

Citation Lifecycle

After a citation has been issued, the citation can be either paid or appealed before the citation begins to escalate in price after a certain number of calendar days of no action from the violator. Please see below for a dedicated overview of each of these scenarios.

Citation Payment Portal and Adjudication

Passport will provide a web portal for violators to make payment on their citation(s). The web portal will be visually configured to match the colors and logo preference of the City.

Payments

The web portal provides the following search and payment functionality:

- Mobile friendly, city-branded portal that allows violators to search for and pay their citations online.
- Search by Citation Number, License Plate Number or VIN
 - Citation status indication is provided as well as full details on the specific citation.
 - External Note(s) and Photographic Evidence is provided to the violator for each citation viewed.
 - Payment capabilities.
- Online Payment Capabilities
 - Shopping cart style feature to allow single or multiple citations to be paid in one transaction.
 - Credit or Debit Card payment acceptance.
 - Email notification to the payer of payment.
- Payment integration with Point & Pay

Adjudication

Passport initially will not be configuring any appeals or hearing requests processes. The City understands that they will maintain the existing process of manually filling the hearing requests within Passport's back-office system and the court. After the hearing has been conducted with the court, the hearing decision will be manually entered into Passport's back-office system.

After a citation has been manually marked for adjudication within the back-office system, that citation's escalation schedule will pause until an adjudication decision has been made. Once a decision has been made, the citation will resume its escalation schedule.

At a future date not yet determined, Passport intends to work with the City and the court to build out an integration with the court to facilitate efficiencies within the appeals process. Once built, the workflow is intended to be as follows:

Violators will be provided with the ability to appeal their violation with the City through Passport's online portal. All submitted appeals will be accessed and reviewed initially via OpsMan by the City. Permitted OpsMan users will be provided with the ability to approve or mark for denial an appeal via the web based interface. Appeals that the City believes should be denied will need to be sent to the Flagstaff Municipal Court for a hearing. As such, the City must mark the appeal for denial within OpsMan.

All marked for denial appeals through OpsMan will be sent electronically to Pragmatica LLC for court hearing scheduling purposes. Hearing decisions made by the Flagstaff Municipal Court will need to be manually updated in OpsMan for each contested citation by the City.

Passport will deliver contested hearing information to Pragmatica LLC so that Pragmatica LLC can then transmit this information to the court.

Please refer to the Custom Integrations or Configurations - Pragmatica LLC Integration for additional details.

After a citation has been submitted for an appeal or a hearing request, that citation's escalation schedule will pause until a decision has been made on the appeal or hearing request. Once a decision has been made, the citation will resume its escalation schedule.

Passport will ensure that a citation cannot be appealed or contested if it has been either paid or if the citation has aged passed 15 calendar days from the citation issuance date.

Citation Price and Escalations

Passport will configure the citations to be priced according to the current Parking Citation Fine Schedule as supplied by the City, with the most recent schedule being dated January 2019.

Passport understands that the City issues an initial Failure to Pay Meter warning for any vehicle that has not paid for their parking and that has not received a previous Failure to Pay Meter warning within the past 365 calendar days.

- Passport understands that the warning records are reset 365 calendar days after the initial warning is issued. This means that once 365 calendar days have elapsed post issuance, the violator is then eligible to receive another warning for a non-payment infraction rather than receiving a citation.

In addition, Passport will configure the previous ticket history within the issuance application to only show those citations issued within the last 365 calendar days.

Passport acknowledges that for certain violations, like the Failure to Pay Meter or Parked Without Parking Permit violation, prices are based on the number of previously issued violations for said violation types within 365 calendar days of a warning being issued.

Passport further understands that all citations will escalate in price by \$50 if the citation remains unpaid after 15 calendar days.

With respect to all of the information acknowledged and understood by Passport as set forth herein, Passport shall ensure that its system integrates these requirements in a manner satisfactory to the City.

Automatic Late Notice Letter Sending

Passport understands that it is the City's desire to print and ship the late notice letters to the violators itself. As such, Passport will deliver a website to the City that will act as a repository of the late notice letters that Passport's system has generated based on the citations lifecycles.

It is the City's responsibility to frequent the website to determine if any new late notice letters are available for printing and shipping. As citations age to the appropriate number of days post issuance, Passport's system will automatically generate the late notice letter PDF and deliver the letter to the website. This process will occur behind the scenes continuously.

When the City accesses the website, they will have the ability to print all of the outstanding late notice letters. If there is more than one late notice letter outstanding, then all outstanding late notice letters will be in the document that is printed to promote efficiency and save time. In other words, if two late notice letters are outstanding, rather than having to print each individual letter, clicking print will allow you to print both letters consecutively under one print job.

Trail items will be added to the back-office system indicating a late notice letter was mailed out for each citation when the late notice letter is delivered to the website.

Scofflaw List Management and Notifications (Immobilization & Tow)

Passport has the ability to maintain a scofflaw list and notify officers when an LPN or individual meets the immobilization or tow criteria. Passport understands that the City wishes to maintain a scofflaw list for boot and tow purposes.

Passport will work with the City to scope the level of effort and work required to set up and maintain a scofflaw list once the City is ready to move forward. Passport's setup of the scofflaw list is included as part of this SOW and Passport will proceed with this item upon notification from the City.

Registered Owner Information Lookup

Passport will provide registered owner lookup services to the City via NLETS. NLETS provides registered owner lookups in all 50 United States based on Passport providing NLETS with license plate information. In order to leverage the NLETS service, the City will be required to provide Passport with an executed NLETS Agency Authorization Form.

Registered owner information provided by NLETS will be pulled for each individual citation one day after the citation is issued. The registered owner information will be used to populate a late payment notice to the violator if they have not paid or appealed their violation within a certain amount of calendar days post issuance.

The registered owner information will be able to be viewed within OpsMan for each issued citation if NLETS provides the registered owner information back to Passport.

NLETS provides current (at time of lookup) registered owner information and does not provide historical violator information. Please note that lookup success rates vary from roughly 80% to 95% based on the variance of data available in the unique DMV systems. This means that some lookups will fail based on missing correlating DMV data. This is not something that Passport can remedy or be accountable for.

Digital Permits Product

Legacy Permit Import

Passport will import the legacy permit data that is available in NuPark. This will include all permits that will be active during the transition as well as those with any and all past history. The following data fields can be supported through the import, with an indicator if the data field is required during the import:

Permit Information Data Fields:

- Permit Number - Required
- Permit Issue Date - Required
- Permit Type - Required
- Permit Cycle - Required
- Zone Name - Required
- Permit Holder First Name - Required
- Permit Holder Last Name - Required
- Permit Holder Email Address
 - Required if there's no phone number
- Permit Holder Phone Number
 - Required if there's no email address
- Permit Holder Address - Required
- Permit Holder Address 2
- Permit Holder City - Required
- Permit Holder State - Required
- Permit Holder Zip Code - Required
- License Plate Number - Required
- License Plate State - Required
- License Plate Type - Required
- Vehicle Make
- Vehicle Model
- Vehicle Color

- Waitlist Position
- Permit Notes

Passport will provide the City with direct access to its back-office portal, Operator Management (“OpsMan”), that allows permit system administrators to manage their entire permit system, including the approval queue, waitlists, and reports. The back office portal also allows administrators to manage customer accounts and issue permits.

Manage Permits

Manage permits functions as a search user interface to quickly search for a specific permit and then take an action:

Core functionality includes:

- Viewing a permit’s status and general details
- View and add notes to a permit
- View the historical actions taken on a permit
- View the user associated with the permit
- View the payment history of the permit
- Email or print previous receipts
- Edit unrestricted Permit details
- Update the status of a permit: disable or cancel
- Renew and apply payments to permits
 - Passport does not accept in-person credit card payments.
 - All in-person credit card payments need to be done online through the portal or manually logged in OpsMan Web after being processed through an external system.
 - Passport will not integrate with a cash draw or check reader
 - Any cash payments will need to be manually logged in OpsMan Web after being processed through an external system.
 - Any check payments will need to be manually logged in OpsMan Web after being processed through an external system.

Issue Permits

Issue permits functions as a quick action drawer user interface to manually issue permits through the back-office system.

Core functionality Includes:

- Waitlist / limit information
- Eligibility requirement and document submission override

Approval Queue

The approval queue functions as a single first in, first out list with searching capabilities. Individual applications can be inspected via a drawer user interface within the same page. Relevant Search and Filtering capability is also provided.

The approval queue can be filtered for specific permit types.

Approving or rejecting a permit application can be completed from the inspection view, progressively over the list order or in bulk from the main list view.

Core functionality includes:

- Inspect, approve or reject applications

Reporting

Reports are made available within the City portal. All reports are presented as a list with the ability to filter for reports. The digital permits product has three core reports available:

- Exportable permit payment and refund report
 - All cashflow shown in one report.
 - Allows filtering by date range
- Exportable permit zone report
 - Allows filtering by zone, status, and/or date range.
- Exportable permit detail report
 - Allows filtering by type, cycle, status, and/or date range.

Employee/Fleet Account Management

Passport's employer permits module allows the City to centralize the management of all permits associated to a single employer, under one single account, controlled by appointed administrators. This functionality includes better management experience for large scale employers, easier billing, and enables custom limitations, rules, or pricing that would not be available to individual permits. Accounts can have multiple administrators who have the ability to add, update, or disable permits as needed. The ability to make payments or take other billing related actions, however, is limited to one single administrator.

End-User Customer Portal

Passport will provide the Client with a web-based portal that is publicly accessible and allows permit applicants/holders to apply, purchase, and manage their permit(s).

Customization with Client Branding

The permit portal will be accessible online at a white-labeled domain name determined by Passport with feedback provided by the City. The permit portal provides the following branding capabilities:

- City's logo - no color adjustments can be accommodated.
 - The Client must provide JPEG (or similar format) of their logo.
- One primary and secondary color should be defined by City
- URL
 - The URL for end-user customer portal will be <subdomain>permits.rmcpay.com

Portal Functionality

The following functionality will be available to the end-users through the customer portal:

- View available permit types
- View waitlist position
- Complete an online application to apply for the permits
 - Upload supporting collateral to meet permit qualification requirements (i.e. Proof of Residency, vehicle registration, etc.)
- Shopping cart style checkout for purchasing multiple permit payments.
- Add / remove debit or credit cards
- Auto-renewals
- FAQ's

Application Workflow

Permit applications function as a stepped, progressive series of data collection covering all information required of the applicant. The workflow allows open selection and application for any permit type.

- All applications are started by selecting a permit type.

Core functionality includes:

- Ad hoc custom fields for required vehicle or permit holder / applicant information
- Requirement validation on input fields
- Proof of Eligibility document upload

Manage Permit

Core functionality includes:

- Permit details: view general details and call to act to manually renew if eligible

- Permit holder Information: view / edit all fields related to the permit holder
- Vehicle Holder Information: view / edit all fields related to a vehicle, add and remove vehicles, if allowed.
- Payment History: view all previous payments and refunds toward the individual permit as well as downloading payment receipts.

System Training

Once a majority of the project milestones have been completed and the target launch date is confirmed, Passport will work with the Client to set-up the remote web-based training plan. Passport will assist the Client with determining who should be involved in the training sessions and when they should occur from a scheduling perspective around the target go-live date. Passport will host a training session with any Client employees who will interact with the new Passport Parking system. Passport recommends that all parking staff, anyone responsible for the adjudication of parking citations, Client accountants, and enforcement managers be present for training. Passport will work with the Client if additional training sessions are required.

All training is done via a “Train the Trainer” method, equipping each person present with the tools and knowledge to train their teams now and in the future.

Custom Integrations or Configurations

Flowbird (formerly known as Parkeon) Parking Meter Integration

Passport will integrate with Flowbird’s license plate based parking meters for the purpose of monitoring parking meter parking sessions.

Pragmatica LLC Integration

Passport will integrate with Pragmatica LLC for the purpose of providing registered owner and violator information to the Flagstaff Municipal Court for contested citation hearing adjudication.

Passport will provide Pragmatica LLC with a workflow document to define the integration once technical scoping on the integration has been completed.

This integration will not be initially available for the City and will need to be scoped when the City would like to move forward.

Handheld Enforcement Hardware

Monitoring and Issuance Devices

Monitoring and Issuance Devices

Passport's OpsMan Mobile application is required to be run on either a Samsung Galaxy S8 or Samsung Galaxy S9.

- It is the City's responsibility to purchase the devices.
- The City is responsible for the data plans associated with all of the devices.
- Passport will credit the City \$2,400 for the initial devices and data plans.

The City is responsible for the cost of purchasing any additional devices beyond the original purchase that Passport will credit to the City.

Issuance Printers

Passport requires the use of Zebra Thermal ZQ320 wireless bluetooth printers.

- Passport will secure, configure, and deliver six (6) Zebra Thermal ZQ320 wireless bluetooth printers.
 - The cost owed to Passport by the City for each printer is \$600.

The City is responsible for the cost of purchasing any additional printers beyond the original purchase as well.

Custom Citation Issuance Paper

- Passport will customize the front of the citation to include the City's name, the online payment and appeal portal website, the required values/fields for printing, the layout, barcodes, and other stylistic requirements.
- The City may choose to customize the back of the citation, including information related to payment options, the boot/tow process and the appeals process.
- Passport will work with the City to create the digital proof of the citation paper. Passport will place the initial order and all subsequent orders for paper. Passport will not order paper unless they are provided with written approval from the City.
 - Paper cost and inventory tracking will be the City's responsibility.
 - Paper orders take 4-5 weeks to process for both initial orders and subsequent orders. This cannot be expedited.
 - The price per roll for custom paper is dependent on the quantity ordered. Pricing is subject to change due to variable rates from the 3rd party vendor:

Quantity	50 Rolls	150 rolls	500 rolls	2000 rolls
Price Per Roll	\$21.19	\$9.13	\$4.85	\$3.36

Implementation Timeline

Passport has a general implementation plan that has been built off best practices; however, the finalized implementation plan will be created following the kick-off call between Passport and the City. Each week the designated project manager will hold a call with the City's project team to brief them on what stage the project is in, what was accomplished in the last week, outstanding items, and what steps will be taken for next week. Following the call, the project manager will send an email to the City, recapping what was discussed.

Assumptions & Notes

While performing these services, Passport will rely upon the concerted engagement, direction, authorization, approvals or other information provided by the City's primary stakeholder and technical teams.

The Client's Project Manager and respective team will be responsible for contributing to and reviewing Weekly Status Reports and reporting Project issues.

Additional City responsibilities include:

- Providing operational information in a timely manner.
- Providing a list of stakeholders for preliminary implementation.
- Making a good faith effort to facilitate the continued progress of the implementation.
- Perform user acceptance testing to confirm the accuracy of configured attributes in the system.
- Provide written approval on each aspect of the system.

Deliverables or activities not specifically identified as in scope throughout this document are by definition out of scope, unless accompanied by an approved Scope Change Order.

Project Change Control

Changes may be required to manage unanticipated or new information that may arise during the course of the implementation and delivery of this solution that impacts an existing (or creates a

new) deliverable, restriction, milestone, or dependency. This Project Change Control process is meant to enforce a process to ensure changes are tracked and approved appropriately throughout the project.

Process

- A Passport representative will complete a Scoping Change Order form describing the exchange to be evaluated.
- Passport will perform an impact assessment (cost, schedule, risk, etc) and provide a recommendation for how to achieve the City's objectives in the context of the latest information.
- The City will decide whether or not to proceed with Passport's recommendation or to suggest an alternative approach.
- If the Change Request is approved by the City and returned back upon full execution, then the Change Request document will be incorporated as part of the Statement of Work.

Timeline Effects

- Upon approval by all parties, the impact assessment associated with such a change request shall augment any prior commitments or estimates of timeline and pricing in this Statement of Work, which shall no longer apply. Passport will use commercially reasonable efforts to maintain the timeline and cost associated with this Statement of Work, augmented by any and all Change Request(s) approved by all parties.

Acceptance

Please indicate your acceptance of this Statement of Work by signing below. Any changes to this Statement of Work shall be approved by both parties and may result in additional costs.

City of Flagstaff, AZ

Authorized Name: _____

Title: _____

Signature: _____

Date: _____

Passport Labs, Inc.

128 S. Tryon St. Suite 2200 Charlotte, NC 28202

Authorized Name: _____

Title: _____

Signature: _____

Date: _____