

City of New Haven — Passport Cost Analysis & Technical Compliance

Parking Enforcement Citation Software & Equipment | RFP No. 2026-RFP-CNH-333

In the pages that follow, Passport has outlined our proposed cost structure for the City of New Haven's Parking Enforcement Citation Software and Equipment program, including upfront costs, annual recurring fees, and transaction-based pricing.

We have also re-shared our technical functionality responses addressing the City's requirements below.

Upfront (One-Time) Costs

Item	Cost	Status
LPR Hardware (6 units) — Genetec SharpZ3 cameras, mapping license, in-vehicle tablets	\$143,570.67	One-time hardware purchase
LPR Installation, Labor & Travel, Training	\$35,042.56	One-time LPR installation
LPR Extended Warranty (3-yr, paid in full)	\$30,800.82	Optional — pay all at once or 3 annual installments of \$10,266.94
Mobile Citation Hardware — 35 handheld/prINTER kits (purchase)	\$59,500.00	One-time equipment purchase
Implementation, Integrations, Data Migration & Training	\$0.00	Waived
Upfront	\$268,914.05	Warranty paid in full

Annual Recurring Costs

Item	Annual Cost	Notes
Software Licensing — Parking Enforcement (\$4,937.50/mo) + LPR (\$1,043.75/mo)	\$71,775.00	Required, fixed

Item	Annual Cost	Notes
Hardware-as-a-Service — Data & Device Mgmt (41 devices - handhelds and LPR units - \$60 per month per kit)	\$29,520.00	Optional — City may use its own cellular provider. Price includes unlimited data and remote device management for troubleshooting.
Citation Paper Stock (~100,000 citations/year)	\$0.00 Yr 1 / \$7,300.00 Yr 2+	No cost in Year 1; billed starting Year 2
Total Annual Recurring	\$101,295 (year 1) \$108,595 (years 2+)	Ticket stock fee year 1 per RFP

Variable / Usage-Based Costs

Item	Rate	Paid By
Online Citation Payment (per transaction, not per ticket)	\$3.95	Violator
Registered Owner Lookup / Delinquent Fine Notice	\$1.00 + postage	City - volume dependent
Merchant Processing — Enforcement transactions	2.75% + \$0.25	City - volume and transaction size dependent
Merchant Processing — Permits (only if City charges for permits)	3.50% + \$0.35	City - volume and transaction size dependent. Passport Understands the City's permits are free today.

7. Scope of Services, Work Plan, Schedule, & Staffing

Provide a scope of services, work plan, and program schedule. This section should describe all services to be delivered and the approach/methodology for delivery. The services provided should be consistent with the scope of services listed in this RFP and should include a work plan of tasks.

7.1.1 Minimum Requirements

General scope of services for the Parking Violation System shall include, but not be limited to the following:

- **Installation, implementation, and maintenance of all equipment necessary for the operation of the Parking Violation Citation and Residential Parking Permit system and citation processing system meeting City of New Haven Ordinances.**

Passport will provide full installation, implementation, and ongoing maintenance of all equipment and system components required to support the City of New Haven's Parking Violation Citation, Residential Parking Permit, and citation processing systems in accordance with City ordinances. Prior to contract execution, Passport conducts a thorough technical scoping process in close collaboration with City stakeholders to ensure full alignment between our platform configuration, the City's day-to-day operational workflows, and all applicable New Haven ordinance requirements. This ensures that when the system goes live, it is purpose-built for New Haven — not a generic out-of-the-box deployment.

Our team delivers a comprehensive, end-to-end implementation approach that includes system configuration, equipment provisioning (e.g., handheld devices, printers, and citation materials), data migration, integrations, testing, and training to ensure operational readiness at launch. Following deployment, Passport continues to support the City through dedicated client success management, system maintenance, and regular updates to ensure long-term performance and compliance.

Detailed implementation methodology, timelines, and responsibilities are provided in the [Parking Management Implementation Plan](#) section of this proposal.

- **Integrate existing data of citations issued by previous enforcement software systems.**

Passport can convert over 10 years of historical data and millions of records into its solution, with system checks and testing accompanying each step. Passport has successfully replaced leading parking management systems nationwide, including enterprise cities, with many data points and complex configurations. If the data is provided to Passport in the requested format, the import is processed at no cost to the City. If substantial development work is required to ingest legacy citation data, fees may be assessed.

Passport's approach to conversion is an iterative process that requires collaboration between both City decision-makers and the current vendor. The focus is placed on process, as opposed to specific outcomes, so that Passport can get the proper visibility and tools it needs to successfully import data that allows for an effective launch. A first step of the implementation process would be a meeting for Passport, City stakeholders and the current vendor to identify all data that has to be converted, develop a tentative schedule, and finalize a detailed plan.

Before full conversion, a preliminary export of a small sample size is performed. This preliminary testing, called system acceptance testing, ensures that Passport's system can properly accept the legacy data.

During the full conversion, Passport imports all existing data from most to least recent until the full library of historical data has been imported. Through experience, Passport has refined the process for a smooth transition. The process is detailed below.

- Passport provides a mapping file for the City to complete. This allows for a full one-to-one association of data points and establishes required modifications.
- The scale and scope of what data will be imported is established.
- A clear strategy encompassing the City's needs is established so that all functionality, requirements, and integrations are understood before import.
- Passport fully reviews all data exported for custom fields and violation status that need to be converted.
- Passport conducts a sample import to determine the viability of data and to ensure it meets standards and specifications. Any adjustments are applied iteratively, well before the launch date, so that any challenges are handled.
- Pending appeals will be reconciled in the new system.
- Passport can leverage the existing DMV lookup data, including holds, to ensure the most up-to-date system.
- All outstanding DMV requests can be converted into the Passport system.
- Any leftover actionable tasks are completed in the existing system prior to transition to either be closed or cleanly imported into the new Passport system.

Throughout the conversion to the Passport system, ticket data from the City's current system and vendors will seamlessly transfer. For instance, a ticket that has a status of "Open," "Closed," or "Escalated" will maintain that same status in Passport's back office. The same is true for DMV hold statutes and any notes associated with a ticket. Passport will handle any other conversion-related issues that may arise during the transfer as well, making the conversion painless for both the City and its end users.

Data Conversion

The data conversion process is a complex, multi-part process that seamlessly integrates legacy data from one provider and pulls it into Passport's systems. Passport takes a single file sample from the City or data provider, upon which custom code is applied to normalize the data to Passport's standards, make any required calculations, create links to integrations or DMV processes, and handle frequent issues with inconsistent/"dirty" data.

After a test import is conducted, recommendations on changes are made. Discussions between the Engineering and Implementations team at this phase result in a deep understanding of the City's

business needs and the technical requirements. After this, necessary changes are made in consultation with the City, following a final test. Then, the import is staged and ready to run prior to the launch date of the City's services in Passport's systems.

Citations - System Acceptance Testing

Passport will request a large subset of relevant data in the current database, including tickets, plates, etc. This data subset will be loaded into Passport's system to test how it maps onto existing data structures. Based on these results, Passport's conversion team will plan for full conversion. This test will also provide the opportunity for Passport to train New Haven staff using realistic City data, including violation codes, locations, etc., with which they are familiar.

Passport maintains a detailed testing plan designed to test all features and functions of the application, including batch, online, and web-based transactions and all external interfaces. For each component of the application, the plan will list:

- The component incorporating the feature/function
- The specific feature/function to be tested
- The number of test cases to be conducted
- The output verifying results (reports, online inquiry, notice records generated, etc.)
- The expected outcome
- Test results (actual outcome) and pass/fail status

Once approved, the test program will be produced as an actual testing log to log results with the testers' names, results, and any required follow-up.

Passport's conversion team will keep a detailed exceptions log. As issues are identified in testing, they will be logged under an "open issues" tab, with a listing of the feature, the failed result/problem, the date identified, and the assignment. As issues are addressed, they will be moved to a "retest" tab for verification that the issue was resolved. If a resolution is confirmed, the issue will be moved to a third "resolved" tab.

• System should allow for enforcement officers to be able to take multiple digital still photographs to document the parking violations.

Through the OpsMan Mobile application, enforcement officers can capture multiple digital still photographs for each citation issued. The Zebra TC27 handheld device includes a high-quality camera, enabling officers to take clear images of the vehicle, license plate, location, and any relevant violation context.

All captured images are:

- Directly attached to the citation record at the time of issuance
- Stored in the system in real time and available in the back-office portal
- Accessible for adjudication, reporting, and customer review (e.g., during appeals)

• Provide scanning ability of pertinent data points such as residential parking permits and vehicle license plates from handheld devices or hardware.

Passport's parking enforcement and permit management systems are built around the license plate as the universal identifier across all program functions. Operating in a license-plate based environment eliminates costs associated with physical stickers, hangtags, paper, etc. and allows the City to monitor parking rights in real-time. Whether a vehicle's parking rights are established through a paid meter or mobile app session, an active residential permit, a visitor pass, or allow and deny list designations, that entitlement is tied directly to the plate. This means both LPR units and handheld devices can scan a license plate in the field and instantly surface the full picture of that vehicle's parking rights for a given zone, rule, or regulation, giving enforcement officers the information they need to make accurate, confident decisions at the curb.

- **Provide appropriate number of vehicle mounted license plate readers and the appropriate integration of readers into the enforcement system.**

Passport will partner with Minuteman Security Technologies ("Minuteman") to equip the City with six (6) Genetec mobile License Plate Recognition (LPR) units, delivering a proven, high-performance solution to support modern enforcement operations. Through this partnership, the City will benefit from Minuteman's deep expertise in LPR hardware and deployment, combined with Genetec's industry-leading technology and Passport's fully integrated enforcement platform.

Minuteman brings decades of experience delivering advanced LPR and video surveillance solutions for government and public safety agencies, including a successful ongoing partnership with Passport in Boston, MA. Through this collaboration, the City will benefit from a proven, turnkey approach to LPR installation, integration, and long-term support backed by deep technical expertise and a strong regional presence. More information on license plate readers and the related integrations is available in the [LPR Hardware & Software](#) section of this proposal.

- **Ability to provide information about registered owner of the vehicle to allow for the issuance of citations.**

Passport fully supports this requirement through its direct integration with the Connecticut Department of Motor Vehicles (DMV) and other jurisdictional data sources. At the time of citation issuance, the system can trigger register owner lookup information—including name and address—to enable accurate and efficient citation processing.

This lookup process ensures that City staff have the necessary information to issue and process citations in compliance with Connecticut General Statutes and City of New Haven requirements.

- **Ability to provide services that allow for the processing and/or issuance of citations to the registered owner of the vehicle via first class US Postal Service mail.**

Passport supports the issuance of citations by mail in accordance with applicable state and local regulations. Where permitted by law, the system enables the processing and delivery of citations to the registered owner via U.S. mail, ensuring compliance, accuracy, and timely notification. Beyond initial citation mailing, Passport automates the entire delinquent fine notice lifecycle, programming the system to generate and send notices at whatever cadence the City requires. This ensures the

City's collections workflow runs consistently and without manual intervention, reducing administrative burden while maximizing fine recovery.

- **Provide training for City of New Haven Transportation, Traffic and Parking personnel, City of New Haven hearing officers, and others involved in the use of the system.**
-

Passport's Client Implementation team has a defined training methodology to ensure that the City is fully enabled to utilize Passport's parking management solutions. Passport will assist the City in determining which individuals/departments should attend training sessions and scheduling those sessions regarding the expected launch date. The training delivery methods, approach, and roles can always be adjusted based upon the City's guidance and Passport will work with the City to set up a training plan that best suits the City's needs.

Training Approach

Passport takes a proactive, role-based training approach with client staff to ensure their overall readiness to effectively and efficiently use Passport's mobility solutions. Passport's aim for all learning approaches is to provide the most useful and streamlined learning experience so learners master the skill/behavior in the least amount of time. Learning solutions are delivered in a few methods:



In-person Sessions provide instructor led, in-person and/or onsite training



Virtual Sessions provide instructor led, webinar based training via City classrooms or multiple PCs



Self-Service Help Center provides context-sensitive, guided walkthroughs for self-study or self-service

Passport will implement a combination of the above delivery methods to properly train City staff based upon the functional roles within the City's organization. All will be discussed and refined with the City in order to create the best learning experience for all staff.

Passport will train City staff using realistic data to ensure that City staff is receiving comprehensive instruction for how to utilize the system. This can include initiating session monitoring, ticket voids, permit waitlisting, and approval queues as well as how to utilize Passport's portal dashboards and and reporting. This will ensure that each department that interacts with Passport's system is receiving "hands on" training and instruction on how to optimize the system.

In-Person Training

Passport provides in-person and/or onsite instructor led training to ensure the following:

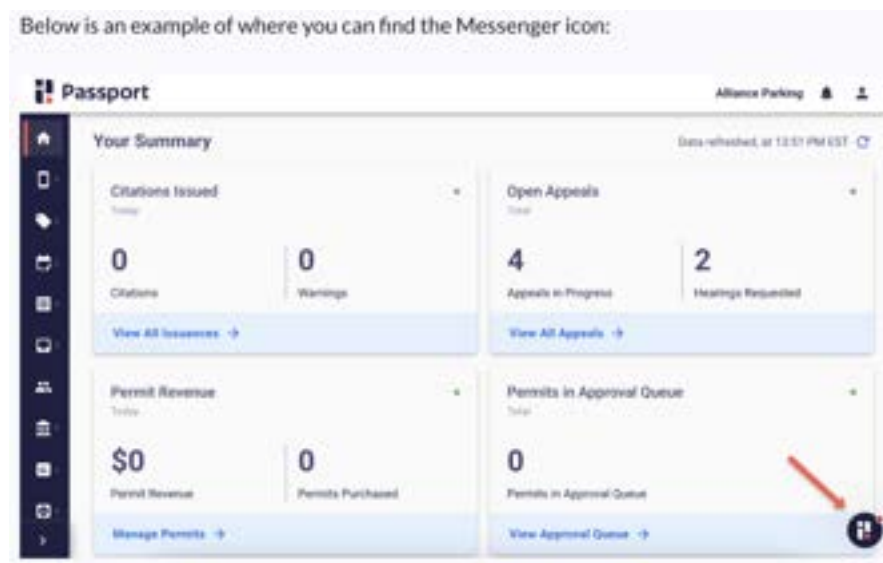
- Those testing Passport's system have the skills to navigate the solution and provide testing feedback.
- Key staff are trained to be the internal experts of Passport solutions, supporting teams leading up to and post launch.

Virtual Training

Passport provides virtual instructor led training (aka: webinar) as an alternative to in-person instructor led training. In some cases, virtual instructor led training is also leveraged to provide follow-up training to the initial session, and for any continuing education. This will ensure the City can successfully be trained from anywhere, which is extremely valuable as communities and places of work continue to work remotely.

Self-Service Help Center

Passport's Customer Support Platform is a fully integrated support experience built directly into Passport Portal, providing a centralized, efficient way for clients to access continued help without leaving the platform. Accessible from the Messenger icon in the lower-right corner of the Portal, users can search the built-in **Help Center** for knowledge articles, start new support requests, and view open or resolved conversations. The Help Center enables immediate, self-service access to step-by-step guidance and troubleshooting, allowing many questions to be resolved quickly without waiting for support staff.



Messenger Icon

Role-Based Training

Passport provides a comprehensive learning program that focuses on how each functional role utilizes the Passport solution(s). The goal is to increase the overall speed-to-proficiency of learners for the benefit of the City's overall productivity as an organization. Passport will work directly with the City to refine and personalize Passport's current training curriculum to create the best learning experience for City staff. To do this, Passport's training approach addresses three key knowledge inflection points for the City:

1. Knowledge Readiness to perform **User Acceptance Testing (UAT)**
2. Knowledge Readiness to **Launch**
3. Knowledge Readiness to support **Business as Usual (BAU)** operations anticipating new hires, functional role changes and/or promotions

**Roles and approaches can be adjusted based on the City's guidance.*

A. USER ACCEPTANCE TRAINING (UAT)	B. LAUNCH	C. BUSINESS AS USUAL BAU
Virtual or in-person training led by Passport instructors to ensure City staff can test and execute the solution's functionality across the City's environment.	Virtual or in-person training led by Passport focusing on specialty roles (i.e., management) to support key staff who will be the internal experts in using Passport solutions.	Self Service Help Center will provide context-sensitive, guided walkthroughs for self-study or self-service.

Training Programs

Passport divides its training program into key areas based on the solutions being utilized.

FUNCTION	PROGRAM DESCRIPTION	DELIVERY METHODS
Parking Enforcement Officers	Provides Officers with the knowledge and skills to issue citations and maintain their equipment.	Virtual instructor-led and in-person delivery.
Officer Leads & Supervisors	Provides supervisors with the knowledge and tools within Passport's system to improve daily operations.	Virtual instructor-led and in-person delivery.
Daily Operations	Provides all City staff (Management, Finance, Administrative Professionals, Customer Service, etc.) with the skill and knowledge to use the Passport system. Trainings include a range of topics, including how to: • Improve operations. • Effectively and efficiently utilize Passport's system to support daily, weekly, monthly, and annual accounting routines. • Accurately and efficiently support ticketing questions from City constituents. • Issue refunds, verify permit documentation, and approve appeals.	Virtual instructor-led delivery with self-study.

Program Frameworks

Passport divides its training program into key areas based upon the mobility solutions being utilized.

ENFORCEMENT MANAGEMENT EXAMPLE FRAMEWORK		
Tell Me	Show Me	Do It
- End-to-end overview of enforcement process with violator payment portals - Defining OpsMan Mobile features - Hardware operation - Explaining how the issuance process impacts other teams and City processes (optional-delivered in partnership with City)	- Demo OpsMan Mobile software with multiple scenarios for each feature - Hardware operation & maintenance	- Write citations with scenarios for each feature - Demonstrate hardware operation and maintenance
Business as Usual	Self-Service Help Center for context-sensitive, guided walkthroughs for self-study or self-service.	
Continued Education	Passport will work with City management for application enhancements that require in-person or virtual training.	

PERMIT MANAGEMENT EXAMPLE FRAMEWORK		
Tell Me	Show Me	Do It
- End-to-end overview of the customer portal - Deep dive into Passport's portal features to support the City's permit environment - Deep dive into the data analytics, dashboards and reporting options to support the City's information needs	- Demo of customer portal - Demo of Passport's portal features to manage the environment - Demo and tour of all dashboard and reporting options	- Practice with waitlists and approval queues - Submitting weekly/monthly permit rate change requests - Practice pulling reports and understanding the information
Business as Usual	Self-Service Help Center for context-sensitive, guided walkthroughs for self-study or self-service.	
Continued Education	Passport will work with City management for application enhancements that require in-person or virtual training.	

- Provide computer software or equivalent that will allow the City of New Haven to adjudicate citations and to allow the City to monitor the performance of the system, all meeting cyber security and integration rules of the City.

Passport provides a robust, web-based software solution that enables the City of New Haven to adjudicate citations and monitor overall system performance. The system is designed to meet the City's cybersecurity and integration requirements, utilizing secure, encrypted connections, controlled user access, and compatibility with approved technologies to ensure safe, reliable, and compliant operations.

Processing Appeals & Hearing Requests

Process Appeals

From Passport's portal, administrators can easily determine which tickets have been appealed. When querying tickets via "Manage Citations," users can see if an appeal is in process.

Manage Citations

LPN: Passport In Process - All 2 Results

CITATION	NAME	ISSUE DATE	LPN	VIOLATION TYPE	AMOUNT	APPEAL STATUS	STATUS	PAID DATE
22401260		03/30/2020, 08:51 AM	(NY) PASSPORT30	Within 10FT Of Fire Hydrant	\$252.00	In process	APPEAL	
22239948	Brian Dubois	02/07/2020, 10:17 AM	(NY) PASSPORT	Motor Violation	\$0.00	In process	APPEAL	02/11/2020, 11:00 AM

Manage Citations screen

By clicking on the "Citation Details" screen, users can scroll to the "Appeals" card to see an overview of the submitted appeal/hearing request, with a quick action menu to edit or delete it, as necessary.

Appeals

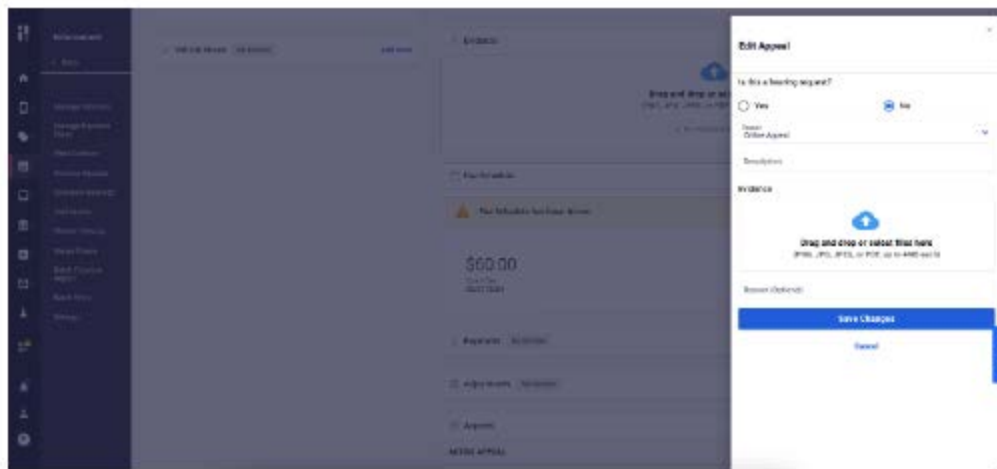
ACTIVE APPEAL

Requested Date	Status	Settlement	Reviewer
06/25/2021 05:28 PM	In process	--	--
Hearing Type	Reason	Appeal Source	Evidence
--	Online Appeal	Back Office	--
Description			
Paid Session			

Edit Appeal
Delete Appeal

Citation Detail Screen - Appeal Card

To edit an appeal, users will be returned to the appeal screen, where they can adjust the information associated with the appeal. This can be used to edit any appeal regardless of the submission method (i.e., online, walk-in, etc.).



Edit Appeal Screen

Users will navigate to the “Process Appeals” module within Passport’s portal to review and render decisions on all submitted appeals. Here, users will have access to all information submitted by the appellant, including photos or supporting documentation. By default, the “Process Appeals” screen will display all citations under appeal; however, users can filter results by Name, LPN, Request Type, Officer and more.

Process Appeals

Search by Citation Number

34 Results

Search

Filter all appeal requests to build a list to process or adjudicate all appeals requiring a review.

Appeals

Generate CSV

Generate PDF

Process

All

Appeals

Hearings

More Filters

Assign AD

	Request	Citation #	LPN	REQUEST DATE	DESCRIPTION	Name	Action	Adjudicate
	Hearing	47677628	(CT)	10/21/2022 02:21 PM			Hearing Request	
	Appeal	47223549	(NC)	10/26/2022 05:16 PM	I believe I was ticketed wrongly		Online Appeal	
	Appeal	49008635	(CT)	11/03/2022 06:02 PM	I paid		Online Appeal	
	Appeal	21802019	(NC)	12/06/2022 12:46 PM	Test		Mail in appeal	
	Appeal	54558927	(CT)	12/13/2022 12:14 PM	I Paid		Online Appeal	

Process Appeals

Passport’s portal collects all data related to a violation record, including evidence from the enforcement officer and documentation submitted by the appellant, to render the most informed adjudication possible. A decision will be selected for each appeal, finding the appellant liable or not liable for the citation, which will be accompanied by a reason, to record further detail behind that appeal decision.

[Return To Appeals Home](#)

Processing 1 of 259 Appeals

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Citation #71271107

Unpaid

Actions

07/01/2024 - 03:13 PM

Amount Due

\$40.00

Issued By

Alex R

Zone

Pleasantville Space Parking

Parking Overtime

\$50.00

Base Citation Amount

\$50.00

Escalation Amount

\$10.00

Adjustments

\$0.00

Total Citation Amount

\$40.00

Amount Paid

\$0.00

TOTAL AMOUNT DUE

\$40.00

Officer Evidence

Appeal Details

ACTIVE APPEAL

Actions

Requested Date	Status	Settlement	Reviewer
07/01/2024 03:16 PM	In process	—	—
Hearing Type	Reason	Appeal Source	Evidence
—	Did not see sign	Back Office	View Evidence
Reasons			

Response

Appeal Decision

Reason

Common Response Template (Optional)

Response (Required)

Appeal Letter Recipient

Primary | Betsy Parker | 123 Main Street

☐ Create a PDF of Response

Submit

Skip

Remove

Process Appeals - Render Decision

During implementation, the City will define reasons, which will then be easily accessible via a drop-down menu. Examples of reasons could include upheld, fine reduced, overturned, and reduced-to-warning. Passport will craft a letter template for each reason, conveying the appeal decision and any next steps. Once an appeal is processed, the letter will automatically be mailed and/or emailed to the appellant's address on file. For example, the screenshot below shows the appeal decision letter being mailed to the primary address on file for "Brandon Grubbs."

Response

Appeal Decision

Accept

Response (Optional)

Your appeal has been declined. Parking is not permitted in that location regardless of circumstance. Please pay your violation as soon as possible.

Appeal Letter Recipient

Primary | Brandon Grubbs | 128 S Tryon Street Suite 2200

☐ Create a PDF of Response

Submit

Cancel

Help Hub

Process Appeals - Notify Appellant

Schedule & Process Hearings

City adjudicators will use the “Schedule Hearings” module within the “Enforcement” menu to see which appeals have requested hearings for tracking and scheduling. Adjudicators will assign a hearing in accordance with City business rules (e.g., Tuesdays, Thursdays), and the system will generate and mail/email a hearing notice to the appellant informing them of their scheduled hearing date/time.

The system also allows staff to enter a description should they wish to include any comments or additional background. Once hearing dates have been assigned, City staff can utilize Passport's Citation Appeal Report, which can be exported and formatted as needed to use as a court docket. This report provides a detailed listing of all appeal and hearing requests and returns information, including violation issue date, violation number, violation type, license plate number, location information, and whether the request is for an appeal or a hearing.

Following the results of a hearing, City adjudicators will follow a similar process as they would to process an appeal by applying a decision to each citation that was heard to find the appellant either liable or not liable for their citation. Based on the decision, an adjudicator can then select an accompanying disposition type (or “reason”) based on the court's findings. Passport can pre-configure these types during implementation based on the court's typical findings to enter consistent decisions and conduct accurate hearing reporting. As stated above, each reason will be accompanied by a letter template that explains the reason designation and conveys any next steps, as appropriate. The content and format of these letter templates are at the discretion of the City and will be defined and created during implementation. Once a decision and reason are selected during appeal processing, City adjudicators can preview the pre-formatted letter template, populated with their ticket information, and then click “Submit” to mail and/or email it to the applicant's address on file. Once decisions are made and applied in the system, tickets can resume eligibility for penalties and escalated enforcement measures (e.g., seizure or immobilization), as applicable.

Virtual Hearings

Passport can work with the City to support the provision of virtual hearings; however, for safety and security reasons, virtual hearings will need to be hosted on the City's government account with the provider of its choice (e.g., Zoom, MS Teams, Google Meet, Webex, etc.). The City can set up many virtual hearing types, and each must contain a unique default meeting URL. Virtual hearing types can be created based on the City's needs, such as according to the presiding Judge. For example, the City can establish “Room A - Zoom Hearing,” which is presided over by Judge Smith and uses the default URL [zoom.us/123](https://zoom.us/j/123). The City can also establish “Room B - Google Meet Hearing,” which is presided over by Judge Johnson and uses the default URL meet.google.com/654sdf.

Schedule Virtual Hearing Request

As customers submit hearing requests through the online customer portal, adjudication staff will subsequently schedule hearings accordingly through Passport's back-end portal. Once scheduled, the system will auto-generate an email to the appellant with meeting details and a URL to attend a virtual hearing. The appellant will follow the link at the scheduled time, and from there, the City will conduct a virtual hearing in accordance with the City's policies.

A virtual hearing request can later be viewed, edited, rescheduled, or deleted via the "Appeals" card on the Citation Details screen in Passport's portal.

- **Provide reporting capabilities to allow for the City to comply with reporting requirements as required by City of New Haven Ordinances and City of New Haven's Department of Transportation, Traffic and Parking's internal reporting and tracking requirements.**

Enforcement Reporting Functionality

All citations issued by the enforcement software (OpsMan Mobile) will feed into the back-end portal for tracking and reporting. Passport offers tools to help supervisors oversee enforcement officer activity in the field, as well as a comprehensive reporting stack to view trends and track performance across the entire enforcement platform, including issuance, payments, appeals, correspondence, and more. The portal's reporting capabilities and unique data visualization tools can help the City analyze their parking environment and make data-driven decisions based on daily, monthly, and even yearly trends.

Passport's portal comes preloaded with dozens of reports to help the City track and monitor performance in its enforcement operations. Passport has highlighted some of the most useful reports that its client base uses regularly below. These are a snapshot of the reports that will be available to the City to track parking violations and enforcement activity and analyze ways to drive parking compliance while still collecting revenue.

Officer Performance Reports

These reports can be pulled daily, weekly, monthly, or from a set date range defined by the user. Enforcement supervisors and managers can use these highlighted reports to evaluate individual officers' performance.

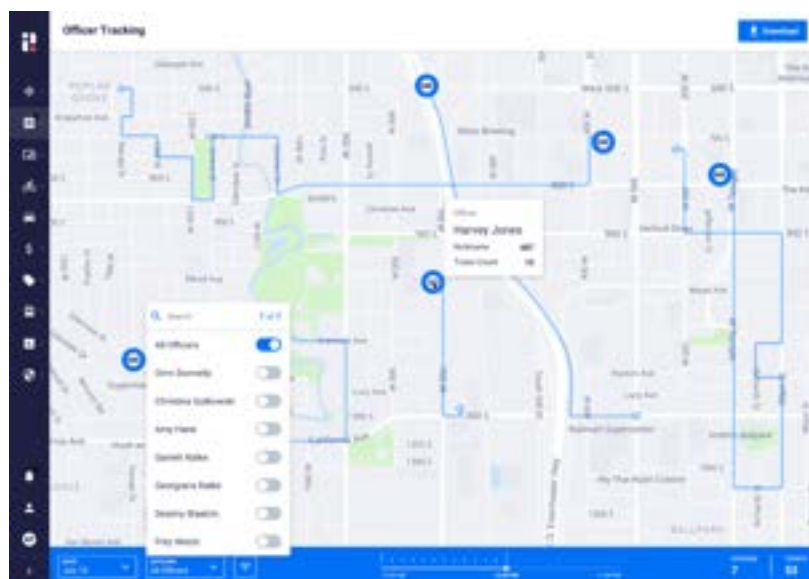
*Screenshot of report is included on the following pages.

OFFICER PERFORMANCE REPORTS	
REPORT	DESCRIPTION
Officer Boot Report	Lists the number of boots an enforcement officer deployed based on a date range.
Ticket Density	Displays a visual of the areas where the enforcement officers have issued tickets through a heat map.
Live Officer Tracking*	Provides real-time insight into enforcement officer routes via map.

Enforcement Solution - Officer Performance Reports

Passport's Live Officer Tracking Report provides real-time insight into enforcement officer routes. The map displays the location of logged-in users and the colored lines show each officer's historical routes (based on filtered hours). The City can filter by officers, date, and time, which helps identify common trends when dealing with their field operations. For example, a time frame slider is present at the bottom of the screen and set based on the date selected. Using the slider, a secondary time frame can be selected within the initial date selected. (The time frame must start at the start at 12 AM.)

Officer tracking not only provides trend analysis in-the-field, but can be used as a security tool to ensure officers are safe and on their correct routes. Comprehensive reports can be downloaded and reviewed with parking enforcement officers for quality assurance. This report enables City supervisors to visualize and proactively optimize officer routes to yield the most positive enforcement results.



Issuance & Patrol Reports

These reports will be used by senior enforcement managers to assess overall enforcement performance, trends, etc. These include total daily and monthly issuance totals, month and year-to-date issuance by violation type, and appeals/dismissals by violation code.

*Screenshot of report is included on the following pages.

VIOLATION & PATROL REPORTS	
REPORT	DESCRIPTION
Citations Detail Report*	Provides comprehensive details regarding citations that were issued with several data points included. Each row of the report presents a citation issued.
Chalking Mark Report	Provides information on chalking marks initiated from the OpsMan Mobile enforcement software.
Violations by Location Report	Provides a location-by-location summary of violation information.
Citations by Type Report	Provides key summary information for each violation type including violations issued, total amount due, % of total based on date range, enforcement officer, and violation type filters.
Scofflaw Report	Provides details on LPNs that have been included on a scofflaw list including total amount outstanding and total citation count.

Enforcement Solution - Violation & Patrol Reports

Passport's Citation Details Report provides a wealth of data surrounding the citations that were issued and displays detailed information on all issued citations. Users can apply 45+ filters to customize the data view and can see all captured fields in the system, including date, officer, location, status, as well as custom fields. The report is easily downloadable to CSV, where the City can further filter and format the report.

Citation Details Report

Accounting & Fiscal Reports

These reports are mainly daily detail reports to support financial controls, ensuring that all financial transactions are captured and processed properly. This includes reports on payments that are balanced with the City's merchant account, as well as cashiering reports used to close out cashiers and total payment activity at cashier locations.

Passport's Citation Payment Report allows users to view all payments processed within a set date range. Users can filter on several parameters to drill down on a particular period or type of payment.

*Screenshot of report is included on the following pages.

ACCOUNTING & FISCAL REPORTS	
REPORT	DESCRIPTION
Citation Payments Report*	Lists all violation payments made within a defined date range. Filters include payment type, partial payments, and batch payments.
Citation Adjustments Report	Lists all violations that received an adjustment to its price, including adjustment date/time, violation number, type of adjustment, adjustment amount and initiating user.
Citation Batch Payments	Provides a summary of the cashiering batches per cashier that enables drilling down into each batch for individual violation information.

Payment Date	Violation Date	Violation Number	Violation Type	Payment Amount	Payment Status	Payment Reason	Payment Description	Payment Date
2024-12-12 08:00	2024-12-12	2024-12-12	Excessive Speed	\$100.00	Paid	Excessive Speed	Excessive Speed	2024-12-12
2024-12-12 08:00	2024-12-12	2024-12-12	Improper Lane Change	\$100.00	Paid	Improper Lane Change	Improper Lane Change	2024-12-12
2024-12-12 08:00	2024-12-12	2024-12-12	Improper Turn/Signal Use	\$100.00	Paid	Improper Turn/Signal Use	Improper Turn/Signal Use	2024-12-12

Citation Payment Report

Appeal & Adjudication Reports

These reports allow administrators and City adjudicators to see patterns in the review of appeals and related appeal decisions. Clients have used these reports to serve as a court docket (Appeal & Hearing Report) and reports can be run on citations pending and post-appeal to monitor the violations awaiting a hearing and to keep a thumb on appeal processes. Most reports can be filtered by a variety of parameters (e.g., date, officer, violation type, appeal status, etc.) to understand common claim types to effect change in the way customer service is provided to citizens.

Users can run Passport's Citation Appeal Report on citations pending and post-appeal to monitor the violations awaiting an appeal decision and/or to keep a thumb on appeal processes. This report can be filtered by several parameters, including date, appeal reason, and appeal status.

Violation Number	Violation Date	Appeal Date	Appeal Reason	Appeal Status	Appeal Description	Appeal Date	Appeal Reason	Appeal Status	Appeal Description
2024-12-12 08:00	2024-12-12	2024-12-12	Excessive Speed	Pending	Excessive Speed	2024-12-12	Excessive Speed	Pending	Excessive Speed
2024-12-12 08:00	2024-12-12	2024-12-12	Improper Lane Change	Pending	Improper Lane Change	2024-12-12	Improper Lane Change	Pending	Improper Lane Change
2024-12-12 08:00	2024-12-12	2024-12-12	Improper Turn/Signal Use	Pending	Improper Turn/Signal Use	2024-12-12	Improper Turn/Signal Use	Pending	Improper Turn/Signal Use

Citation Appeal Report

In addition to the reports listed above, users can export the Process Appeals screen for active appeals/hearing requests. This displays a detailed listing of all appeal and hearing requests, with information including violation issue date, violation number, violation type, license plate number, location information, and whether an appeal or hearing request.

Request ID	Request Type	Status	Request Date	Description	Action	Requester	Requester Email
Hearing	4017608	OTI	10/11/2022 10:27 PM			Hearing Requested	
Appeal	4122244	PHC	10/28/2022 05:15 PM	Delivered 1 new selected energy		Online Appeal	
Appeal	4000000	OTI	11/02/2022 04:52 PM	Appeal		Online Appeal	
Appeal	4140000	PHC	11/06/2022 12:46 PM	Appeal		Not in appeal	
Appeal	4000000	OTI	12/13/2022 12:14 PM	Appeal		Online Appeal	

Process Appeals

Passport is constantly iterating and updating its products, including the reporting functions in Passport's portal and will work with the City to ensure its reporting needs are met.

Custom Reports

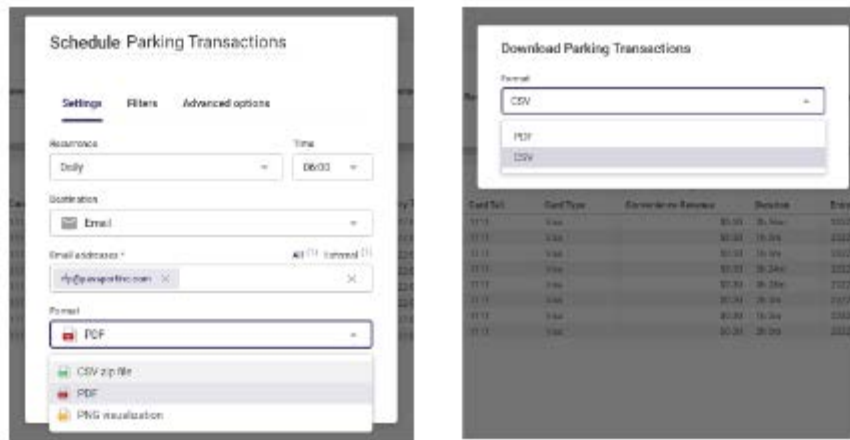
Regarding report customization, Passport's reporting functionality is configurable based on a large range of filters. Applying these filters will allow the City to generate reports specific to its needs. For example, Passport's Citation Report offers 45+ filters to drill-down on a particular set of citations that were issued. Users can customize the on-screen view of a report by hovering over the column they would like to edit and clicking the gear for the drop-down menu. They can also drag the columns to minimize or expand a view. Reports can also be configured to include certain fields that are captured across the system, allowing the City to track and recognize trends across different data points and parameters. Should the City require a data view not available through the system, Passport is open to discussing the need to build out additional custom reports for the City.

Report Distribution

Passport's next-generation reporting capabilities are focused on delivering reliable and insightful data generated by a community's interactions with Passport products. This data helps Passport's clients optimize decisions that impact their operations and their communities' quality of life.

Passport offers a variety of viewing, export, and distribution capabilities from the portal including:

- View reports and data visualizations
- Download data in PDF and CSV formats
- Send data via email in PDF, ZIP/CSV, XLS, and PNG formats
- Schedule data to be delivered via email on a recurring (minute, hourly, daily, weekly, and monthly) basis in PDF, ZIP/CSV, XLS, and PNG formats



Data Export & Scheduling Tools

Digital Parking Permit Reporting

Passport has designed a multitude of standardized permit reports to address most permitting situations, enabling the City to get insights into its permitted parking environment. City users will be fully trained on Passport's reporting module to optimize existing reporting to pull the information needed. Should the City require a data view that is not available through the system, Passport's Product Support team will work with the City to build additional custom reports, within reason. Several reports will allow City staff to report on system data, with the option to apply additional filters to drill down on granular permit information.

REPORT	DESCRIPTION
Permit Detail Report	This report gives the most granular data of every individual permit managed by the City. This is the most manipulable report, with options to filter by type, permission, cycle, status, start/end date, and more. In total, this report has over 20 data fields to gather relevant information about all aspects of permits issued.
Permit Issuance Report	This report shows data on every individual permit that has been issued by the City, with the option to filter on the specific permit type issued. Leaving the filter blank will result in a report of all individual permits, regardless of permit type.
Trail Report	This report provides data of actions and events recorded on every individual permit, with the option to filter on the specific permit type issued.
Permit Sales Report	This report is the one-stop shop for all payments processed through the online customer portal in addition to any payments recorded manually within Passport's portal, including any refund information. Users can filter on permit type and date range to narrow down results. Data points include but are not limited to: permit number, permit type, amount, payment type, and payment date.

Permit Reporting Capabilities

- **Provide a portal or interface for fines to be paid and processed electronically.**
-

Online Payments

After a parker is issued a citation, they become a violator, at which point they have two options: pay or appeal the citation. Passport will provide a City branded customer portal, allowing violators a single platform to accomplish both tasks. *(See Online Appeals below for details on the online appeal process).* Once a citation is issued, it becomes immediately available for payment online, providing violators an accurate list of outstanding violations associated with their vehicle as they visit the customer portal. Citations can be looked up by citation number, VIN, or their LPN and state of registration. Passport uses a relational database, so every citation associated with the LPN will be returned, regardless of the method used to search. If the violator is marked as a scofflaw, the Portal will alert the violator, explain the reason for and any consequences of that designation, and explain how to reconcile the account to avoid booting or towing. Once a full list of all outstanding citations is returned, the violator will select which citation(s) they want to pay.

To pay a citation, the violator will select "Pay Citation," which will return a payment form. To ease the payment process, Passport auto-fills certain data fields, such as state based on the state of issuance. The violator can pay using Visa, Mastercard, Discover, and AMEX cards as well as credit-card issuer-backed debit cards (i.e., the Visa/MasterCard logo is present on the card). Following payment, a confirmation receipt will be emailed detailing the citations paid and all charges. All posted payments update the corresponding citation record system-wide. Individuals who have satisfied their accounts will be removed immediately from delinquency noticing schedules.

Additionally, operators can make it easy for offenders to pay off their citations. By providing a QR code printed on the citation or on the delinquent notices, the City can ensure the offender makes it to the correct website for payment.

Passport maintains Level 1 PCI-DSS (v. 3.2.1) compliance, which processes over six million credit/debit card transactions annually. This is the highest and most stringent of the PCI DSS levels and requires undergoing an internal audit once a year, as well as quarterly PCI scans, to remain compliant. This ensures the utmost security for payments processed via the customer portal. Credit card numbers are encrypted with AES-256 on a rotating encryption key, reducing the amount of content encrypted with a single key and minimizing exposure. Per best practices, all information is stored in an isolated card storage database. All transactions are tokenized at the point of transaction, meaning that credit card information is encrypted from the moment an end user inputs data into the portal. Passport's server then reads the tokenized information and sends the proper data to the merchant processor. Tokenization reduces the risk of credit card fraud in the event of a breach since no actual credit card numbers have ever been stored or transferred in the system.

Please see the following pages for visuals on the online payment process.

FUTURETON Home About Contact Us

Find Your Citation

If you know your citation number, enter it here:

Citation Number

[Search](#)

To see all open citations for your vehicle, enter your license plate number and state here:

License Plate

Select State

[Search](#)

To see all open citations for your vehicle, enter your VIN number here:

VIN

[Search](#)

Copyright 2025 Terms of Service Privacy Policy [Report citation issue](#)

Powered By: Payment Payments

Online Payments - Find Your Citation

FUTURETON Home About Contact Us

Amount To Pay: \$100.00 [Pay Now](#)

Search / Step 1

Select Citation [or Payment Plan] to Pay or Appeal

The following citation(s) were found for the information entered. Please verify the citations you would like to pay or appeal and select options.

If you cannot find your citation listed below, please click here.

CITATIONS	
#2146518831 \$12.00 Overtime (Statute Code 52B) TEST Issue Date 11/05/2025 Plate TEST View More Information	Pay
#2146518826 \$0.00 Unrecovered Boot Fee Issue Date 10/10/2025 Plate TEST View More Information	Pay
#2145858405 \$25.00 Expired Meter Issue Date 11/15/2024 Plate TEST View More Information	Unselect
#2138535964 \$75.00 Expired Meter Issue Date 01/29/2024 Plate TEST View More Information	Unselect
#2146518829 \$12.00 Overtime (Statute Code 52B) Issue Date 11/03/2025	Paid

Online Payments - Citation Results

FUTURETON Home About Contact Us

Step 2: Payment Details

Search / Step 1 / Step 2

Please complete all fields with your payment card details and then click 'Pay Now'

CITATIONS	
#2138335964 Issue Date: 1/29/2024 10:58:49 Expired Meter License Plate TEST View More Information	\$75.00
#2145658405 Issue Date: 11/15/2024 17:49:19 Expired Meter License Plate TEST View More Information	\$25.00

Total Amount: \$100.00

Online Payments - Payment Details

Payment Information

First Name

Middle Name

Last Name

Address

Address 2

City

State

Zipcode

Email

Phone Number

Credit Card Number

Expiration Month/Year

CVV

[Pay Now](#)

Online Payments - Payment Information

- Provide appropriate integration of fine payments into existing City of New Haven Accounts Receivable infrastructure.

Passport can support integration of fine payments into the City's AR infrastructure if desired. We would work closely with the City to define requirements, data flows, and technical specifications

during the scoping process. Passport has experience implementing integrations with a variety of municipal and enterprise AR systems.

- **Adhere to data privacy requirements as outlined in Connecticut General Statutes, City of New Haven's ordinance(s), and/or as required by City of New Haven Information Technology Office.**

Passport's robust, built-in security controls and governance practices ensure alignment with Connecticut General Statutes, City of New Haven ordinances, and the requirements of the City's Information Technology Office.

- **Allow for the integration of automated parking enforcement systems such as MPS Safety Stick bollards or equivalent.**

Passport supports a wide range of integrations with third-party and automated enforcement technologies through its flexible, API-driven platform. Our system is designed to securely exchange data with external hardware and software solutions, enabling streamlined enforcement workflows and centralized management within the Passport portal.

Passport is open to exploring an integration with MPS Safety Stick bollards to support the City of New Haven's automated enforcement needs. Our broader integration philosophy and technical approach are detailed in the section below.

Expansive Integrations

Passport currently integrates with 35+ software providers across the parking and transportation industry. Through these integrations, Passport's enforcement software will securely receive all transaction data in real time from the third-party vendors operating in the City's parking environment, including physical pay stations and mobile parking apps, as transactions are initiated. This will allow enforcement officers to verify which vehicles have paid for parking and accurately issue violations due to non-compliance.

Passport also maintains enforcement integrations that will enable the City to monitor faster and more efficiently (e.g., Genetec - for license plate recognition technology), and identify violators following issuance for noticing and other communication efforts (e.g., NLETS - for registered owner data retrieval). Below, Passport has provided an abbreviated list of vendors it integrates with, including meter providers, pay station providers, LPR vendors, and more.

ACTIVE TECHNOLOGY INTEGRATIONS				
Enforcement/LPR		Meter/Pay Station	Pay-by-Cell or Digital Permits	
Data Ticket	T2/Digital	IPS	Honk Mobile	PayByPhone
Tyler Technologies	TurboData	Flowbird	Flowbird	ParkMobile
AIMS	Gtechna	MacKay Meters	T2	Mobile Smart City (Pango)
Duncan/Civic Smart	Genetec LPR	Global PS	Zephire	Tiba/HUB

Open APIs

Passport utilizes Application Programming Interfaces (APIs) to connect its platform with other systems in its clients' parking environments. The City will have direct access to transaction information (license plate, start time, end time, and location) within Passport's portal. Any potential development to integrate with Passport's open API will be the responsibility of the participating vendor. If the City would like to connect any additional new APIs, a development fee may be associated, which would be determined at the time of the request.

In the interest of security, access to these APIs will be restricted to authenticated applications only. Passport has several APIs in place to connect the different vendors and systems operating across one location. Below are two of Passport's primary API setups that the City's vendors can leverage to connect to Passport's mobile pay parking solution, provided they conform to Passport's industry-standard authentication model.

Parking Rights API

This API puts in place monitoring integrations that allow enforcement officers to determine whether a vehicle has a "right" to be parked in a specific area. These rights can be granted through a variety of mechanisms, including payments via mobile pay parking apps, meters/pay stations, permits, and more. When plugged into these APIs, enforcement officers can receive parking right data associated with either zones, vehicles, or space numbers.

Passport utilizes these APIs to connect its mobile pay parking solution with several of the vendors (e.g., Flowbird, Global PS, T2, Duncan, etc.) and these could be leveraged to connect with any other provider the City desires.

Immobilization API

After an LPN has received enough violations to warrant immobilization, this API provides a way to register an immobilization device (e.g., windshield clamp) that has been applied to a vehicle, which would ultimately require all outstanding violations to be paid in order to remove it. This API provides a standard interface to return back the total outstanding violation fees associated with an immobilized vehicle. Passport currently uses this API to integrate with Barnacle, Autura, and RISETEK — and the same API could be leveraged to support other smart boot immobilization technology the City is interested in using.

While specific experience with MPS Safety Stick bollards or equivalent devices may vary, Passport has extensive experience integrating with diverse enforcement technologies and can support similar solutions through established integration frameworks.

Any such integration would be further defined during the implementation phase, including technical requirements, data exchange specifications, and operational workflows, to ensure alignment with the City's needs and the capabilities of the selected bollard solution.

• Allow for the manual entry of handwritten citations.

The "Write Citation" module in Passport's portal allows an administrator to write a citation without downloading OpsMan Mobile. This is most often used by police officers who rarely enforce parking regulations but need to write a citation and print it from their in-car printer or for any handwritten

citations needing entry into the system. Users will input the Citation, Vehicle, and Offender details associated with the citation and will attach supporting documentation. Once inputted, citations are immediately digitized and available for query, escalation, and payment.

The image displays two side-by-side screenshots of the 'Write Citation' mobile application interface. The left screenshot shows the 'Citation Details' section with fields for Issue Date, Issue Time, Officer, Officer Number, Citation (selected), Warning, Violation Type, Date, City Center, Block, Street, Citation Number, and Vehicle Details (License Plate Number, Vehicle Identification Number, Country, State/Province, Color, Vehicle Type). The right screenshot shows the 'Offender Details' section with fields for First Name, Last Name, Date of Birth, Address 1, Address 2 (Optional), City, Country, State/Province, Zip/Postal Code, and a file upload area for supporting documentation. Both screens have a 'Print Ticket' checkbox and 'Create Ticket' and 'Cancel' buttons at the bottom.

Write Citation Module

The “Write Citation” module inputs handwritten citations into the system, including several quality assurance features that protect the integrity of data entered into the database. The system will prevent erroneous entries for certain scenarios, such as a duplicated citation number or if an LPN/VIN is missing. The module has pre-formatted date and time fields and includes pre-programmed drop-down fields for state, country, make, model, and color to maintain consistent entry across all violations. For handwritten violations that contain errors (e.g., license plate, make, model, color, violation code, etc.) or require an update, authorized staff will adjust these violations using the “Manage Citations” module described below. Each update is recorded within the violation’s trail to track/prevent any fraudulent activity. After entering the citation fields, selecting the “Print Ticket” option will generate a ticket PDF and electronically attach it to the citation, based on a template configured within Passport’s portal.

- **Allow for the ability to easily update and/or change violations, violation types, fines, etc.**

Passport’s portal allows the City to easily create, update, and manage violation types, fine amounts, fee structures, and associated business rules through a configurable administrative interface.

7.1.4 Contract Obligations

Commercial Structure & Fees

Passport will provide a clear and transparent commercial model that includes:

- A fixed monthly fee payable by the City for operation of the system, inclusive of software, hosting, support, and ongoing maintenance.
- A detailed schedule of hardware costs, with unit pricing provided for each required device (e.g., handhelds, LPR components, printers, and ancillary equipment), allowing the City flexibility in procurement and scaling.
- A fully itemized breakdown of payment processing fees associated with electronic citation payments. This will include:
 - Fees charged to the violator at the time of payment (e.g., convenience fees).
 - Fees charged to the City, clearly delineated as merchant processing and/or credit card transaction fees.All fees will be clearly defined, transparent, and aligned with industry standards.

Scope of Services

Passport will provide a comprehensive, detailed scope of services aligned with the City's minimum requirements. This includes fully integrated parking enforcement, citation management, residential permitting, payment processing, reporting, and third-party system integrations. As the City's current mobile payment provider, Passport ensures seamless interoperability across systems, minimizing risk and maximizing operational efficiency.

Insurance, Cybersecurity & Indemnification

Passport will meet or exceed all insurance requirements established by the City of New Haven and will provide documentation upon request.

Passport maintains a robust cybersecurity program designed to meet stringent municipal and industry standards, including data encryption, secure cloud infrastructure, role-based access controls, continuous monitoring, and regular third-party audits. Passport will work with the City to ensure all cybersecurity measures meet or exceed City requirements.

Passport agrees to standard indemnification provisions and will work collaboratively with the City to align on mutually acceptable terms.

Implementation Timeline & Plan

Passport will provide an implementation plan- within thirty (30) days of contract execution. Leveraging its existing relationship as the City's mobile payment provider, Passport will expedite deployment through established integrations, institutional knowledge, and a proven implementation framework. This includes system configuration, data migration (if required), testing, and staff training to ensure a smooth and efficient go-live.

Full Operational Rollout

Passport will phase in a full operational program within one hundred twenty (120) days of the agreed-upon start date, which will occur no later than sixty (60) days after contract execution. This phased rollout ensures all enforcement, permitting, and payment components are fully operational and optimized. Passport acknowledges and accepts the City's right to add, delete, or revise services at its sole discretion and will remain flexible in accommodating evolving needs.

Warranty & Maintenance

Through its hardware-as-a-service offering and LPR warranty, Passport agrees to warranty and maintain all hardware and software at its own expense throughout the duration of the contract. This includes system updates, preventive maintenance, technical support, and replacement of defective equipment to ensure uninterrupted service.

Conduct & Legal Compliance

All Passport employees and representatives will comply with the City's standards for professional conduct while on-site at City facilities. Passport will also comply with all applicable federal, state, and local laws and regulations governing contract execution and performance.

Contract Modifications & Change Management

Passport acknowledges that any changes to contractual provisions or services after contract award must be made in writing and approved by both the City and the Contractor. In the event of scope changes, Passport will work collaboratively with the City to define and document any adjustments to pricing or services. Passport understands that such changes may require approval by the Board of Alders and will support the City in providing any necessary documentation to facilitate that process.

Passport meets or exceeds all insurance, cybersecurity, and indemnification requirements outlined in the RFP and will provide all required documentation prior to contract execution.

7.1.5. Commitment of Key Personnel

The successful Contractor shall assign qualified and certified personnel to perform the requested services. The Contractor will be required to notify the City in writing of all changes in management and project supervisory personnel related to the ongoing execution of the services. For each person assigned to the City of New Haven parking violation enforcement and residential permit tracking permit program, the Contractor shall provide the following:

- Description of the work they will perform.
 - Amount of time they will be assigned to work on the City of New Haven's account and/or parking enforcement program.
 - Relevant work experience in years and level of responsibility, including experience assisting other municipalities in their capacity with similar projects.
 - Personnel identified as service and/or field technical personnel must have the capability to respond to the City of New Haven within the servicing guidelines set forth by the City, i.e. be
-

on site within a enough time to service the equipment. The personnel listed must be committed to this project for the expected term of the contract.

Passport will assign a dedicated team of qualified and experienced personnel to support the City of New Haven's parking violation enforcement and residential permit program. Each team member has clearly defined responsibilities aligned to their role in the project lifecycle—Pre-Implementation, Implementation, and Post-Implementation—and brings relevant experience supporting similar municipal programs.

During **Pre-Implementation**, Anthony Caddell (Regional Sales Director) and Jason Kaczmarkiewicz (Senior Solutions Engineer) will support contract finalization, solution design, and requirements alignment. They will work closely with the City to define scope, confirm technical and reporting needs, and ensure a smooth transition plan.

During **Implementation**, Al Al-Mutair (Senior Project Manager) will serve as the City's Project Manager and primary point of coordination. He will be responsible for overall project delivery, including planning, scheduling, resource management, and stakeholder communication. Al brings over 8 years of project management experience and has successfully led more than 100 municipal implementations. During his time at Passport, Al has managed projects for clients such as Salem, MA; Oshkosh, WI and Helena, MT. He will be supported by Brittany Yokley (Group Product Manager), who will ensure the system is configured to meet the City's operational and technical requirements, including enforcement workflows and integrations.

Post-Implementation, Kelsey McGill (Client Success Executive) and Kristie Williams (Manager of Support Services) will provide ongoing support, performance monitoring, and continuous improvement. Kelsey will serve as the City's primary point of contact for all program-related needs, while Kristie will oversee support operations to ensure timely issue resolution and system reliability.

All assigned personnel are committed to the City's program for the duration of the contract and have extensive experience working with municipalities on similar initiatives. Passport ensures continuity by promptly notifying the City of any changes in key personnel. While Passport's solutions are cloud-based and do not typically require on-site technical servicing, our team is responsive within agreed service levels and available to support the City as needed to ensure uninterrupted operations.

TEAM MEMBER	RESPONSIBILITY
PCMS Software Staffing Overview	
Solutions Engineering <i>Estimated Person Hours: 30</i>	Methodology: Works with the City during the discovery phase to build the SDW and SOW, which will define all the features and functionality of Passport's solution. Team: Michael Rafferty, Jason Kaczmarkiewicz
Project Manager <i>Estimated Person Hours: 250</i>	Methodology: Works directly with the City and its stakeholders. Develops a tailored Project Plan outlining milestones, deliverables, roles and responsibilities of key internal and external stakeholders. Team: Al Al-Mutair
Implementation Consultant <i>Estimated Person Hours: 250</i>	Methodology: Manages the technical aspects of the project, including violation and permit types, integrations, system testing, and configuration. Team: TBD

Client Success Manager
*Estimated Person Hours: 6-8
monthly (post-implementation)*

Methodology: Available to the City from the point of contract execution to expiration; provides continued support post-launch.

Team: Tydus Kira Mana, Kelsey McGill

Systems Analyst
*Estimated Person Hours: TBD
based on client need weekly
(post-implementation)*

Methodology: Determining root-cause software flaws through case intake; researches and develops technical solutions to improve solution functionality for client operations.

Team: Kristie Willams, Systems Analyst

Passport's Hardware-as-a-Service offering and LPR extended warranty program are specifically designed to ensure the City remains fully operational with minimal downtime. In the event of a hardware issue, our advanced replacement and swap program provides rapid turnaround — typically within one to two business days — so that enforcement officers are never without functional equipment for an extended period. For software and platform-related issues, Passport's dedicated client support team is available to respond remotely and, when necessary, on-site to ensure continuity of the City's parking enforcement and permitting operations.

7.1.7 Project Scope

The successful Contractor agrees to provide all necessary labor and equipment for parking citation violation and residential permit parking enforcement and system with the City of New Haven. Quantities for specific equipment or items are an estimate and the City reserve the ability to adjust those quantities as required.

Passport will provide all necessary labor and equipment required to support the City of New Haven's parking citation and residential permit enforcement system. As a SaaS-based solution, Passport's platform minimizes hardware dependencies; required equipment is limited to handheld enforcement devices (TC27) and mobile License Plate Recognition (LPR) units (Genetec), which will be deployed and supported in partnership with Minuteman Security Technologies.

Passport will work collaboratively with the City to determine appropriate quantities during implementation and will remain flexible to adjust equipment levels as operational needs evolve.

A. Requirements for Ticket-Writing Equipment

1. 35+/- hand-held computers capable of issuing parking citations in real time. ("capable of issuing in real time" shall be defined as the ability to transmit violation data directly from the point of ticket issuance to the vendor's database, without the necessity to download data from the hand-held to database through any other device such as a downloading station or cradle.) Hand-held must have the capability to scan Connecticut motor vehicle license plates to populate fields on citations to be issued, and capable of taking at least four photos of each violation to be electronically attached to the citation and/or upload into a database. Hand-held units must have the capability to scan Residential Parking Permits and Residential Visitor Parking Permits to determine if the permit is valid. Hand-held must have the capability to geocode or geolocate the location of the issued citation. The City reserves the right to change the amounts as required by operations and/or approved staffing levels.

The City will be equipped with 35+/- handheld and printer kits to facilitate the parking monitoring and ticket issuance workflows required by the City. Passport's compliance solution enables end-to-end parking management across all enforcement operations, streamlining enforcement

services, reducing time and cost, and easily driving compliance for all vehicles that touch the curb. The system is broken down into multiple components, with issuance described below.

Issuance and Observations

Passport's native Android front-end enforcement application, OpsMan Mobile (available on the Google Play Store) will be used by enforcement officers to issue citations. Passport uses dynamic lookups of each license plate number (LPN), checking each inputted character against a continually updated database of information (e.g., mobile app payments, meter payments, enforcement lists, etc.), and retrieving data in an average of 2.5 seconds.

In less than 30 seconds, an enforcement officer will enter an LPN, validate if the vehicle is illegally parked, and issue a new citation. When a citation is issued, the citation's data is then pushed to the cloud-hosted Passport portal and made available for payment, tracking, and reporting. To eliminate duplicate tickets, OpsMan Mobile will automatically assign a ticket number according to the sequence of tickets previously issued by that enforcement officer. During implementation, Passport will work with the City to define the initial ticket numbering system and check the LPN against the most recent database to confirm that a purchase was not approved during the issuance process.

Ticket Issuance

Enforcement officers will be equipped with a sophisticated ticketing system that enables them to monitor non-compliant vehicles efficiently, use Handheld LPR (HHLPR) to capture evidence, accurately input each LPN for printing and placing citations, and use advanced features such as Dynamic Lookup technology and electronic chalking, described below. These features will support accurate issuance and streamline the issuance process so officers can maximize their time in the field.

Monitoring Vehicles

As enforcement officers patrol parking zones, they can validate a parking session in as little as one keystroke. This is done by entering license plate numbers (LPNs) of each vehicle that will be checked against a primary database, determining parking eligibility. As LPNs are compared to this continually updated database, officers can make a determination backed by real-time data that a vehicle is compliant and paid to park, or a vehicle is non-compliant (e.g., parking session expired, LPN does not hold an active permit). The software will pull this data from any mobile apps, meters and pay stations, permit files, and other external vendors. Passport integrates with many of the leading vendors in the industry and can use open APIs to connect to external systems currently within the City's parking ecosystem, or that are introduced in the future.

Handheld LPR (HHLPR)

Enforcement officers also have the option to use Passport's Handheld LPR (HHLPR) feature, available on OpsMan Mobile Android devices, that enables officers to quickly capture LPNs and validate if they have a valid parking right without ever having to exit their vehicle. By quickly snapping a photo, HHLPR reduces time spent verifying parking or identifying wanted vehicles on difficult-to-read license plates, eliminating the need for an officer to manually check the plate number against a primary database. Once an image is processed, one of the following actions will appear:



HHLPR Verification Examples

If the vehicle has a valid parking session, the image will show a green check mark, as shown in the above figure on the left. If the vehicle does not have a valid parking right, a red "X" will show, prompting an officer to issue a citation.

Accurate And Consistent Inputs

The ability to designate fields as "required" to issue a citation, customized, pre-formatted fields for consistent entry, and "fuzzy match" inputted LPN characters all help eliminate the human error associated with issuance.

Dynamic Lookups

Passport understands that quick and accurate ticket issuance is critical to enforcement operations and that scrolling through a large list of license plate numbers is not conducive to officer productivity. Passport's OpsMan Mobile enforcement software uses Dynamic Lookup technology to provide a more efficient enforcement process. While monitoring, an enforcement officer will enter the first 1-3 characters of a suspected noncompliant LPN, and OpsMan Mobile will automatically check this input against a primary database to verify status (e.g., active permit, pay-by-cell session, meter payment, scofflaw list, etc.). As characters are entered, the Dynamic Lookup feature will return only those records that contain the array of characters entered by the officer.



An officer is monitoring all parking in Zone 1000650.



An officer enters "A" into the search bar, which returns all LPN's beginning with that character.



An officer enters additional characters (BC09D) into the search bar, eliminating all LPNs that do not contain that exact array of characters.

After determining a vehicle is in violation, the parking enforcement officer will select "Issue Ticket." Prior to issuing the ticket, OpsMan Mobile will double check the LPN against the most recent database to confirm that a purchase was not approved during the issuance process. Any characters that were typed into the search bar by the officer on the previous screen will carry over to the ticket issuance screen. These subtle features reduce clicks and lessen the risk for incorrect data entry.

A vital component of any parking compliance operation is vehicle immobilization. During implementation, Passport will define and implement the parameters under which a vehicle is considered "scofflaw" or eligible to be immobilized, based on City business rules. The LPN scofflaw data will flow into the OpsMan Mobile enforcement software, so that as officers verify LPNs using Dynamic Lookups in OpsMan Mobile, the software will check to include in a scofflaw list. If included, the officer will be alerted on the app screen, and will know to initiate subsequent boot/tow processes, as appropriate. All interfaces included in Passport's enforcement suite communicate through a set of internal APIs, so officers will receive a feed of scofflaw information on their ticketing route. This ensures accurate identification of immobilization-eligible vehicles and does not require any additional action by City and will know to initiate subsequent boot/tow processes enforcement officers to verify status.

Support

Passport understands that keeping parking enforcement officers active on the street is crucial to a successful compliance program. Any bugs or issues while out in the field need to be reported and corrected immediately so that the officers can optimize performance. At the bottom of the menu within OpsMan Mobile, Passport has included a dedicated “Support” tab (left image below) . Once in this section, officers will have immediate access to Passport’s Support team via phone and email.

Officers can also submit “Bug Reports” from this screen (middle image below). These submitted Bug Reports will contain all logs from the officer’s device so that Passport can check the logs to troubleshoot any issue. Prior to submitting the Bug Report, a pop-up window will appear for the officer to enter a description of why they are submitting an issue. When new versions of OpsMan Mobile are released, a new “Update” option will appear in the Support section (image on the right below). This area provides a direct link to the Google Play Store to pull down the version update.



Issuance Hardware

Zebra TC27 Touch Computer & BlueTooth Printer

For the City's enforcement program, Passport will supply 35+/- Zebra’s TC27 Touch Computer Series and ZQ320+ printers with its hardware as a service plan. As an authorized reseller of the Zebra TC27 device, Passport offers this durable, Android-based touch computer designed specifically for rugged environments, ensuring reliability and performance in demanding enforcement operations.

Please see below for additional details regarding the TC27 handheld devices with camera-ready capabilities and printers.

Display & Build

As an Android-based device, the TC27 has an internal warning when the “skin” temperature gets too high, and now the OS can also help protect



the device's USB port from short circuits or overheating. The TC27 is fortified with a Corning Gorilla Glass window that is built to handle the elements (snow, rain, heat, freezing cold) and is waterproof, dustproof, and can withstand drops to concrete. The 5.0" High-Definition display screen touch panel has a multi-capacitive touch that supports stylus, bare fingertip, or gloved fingertip input.

Battery

The TC27 has a rechargeable 3,300 mAh lithium-ion PowerPrecision+ high-capacity battery that quickly charges through a USB port. The battery delivers more than enough power to outlast a shift (up to 14 hours). However, should an officer need to replace the battery during their shift, the batteries are removable, eliminating the need to take a device out of service for charging.

Camera & Audio

The TC27's camera is 13MP, with a rear camera flash LED that generates balanced white and an f/2.2 aperture. This high-quality camera will make it much easier for parking enforcement officers to take multiple pictures of each vehicle. All pictures will be stored with the citation in Passport's portal, with the option to print one photo directly onto the citation. The TC27 can scan 1D and 2D barcodes with an extraordinary range using the SE4710 Imager.

Passport's solution also offers voice functionality to ease the issuance process for officers. Passport's issuance software includes a voice-to-text feature for a hands-free method of dictating notes to be added to the citation. Any audio files recorded on the device will not be transmitted to Passport's portal. Should the City wish to attach an audio recording manually, an officer could do so through the "Add Notes" feature in Passport's portal and include a link to the external audio URL.



Printer & Accessories

Passport will provide the City with Zebra ZQ320+ Bluetooth printers with class-leading battery power, durability, and easy remote management to print the citations. The outside-four-walls model of the printer is designed to handle the elements, generate high-quality citations, and guarantee power for the longest shift in the field. The ZQ320+'s print speed is adjusted dynamically in real time, based on multiple factors (motor torque, battery and print head temperature to print density, battery age, available voltage, etc.) to consume the exact amount of energy needed. This technology reduces the ZQ320+'s power consumption by 20-30% per battery cycle. When the battery needs to be recharged, Zebra offers a rack-based backroom charging station that can accommodate all the City's devices at once. Additionally, printers can be charged using an AC-to-USB power adapter.

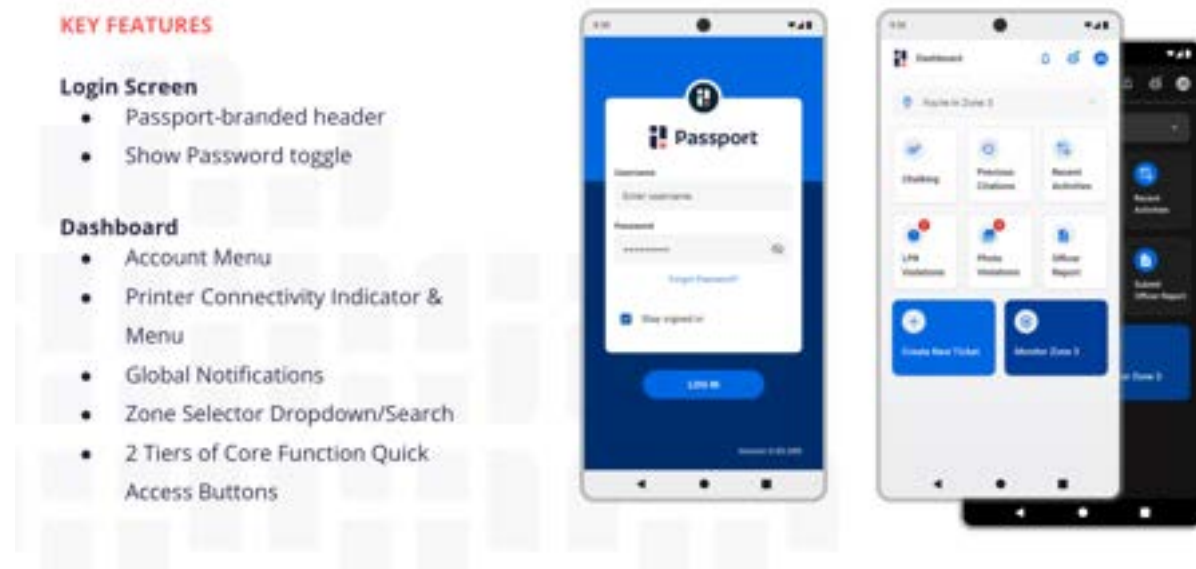
The Zebra ZQ320+ can also be outfitted with several accessories, as shown below, making the officer's experience more comfortable or extending the battery life. Passport can supply a case or strap to carry the printer over the shoulder rather than attaching it to a belt. Additionally, Passport can provide various charging options, including a car charger and a charger rack, which charges up to five printers at one time.



Zebra Accessories

OpsMan Mobile Refresh

As illustrated in the current OpsMan Mobile (OMM) interface images above, our platform continues to support enforcement teams effectively in the field today. Building on that foundation, the following images introduce the upcoming OMM mobile application refresh, scheduled for rollout by the end of the year. This enhancement results from years of structured client feedback, including on-site observations, user interviews, and operational research. The refresh reflects a focused investment in improving usability, streamlining workflows, and enhancing field performance—directly informed by input from officers, supervisors, and back-office administrators. It represents Passport’s continued commitment to evolving our technology in alignment with the real-world needs of our customers.



OpsMan Mobile Refresh: Login & Dashboard

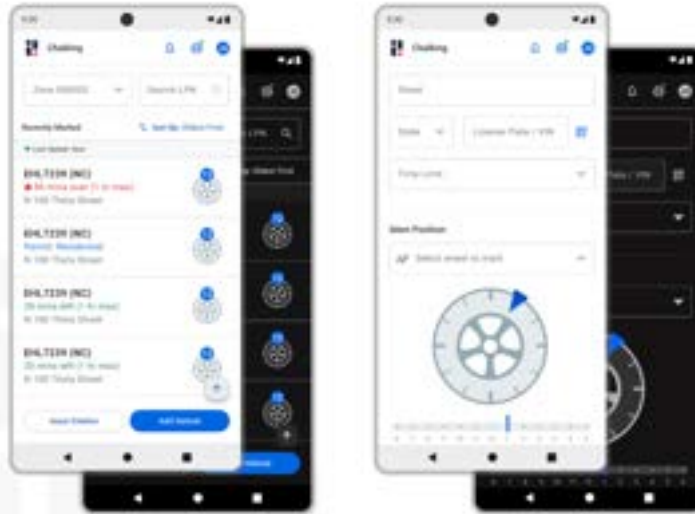
KEY FEATURES

Chalking List View

- Real-Time Chalking List
- LPN Search
- Connection Status Indicator
- Time & Permit Indicators
- Tire Stem Position Visual Aid

Mark Vehicle

- Interactive Stem Position Selector
- Wheel Selection Dropdown
- Photo Uploader

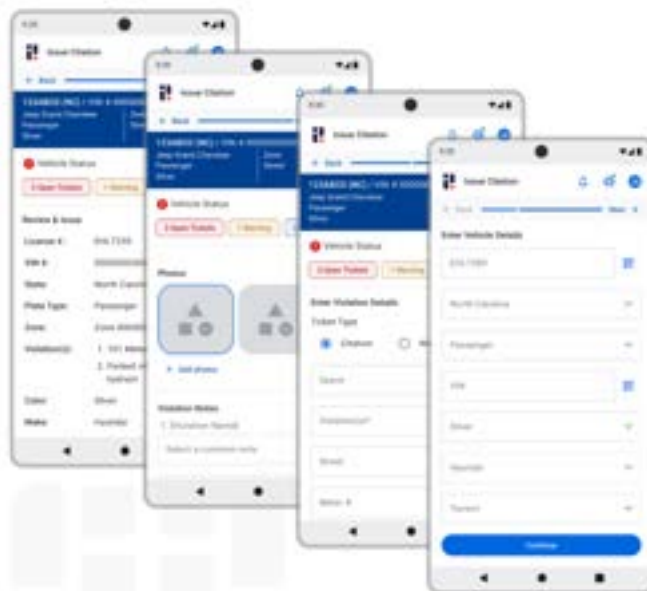


OpsMan Mobile Refresh: Chalking

KEY FEATURES

Issue Citation

- 4-Step Ticket Issuance Flow
- Vehicle Details Lookup & Pre-fill
- Sticky Summary Card
- Expandable Vehicle Status Bulletin Drawer
- Searchable Dropdown Fields

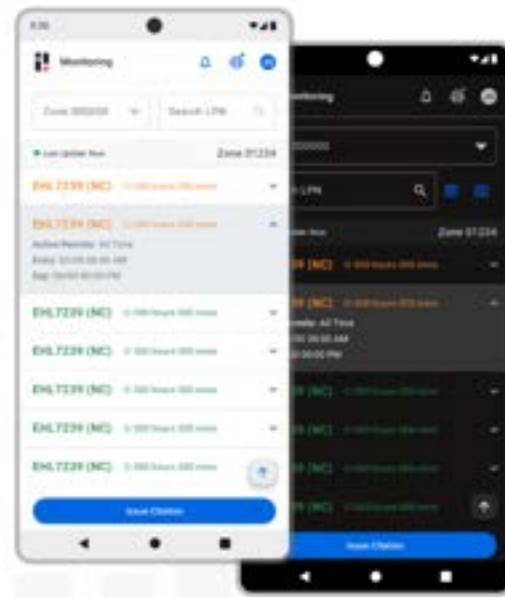


OpsMan Mobile Refresh: Issuance

KEY FEATURES

Monitoring Feed

- Filter by Zone
- LPN Search
- Real-Time Monitoring Feed
- Permit Indicator
- Connection Status Indicator



OpsMan Mobile Refresh: Monitoring

2. 6 +/- laptop or tablet style computers that meet the same requirements and specifications as the hand-held units. These units will be installed and/or mounted for use inside of vehicles. Must be integrated with license plate reader system. The City reserves the right to change the amounts as required by operations and/or approved staffing levels.

For each of the 6 +/- mobile LPR units, a Panasonic tablet ("toughpad") is supplied. The unit is usually mounted to the interior dashboard area of the vehicle. When the vehicle is started and the officer is ready to begin enforcement, the UI is extremely user-friendly and easy to turn on and launch. The system is streamlined and can be launched and ready to go as soon as the officer is ready.

3. 6 +/- vehicle mountable license plate reader system. The hardware for this system shall have the ability to be integrated into the software system to capture license plate information for the issuance of parking violation citations and compliance of residential parking permit requirements. The system should be able to identify vehicles who have past due citations totaling a dollar amount and/or number of citations as determined by the City. The City reserves the right to change the amounts as required by operations and/or approved staffing levels.

LPR Hardware & Software (Genetec)

Passport's enforcement solution includes an integration with leading License Plate Recognition (LPR) technology. This technology provides the City with a highly effective way to obtain real-time verification of valid parking permits, confirm mobile and/or meter-based paid parking sessions, issue citations, identify scofflaws, and more. Seamlessly integrated with the OpsMan Mobile handheld enforcement software and backend system, enforcing with LPR has never been easier. The system holds true to the highest industry standard read rate for mobile LPR at 98%, even in darkness and adverse weather. Passport enforcement software will interface directly with LPR technology, including Genetec SharpZ3 LPR cameras, AutoVu Patroller, and Security Center software. This direct integration reduces system complexity, increases functionality, and improves officer usability, as it allows officers to automate identifying non-compliant vehicles with LPR technology and easily enforce those same vehicles with Passport's integrated software.

To understand why LPR technology is so vital to a modern healthy parking ecosystem, it's important to first understand the technology itself. The core functionality is the system's ability to capture an image and translate characters from that image into readable information by the software system via Optical Character Recognition (OCR) technology. OCR analyzes the structure of an image captured by the system's cameras and can single out characters and then compare those characters to designated patterns (i.e. license plate templates). The system processes through many probable matches and makes the final decision, populating the recognized text in the correct data fields on the enforcement software. Utilizing LPR technology creates an incredible opportunity for operational efficiencies within parking organizations, enabling a single officer to scan 4,000+ plates during a single eight-hour shift. It is an absolute necessity for modern operations.

System Overview

AutoVu™ automatic license plate recognition (ALPR) system automates license plate reading and identification, making it easier for law enforcement and for municipal and commercial organizations to locate vehicles of interest and enforce parking restrictions. Designed for both fixed and mobile installations, the AutoVu system offers features that heighten accuracy and increase operator efficiency. In addition, ALPR reads are augmented with context images, time stamps, and GPS coordinates and can include wheel images for strict, time-limited parking enforcement. By automating license plate reading and identification, the City can help its parking enforcement officers complete their patrols faster and enforce multiple parking rules simultaneously. The City can use the data captured by the ALPR system to define routes based on peak occupancy, target areas with low compliance, reduce ticketing disputes, and automatically identify scofflaws.

The following software makes up the license plate recognition platform:

- Security Center with AutoVu makes up the back office for processing all the data, hotlists, and reporting.
- Patroller is the software in the vehicle for mobile LPR with the City platform to allow for permit and time zone management.
- Pay by Plate software allows for the connectivity to pay stations and pay-by-cell providers in real time.
- PlateLink software allows for all mobile vehicles to communicate as one, regarding permits and time zones.

System Benefits

AutoVu is a platform designed specifically for parking with complete integration in almost every third-party company within parking management. In a parking environment, it is critical to read every single plate with excellent accuracy to insure ROI. Per its prequalification test, Minuteman and Genetec scored a 97.18% accuracy on both on-street and off-street parking. This is a significant increase in enforcement efficiency and will improve real world revenues and compliance. The system can manage permit and time-limit enforcement simultaneously, auto-select lots or zones based on GPS, provide zone-based occupancy reports, third-party ticketing integration, pay-by-plate sync, use the license plate as a credential to schedule access rights, and improve parking revenue by +35%.

Exclusive System Features

AutoVu PlateLink is a product that is currently under patent law. Managing shared parking permits (where several vehicles share a single permit) can be a complex and time-consuming task. To identify a shared permit violation, a single parking enforcement vehicle would typically need to see both cars sharing a permit to detect that they were both in the lot at the same time. This can prove challenging, if not impossible, for large facilities that employ multiple enforcement vehicles. With AutoVu Plate Link, any patrol vehicle can detect violations using license plate data collected by other connected vehicles. This helps increase the rate of detection and simplifies the assignment of patrol routes.

AutoVu Plate Link provides similar benefits to officers enforcing time-limited parking bylaws. It allows two separate patrol vehicles to be assigned to a zone and work in unison, as if they were a single vehicle. Each license plate scanned by a vehicle is automatically transferred to the next vehicle that enters the zone. By working together, the first patrol vehicle captures the license plate information initially, and should a violation occur, it will be detected by the second patrol vehicle making a subsequent pass. The first patrol vehicle does not have to circle back after the time limit has elapsed. Using the same vehicle data eliminates the need to circle back to an assigned zone, and boosts capture rates. Another exclusive feature is the parking management dashboard which allows real-time data to be compressed from all mobile vehicles and garages into a simple visual layout. The below layout easily notifies the end user of garage activity, occupancy, parking violations by certain criteria (by vehicle, garage, day, hour), and more.



Lastly, Security Center is a unified platform that blends IP video surveillance, access control, and license plate recognition systems within one intuitive solution. This allows the City to simplify operations, achieve greater situational awareness, and take advantage of a highly flexible platform that evolves alongside the organization. With the ability to unify third-party security and business systems with Security Center, the City can seamlessly control all operations while providing users with the power to rapidly respond to emerging situations. A unified system not only provides greater control but can also help avoid the pitfalls of traditional security systems, such as limited connectivity between various applications, compatibility issues, and complicated and costly maintenance.

LPR Performance Statistics

- Capture rate of 98% for all non-exception vehicles, meaning that 98% of all license plates within range of being read by the LPR cameras are identified as license plates for the sake of reading and recording each plate's characters.
- N Factor rating of 92%, meaning that the LPR technology reads all captured license plate characters, exclusive of stacked characters, correctly, 92 percent (92%) of the time for all non-exception vehicles. Missing, misread, or additional characters as determined by the LPR technology, are counted against the read accuracy (i.e. if a license plate contains six standard characters "ABC123", then N=6. Therefore, in order for the technology to achieve an N read, the technology reads the LPN "ABC123" exactly). Additional characters added before or after the license plate characters count against the read rate. (i.e., "1ABC123" does not constitute an N read).
- N-1 Factor rating of 96%, meaning that the LPR technology reads all but one license plate character, exclusive of stacked characters, correctly, 96 percent (96%) of the time for all non-exception vehicles.
- N-2 Factor rating of 98%, meaning that the LPR technology reads all but two license plate characters, exclusive of stacked characters, correctly, 98 percent (98%) of the time for all non-exception vehicles.

LPR Hardware

Two (2) Genetec SharpZ3 Cameras

The AutoVu™ SharpZ3 is powered by the Intel® Movidius™ Myriad™ X VPU. Designed to deliver high-performance processing at the edge, it takes advantage of the latest machine learning technologies to redefine what mobile ALPR can do. With its third optical sensor, it can precisely position objects and vehicles around the license plate to understand the context of each read. With its modular design, the SharpZ3 gives users the flexibility to add new functionalities over time. The Sharp Z3 camera specifications include a capture range of up 63-feet (19-meters) with retro-reflective license plates, enabling enforcement officers to capture the full picture when scanning vehicles. The third sensor embedded in the SharpZ3 also allows stereoscopic distance determination of objects detected and helps accurately capture multiple plate designs in complex urban environments -- including flat, embossed, reflective and non-reflective license plates. All of the Sharp units are equipped with integrated illumination, including a night mode with 940nm illuminator, ensuring consistency of performance during both day and night.



One (1) Panasonic FZ-G1 Tablet

The in-vehicle Panasonic tablet is so durable it has earned the title of "toughpad." The unit is usually mounted to the interior dashboard area of the vehicle. When the vehicle is started and the officer is ready to begin enforcement, the UI is extremely user-friendly and easy to turn on and launch. The system is streamlined and can be launched and ready to go as soon as the officer is ready.



One (1) Industrial PC Controller (Black Box)

The LPR Processing Unit, the AutoVu LPR Processing Unit (Black Box), comes with four camera ports. In mobile installations, the LPR Processing Unit is sometimes referred to as the "trunk unit" because it is typically installed in the vehicle's trunk.



Genetec's Integrations

Genetec has integrated with virtually every pay by plate, parking management and pay station company involved with parking in today's market. Below is just a few of the complete integrations available from Genetec:

Convenience of payment options



Furthermore, Genetec is very receptive to working with other companies, making integrations with other hardware or software exceedingly simple. Genetec has a team of engineers who are constantly working to improve or integrate with the latest technologies within the parking/law enforcement markets. Genetec's LPR is so widely used within parking that third-party vendors

contact them directly to ensure their products will be part of a new release. Genetec also offers an SDK and has a full open API allowing for ease of integration.

LPR Management Software - Security Center

Login Security

The ALPR software includes secure login and password functionality. All users have unique independent login credentials with system authentication. Permissions can be managed by groups or customized on a per user basis. If desired, there is an Active Directory module available to simplify user management and administration. Passwords can be configured to enforce a minimum set of characters, upper/lower case, numeric/specials, as well as expirations.

Security Features:

- **Types of Database Access Protection:** User ID and password, Microsoft Active Directory, AES encryption;
- **User Roles and Access Levels:** Privilege levels can be configured for each user, or in groups of users, to very specific levels of access and capabilities within the database;
- **Records Management:** Administrators cannot modify or delete records; however, all activities relating to a record (e.g., access requests) are logged and reported in the administrative tools of the software through the audit reports feature

Enforcing with LPR Technology

Passport's enforcement solution improved the efficiency of municipal parking operations from issuance to appeals. Each feature of the solution is aimed towards either increasing the speed of the activity or providing more convenient options to accomplish that action. Leveraging License Plate Recognition (LPR) technology serves both purposes: issuance is streamlined with pre-populated fields, and optionality is increased by allowing cities to issue from the vehicle or by deploying targeted routes.

With open API architecture in place, Passport is integrated with industry-leading Genetec technology. Genetec's SharpZ3 ALPR Camera is an IP-based automatic LPR camera designed for mobile applications. It boasts high resolution and integrated illumination in a very compact form, allowing the SharpZ3 to capture more license plates in various conditions and at high speeds. Each processing unit can support up to four cameras, providing maximum coverage and high accuracy in parking applications. Genetec's processing unit (AutoVu) manages all key software, translating plate images into digital plate reads. The processor uses 1 or 2 Intel Atom processors per processing unit. Each processor is compact, ruggedized, shock resistant, and mounted on the trunk of each vehicle so as not to take up space in the vehicle. Each scanned LPN is compared to lists of paid parking sessions and permit holders provided by Passport and operators are notified when their intervention is required.



Passport expanded upon its integration to not only notify an operator when a ticket should be issued, but also to pull data from the AutoVu system to pre-populate tickets for even faster issuance. When a vehicle outfitted with Genetec LPR cameras passes through a parking lot or drives down a street, Genetec's system collects an image of each license plate and each vehicle and records the time of capture and location of the vehicle. The data is processed and relayed to the driver of the enforcement vehicle through a laptop fixed in the vehicle. The driver will continue patrolling the area until the LPR software determines a vehicle is in violation. The LPR technology monitors for violations related to nonpayment, invalid permits, and overstaying a free time limit on a parking space. When the LPR technology determines that a vehicle is in violation, the officer must verify the plate number that was scanned by the LPR system. If the LPNs match, then the officer will hit "Enforce" from the laptop.

Passport's integration with this LPR technology implements the use of APIs to retrieve all violation data (including images) from the LPR software. This information is parsed and stored within Passport's cloud and broadcasted to all OpsMan Mobile users via the "Violations from LPR" menu (see example images on previous page). The nearest officer to the violative vehicle will be dispatched to issue the citation picked up by the LPR vehicle. When the issuing officer reaches the vehicle, they will select the correct LPN from a list of scanned LPR violations. Once selected, OpsMan Mobile will automatically redirect the officer to the "Issue Ticket" page, where all available information has been pre-populated. When a violation is selected from the list, the enforcement officer will then verify information, attach notes and images (the images taken directly from the LPR camera), and print and place the ticket. Once issued, that violation will be removed from the universal Violations from LPR list. Additionally, if no officer issues a ticket eligible under LPR Violations, those violations will be removed from the list after 12 hours.

LPR Chalking

Electronic mobile chalking can be done through the OpsMan Mobile app or through LPR technology, making it much easier for officers to mark, keep track of, and issue citations than traditional chalking methods. Regardless of method, the process is simple:

- The license plate number, location, tire stem position, and time limit for parking is recorded and shared system-wide for all parking enforcement officers to access.
- As officers or LPR vehicles return to spots on their route, the vehicle information is recorded again.
- If the vehicle matches the configured business rules for parking over time, the officer is alerted to issue a ticket and the chalking information will also be printed on the issued citation, strengthening the City's argument on appeal.

The feature will be configured during implementation to meet the needs of the City and its specific rules and regulations related to enforcing timed parking. With LPR chalking, without ever stopping the vehicle, officers can directly compare the images of a vehicle at two different time periods, side-by-side, and prove compliance or violation with photo evidence. Issuing a citation is simple and efficient with the seamless integration between the LPR technology and OpsMan Mobile enforcement software. Electronic Chalking with LPR is also an asset as it pertains to safety and personal property rights - an officer never needs to step out of their vehicle or physically "mark" a vehicle in order to prove they have overstayed parking rights.

Training

Minuteman will provide hands-on training to all admins and operators as well as any interested parties. Training typically consists of 2-3 hours of classroom style training of the client software as well as 30-minute sessions in the car (up to 2 trainees at a time). Minuteman offers two support packages, Remote with 1-day turnaround and Remote 4-hour response with scheduled onsite visits. Note that for the first 30 days all responses are onsite/within 4 hours.

Successful system implementation as well as ongoing system management and maintenance can be greatly enhanced by the careful transfer of knowledge from Minuteman's in-house experts to system managers, technicians, and end users. Critical elements of knowledge transfer include knowledgeable instructors, well designed courseware, lab activities, and system hardware and software that closely parallel the City's operating environment, integrated with proper system documentation.

Minuteman will conduct training courses that are designed to provide technical and functional knowledge on all systems that the end user will be required to operate. Training will be provided to administrators, operators and technician personnel assigned to the City that will be required to interface with the system. Training shall be delivered based on an established training schedule and shall be scheduled to have minimal impact on day-to-day operations. Training facilities shall be provided by the City .

Documentation shall be provided sufficiently to furnish each trainee with one operations guide for the product or service on which they are being trained. City personnel shall be trained to develop and generate standard and ad-hoc reports and files within system capabilities. Training that allows City personnel to reconfigure the systems and perform diagnostics, fault determination and resolution, and performance analysis shall be provided within the limitations of warranty protection.

4. Number of all ticket-writing equipment may vary due to the addition or subtraction of city personnel charged with writing tickets.

Passport understands that the number of handheld and printer kits will be determined by the City during the scoping process.

5. Ticket-writing equipment must have the capability to print citations on polythermal water resistant paper. Printers can be separate devices. The Contractor will provide the first year of paper for citations.

For the Zebra ZQ320+ printers, Passport will provide custom pre-printed paper stock designed in collaboration with the City. The paper is Appvion PolyTherm paper and, as such, does not require an envelope when issuing a citation. The custom paper can accommodate double-sided printing and is perforated to the exact citation size.

6. Ticket-writing equipment must have the capability to record digital chalks to mark the location of vehicles for enforcement of time limitations. These digital chalks need to be recorded or maintained for increments of 15 minutes to 72 hours.

OpsMan Mobile has an electronic chalking feature, making it much easier for officers to mark, track, and issue timed-parking violations than traditional chalking methods. This feature allows officers to mark the vehicle LPN, location, stem valve position, and time limit. One of the key differentiators of Passport's system is that chalking session marks are stored from each officer and are preserved and shared across shifts and devices, meaning when any enforcement officer using OpsMan Mobile marks that vehicle again, the information from the previous chalk (location and the stem valve position) regardless of shift, is readily available. There are currently three modes of location marking to choose from, depending on City regulations (see Image 1, below).

- **Street Based** -- Uses street and cross street of the vehicle's location to track the exact block.
- **Address Based** -- Uses a combination of cardinal direction, a cross indicator, address number, and street name. Officers can drill down to the specific physical address to know exactly where the vehicle was parked.
- **Zone Based** -- Passport can either designate new zones or use existing zones for ticket issuance specifically for chalking.

After the location is inputted, the officer will mark the location of the wheel's stem valve on an image within OpsMan Mobile (see Image 2, below). The process is optimized for efficiency to improve the City's parking management operations, even notifying the officer when to issue a ticket based on overstaying (see Images 3 & 4, below). In addition to system-wide access to chalking data, Passport has designed the user interface to allow officers to easily switch back and forth between chalking and issuance modules. Once an officer is prompted to issue a ticket due to previous chalking, the issuance screen will be pre-populated for an overstay violation, including specific data about that vehicle. Finally, each LPN is checked against an imported list of LPNs with outstanding tickets, scofflaw status, or other City-defined enforcement databases. The software aggregates this data in real time and does not require the officer to run separate checks to verify LPN status of non-compliance. These automated checks and alerts increase ticket accuracy and save considerable time.

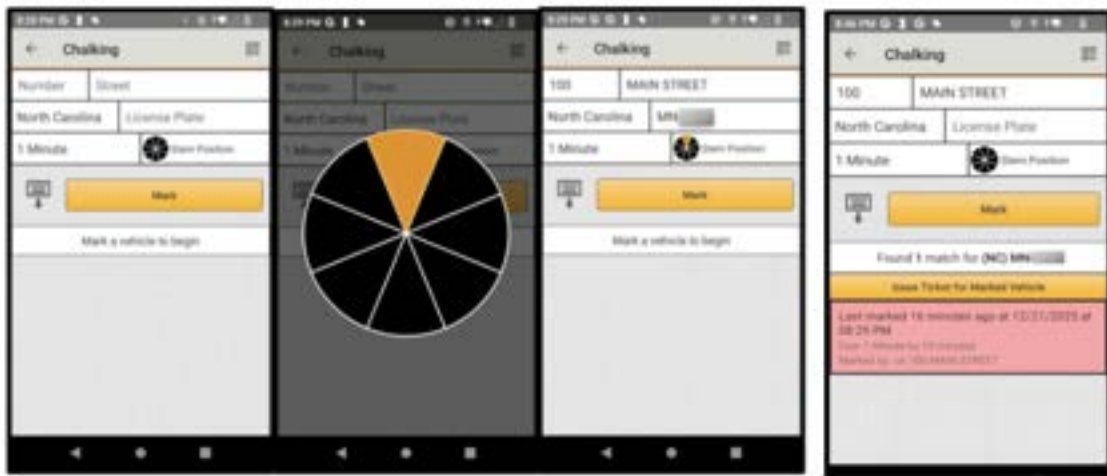


Image 1

Image 2

Image 3

Image 4

OpsMan Mobile Images

In summary, the process is simple:

- The license plate number, location, tire stem position, and parking time limit are recorded and shared system-wide for all parking enforcement officers to access.
- As officers or LPR vehicles retrace their route, the vehicle information is recorded again.
- If the vehicle matches the configured business rules for overtime parking, the officer is alerted to issue a ticket and the chalking information will also be printed on the issued ticket, strengthening the City's argument on appeal.

This feature will be configured during implementation to meet the needs of the City's current rules and regulations related to parking stay time limits.

B. Requirements for Software and Ticket Processing

7. The Contractor must have in-house capability for performing all citation- processing services without third-party assistance or reliance on outsourced processing centers by third-parties. Preference will be given to contractors that produce and support all software without the use of third-party suppliers offered as part of the automated enforcement system and possess the ability to modify the software code as necessary.

Passport's parking enforcement and citation management solution is built, owned, and maintained by Passport. All core citation processing, back-office operations, and software development are performed in-house by Passport's dedicated engineering and operations teams.

8. The Contractor must own (or have documented licensing rights) to all intellectual property.

Passport's platform has been developed in-house and it retains all IP associated with the software that will be utilized in the City's system.

9. Back-office citation processing software must be point-to-point, through secure, dedicated communication using City of New Haven approved internet protocol. No public web access. (or demonstrated equivalent approved by the City of New Haven)

Passport's back-office citation processing system utilizes a secure, cloud-hosted architecture that provides the functional equivalent of point-to-point, dedicated communication while maintaining the highest levels of security and performance. All data transmitted between field devices, integrations, and the back-office portal is encrypted and securely communicated in real time through controlled APIs and secure connectivity protocols, ensuring that only authorized systems and users can access the data.

While Passport's SaaS platform includes web-based access for authorized City personnel, this access is strictly governed by robust security controls (e.g., role-based access, authentication, and encryption), and can be configured to align with City of New Haven IT requirements. Passport will work with the City to ensure all communication methods and access controls meet or exceed approved standards and provide a secure, dedicated environment equivalent to traditional point-to-point systems.

10. Contractor shall maintain, at Contractor's sole cost and expense, access to vehicle owner registration information from the State of Connecticut Department of Motor Vehicles or equivalent service. And, the Contractor shall maintain, similarly, the ability to access out-of-state vehicle owner registration information. In both circumstances, the Contractor shall be able to provide required vehicle owner information to be able to issue the violation citation as required by Connecticut General Statutes and City of New Haven Ordinances.

Passport understands and complies with this requirement. We currently maintain integrations with both the [Connecticut DMV Integration](#) and [NLETS Integration](#), which are described in more detail later in this document.

11. The software must be easy to use by non-technical personnel.

Passport's software is designed with a user-friendly, intuitive interface that enables non-technical personnel to quickly learn and efficiently perform all required functions. The platform uses clear navigation, guided workflows, and role-based dashboards to simplify complex processes such as citation management, payments, reporting, and adjudication.

In addition, Passport provides comprehensive training, onboarding, and ongoing support to ensure City staff can confidently use the system with minimal technical expertise.

12. The system must have a security system controlled by password and terminal location that enables various users' different levels of access. The Contractor's system will be accessible by City personnel through a secure and encrypted connection by use of a confidential user account on a computer equipped with a high-speed Internet connection and an approved web browser.

Passport's solutions employ a robust, role-based security model that restricts access based on both authenticated user credentials and configurable permission levels. Each user is assigned a unique, confidential account secured by password, with access rights tailored to their role (e.g., administrative, supervisory, or standard user). This ensures that users can only view and perform functions appropriate to their responsibilities.

In addition to role-based access control, the system supports administrative configuration of permissions by user type and organizational needs, allowing the City to manage and refine access levels over time.

Our solutions are delivered via a secure, web-based environment. All access by City personnel occurs through an encrypted connection, ensuring data is protected in transit. The system is compatible with modern, approved web browsers and is designed to operate efficiently over standard high-speed Internet connections.

13. The system must allow the appropriate City personnel to assign users and level of access for each user.

The City will have complete control over who may access the portal and even control what functions and reports can be accessed based on an individual role. The City will have at least one main administrator, who will manage all other accounts including account creation, access control, and password resets. As the main administrator will have full access and control over the entire system, this designated person should hold a position of trust.

An administrator will navigate to the "Settings" menu of the Passport portal, where they can select "User Management" where they will be able to define and manage both "Users" and "Roles" for the system. The "Users" screen is used to create a user, edit access, reset a password, or delete an account. The main administrator can filter based on the role or search for an individual administrator. The "Roles" screen allows the main administrator to change portal access for an entire role. During implementation and after account creation, the main administrator will assign a role to each user, defining their system access controls. Commonly defined roles include "Accounting/Finance," "Customer Support," and "Adjudicators."

To monitor system changes and prevent impermissible access, access to Passport's portal requires a valid username and password, which enables an audit trail record of all processing actions within the system. Passport tracks all activity associated with a violation record within the portal, from issuance to final disposition. This empowers City administrators to audit any violation record's status in real time and view its associated history. Citation activity will be attributed to the initiating User ID, and actions are recorded as trail items on the violation record for transparency and accountability. Each audit trail item is marked with the date and time of the processing action and which user performed the action.

14. Contractor shall permit authorized City personnel to generate reports using the Contractor's system. In addition, the Contractor shall work with City personnel to create reports in accordance with Connecticut General Statutes, City of New Haven Ordinances, or City of New Haven Department of Transportation, Traffic and Parking requirements.

As detailed in the [Enforcement Reporting](#) and [Digital Parking Permit Reporting](#) sections above, the system provides authorized City personnel with secure, role-based access to generate standard and ad hoc reports directly within the platform. The robust set of built-in reports and extensive filtering capabilities typically eliminate the need for custom report development, allowing City users to quickly access the data they need. Should truly unique reporting needs arise, Passport will work collaboratively with City staff to develop custom reports in alignment with Connecticut General Statutes, City of New Haven Ordinances, and departmental requirements; however, such custom development may be subject to an additional cost.

15. The Contractor shall provide a data and information storage solution that is in compliance with the Connecticut General Statutes, City of New Haven Ordinances, and/or any additional cybersecurity requirements by the City of New Haven Information Technology Office.

Passport provides a secure, cloud-based data storage solution built on Amazon Web Services (AWS), a leading and widely trusted infrastructure provider. Data is securely stored within U.S.-based AWS data centers, ensuring reliability, redundancy, and high availability.

The system is designed for continuous operation, with failover capabilities that allow services to remain fully functional in the event of a primary data center disruption.

16. The Contractor's system shall maintain an electronic record of each citation. The system shall also maintain a log that memorializes all pertinent dates and times to include, but not limited to, date of violation, date that owner's information was obtained, date the violation was released for review by the City, date that the violation was accepted and released by the City, the date that the citation was mailed out, and the date the violation was adjudicated and how it was adjudicated.

Comprehensive electronic records for each citation are maintained in Passport's portal. Every citation is stored as a complete digital record within the system, ensuring accurate tracking and long-term accessibility.

The system maintains a detailed, time-stamped audit log that captures all key lifecycle events associated with a violation. This includes, but is not limited to:

- Date and time of the violation
- Date owner/registrant information was obtained
- Date the violation was made available for City review
- Date the violation was accepted and released by the City
- Date the citation was issued and mailed
- Date of adjudication
- Outcome of adjudication (e.g., upheld, dismissed, reduced)

These events are automatically recorded by the system, ensuring consistency, accuracy, and eliminating reliance on manual tracking.

Additionally, the system preserves a complete history of all actions taken on a citation, including status changes, user interactions, and any updates or adjustments. This provides full transparency and traceability for compliance, reporting, and audit purposes.

17. The Contractor's citation issuance system is required to alert the parking enforcement officer whenever a citation is being issued to a vehicle registration that has prior unpaid citations above an aggregate total above a dollar amount and/or number of citations as determined by the City.

Whether enforcement is performed using mobile LPR or a handheld device, officers receive real-time scofflaw alerts at the moment a citation is issued. When an officer manually enters or scans a plate on their handheld unit, the system queries the same real-time database and surfaces an alert if the vehicle's outstanding citations exceed the threshold — by aggregate dollar amount, number of citations, or both — as configured by the City. This ensures consistent enforcement regardless of the method used in the field, and no vehicle meeting the scofflaw threshold goes unidentified simply because a mobile LPR unit was not deployed on that route.

Scofflaw

Passport's portal will provide the City easy access to scofflaw reporting to identify habitual and repeat violators as determined by the City's business rules. As citation issuance data is compiled within Passport's portal, the system will identify any scofflaw vehicles qualified for special enforcement/immobilization (e.g., booting/towing). This scofflaw data will then be sent to the OpsMan Mobile software, and as officers issue citations, the issuance process checks LPN information against this continually updated scofflaw database.

To accommodate the City's booting, towing, and impoundment procedures, Passport will provide its "Boot and Tow" module within its Portal. Administrators can export a complete list of scofflaw vehicles in several formats. Vehicles will be added/removed from the scofflaw list regularly based on citation status, such as newly issued and outstanding violations and paid/closed citations. Passport can also send a refreshed scofflaw list to third-party boot and tow companies daily, ensuring all involved enforcement parties have updated information on scofflaw vehicles and can accurately enforce.

Administrators can also search scofflaws by registered owner name, license plate number, boot/tow cross streets, make and model, or boot/tow number. This will return the scofflaw's name, LPN, make, total outstanding fine, and the total number of associated citations. By clicking on an individual violator's name, the administrator will see a complete list of all outstanding violations and can update a status to: Booted, Towed, Boot-to-Tow, Impounded, Disposed, Released, and Outstanding. Notes can be included when the status is updated to provide additional context behind a particular status. Passport recommends giving limited administrative access to Passport's portal to boot and tow companies, allowing them to see which vehicles need to be booted or towed, their location, and the ability to update a status when the vehicle has been released.

When a scofflaw vehicle is located and is subsequently booted, towed, or boot-to-towed, this status must be updated within Passport's portal. Passport can configure the system so that boot fees are automatically assigned to a vehicle as a "Boot Fee" violation type when a scofflaw record is changed from Outstanding to Booted.

All activity within Passport's portal and OpsMan Mobile related to booted/towed vehicles is time stamped and includes the location where the boot/tow occurred, where the vehicle was towed to, and the date and time of release. Passport's portal will give the City a full picture of the scofflaw

vehicle violations and the resulting immobilization activity. Passport will work with the City during the implementation to ensure this module is configured to adhere to City guidelines.

18. The Contractor's system shall allow for City personnel to enter all manual citations information into the system's database.

The "Write Citation" module in Passport's portal allows for the input of handwritten citations into the system, including several quality assurance features that protect the integrity of data entered into the database.

19. The Contractor is required to enter all automated citation information into the computer database in real time. For the purposes of this RFP, "enter...into the computer database in real time" shall be defined as the ability to transmit violation data directly from the point of ticket issuance to the vendor's database, without the necessity to download data from the hand-held to the database through any other device such as a downloading station or cradle. This should be an automatic function of the software, without any human effort necessary.)

Citation data is transmitted in real time directly from the point of issuance on the handheld device (TC27) to the cloud-hosted Passport database, without the need for docking stations, manual uploads, or intermediary steps. This process is fully automated within the software, requiring no additional effort from enforcement officers.

As soon as a citation is issued, all associated data—including photos, location, and violation details—is immediately available in the back-office portal for processing, reporting, and customer access, ensuring seamless, real-time operations.

20. The Contractor is required to interface with Connecticut Department of Motor Vehicles at the time a citation is issued to obtain names and address for vehicle registrations. In addition, the Contractor is required to interface with Connecticut Department of Motor Vehicles to obtain and/or verify names and addresses for vehicle registrations that have unpaid citations.

Passport has an established, direct integration with the Connecticut Department of Motor Vehicles (DMV). Passport currently supports multiple clients within Connecticut and, through the combined experience of Passport and its acquisition of Complus Data Innovations (CDI), brings over 25 years of experience working with the CT DMV and its associated workflows.

This integration enables Passport to retrieve registered owner name and address information in real time at the point of citation issuance, ensuring accurate and timely data for enforcement and processing. Additionally, Passport continuously interfaces with the CT DMV to verify and update

owner information for vehicles with unpaid citations, supporting ongoing enforcement actions such as registration holds and releases in compliance with state and local regulations.

21. The Contractor is required to have the ability to interface with the City's Tax Collection systems and share information regarding names and addresses for vehicle registrations that have unpaid citations beyond a timeframe and amount to be determined by the City. This information should be sufficient to allow for the City to apply for civil judgements against such owners of those vehicles as allowed under Connecticut General Statutes and/or City Of New Haven Ordinances.

Passport will collaborate with the City during the scoping process to define business rules, data requirements, and technical specifications to ensure the information provided supports the City's process for pursuing civil judgments in accordance with Connecticut General Statutes and City of New Haven Ordinances.

22. The software must be able to print an exact copy of any citation issued.

Passport's software allows for exact reprints of all citations issued in its system.

23. The software must be able to print an exact copy of any information, notes, changes or alterations to the record of the citation that is maintained in the system's database.

Passport understands and complies.

24. The Contractor is required to interface with IPS and Parkeon/Flowbird, the curbside meter systems currently utilized by the City, to ensure handheld and tablet devices are receiving payment status of the vehicles who paid the meters.

Passport already maintains active integrations with both IPS and Flowbird (Parkeon), which are included among its current meter and pay station technology partners. These integrations enable Passport to connect meter payment activity with its broader parking ecosystem and for parking enforcement personnel in the field to determine payment status.

Through Passport's Parking Rights API, payment data from meters and pay stations—including sessions initiated via IPS and Flowbird—can be aggregated and made available in real time. This API provides enforcement systems with "parking rights" data tied to a vehicle, zone, or space, allowing handhelds and tablet devices to determine whether a vehicle has an active, valid payment.

25. The Contractor is required to interface with Passport and Parkmobile parking pay apps or similar type of payment applications to ensure that handheld and tablet devices are receiving payment status of the vehicles who paid the meters.

As the City's current mobile payment provider, Passport's enforcement and permit solutions seamlessly integrate with its mobile payment platform and also support active integrations with other digital payment providers, including ParkMobile.

26. The Contractor's system is required to be able to maintain and process City of New Haven Residential Parking Permits. The system is required to allow City of New Haven personnel review and approve requests for residential parking permits. The system should the City decide, be able to track the usage of Residential visitor parking permits. The system would allow for the residents who have visitors to be able to enter pertinent vehicle information. The visitor vehicle information is, but not limited to, vehicle license plate information (state and number), vehicle year, make, model and color.

Passport's Digital Permit solution fully supports the City of New Haven's residential parking permit program requirements, including application intake, administrative review and approval, and ongoing permit management. Through a secure online customer portal, residents can apply for permits, enter required vehicle information (including license plate, state, and other vehicle details), and upload supporting documentation. All applications flow in real time to a back-end system where City personnel can review, approve, deny, or request additional information through a structured approval queue.

The system is highly configurable and allows the City to define permit types (including residential and visitor permits), eligibility rules, and required data fields. Vehicle information is stored and managed within each permit record, with the ability to add and update multiple vehicles as needed.

Additionally, Passport's platform supports flexible permit configurations, including visitor permits and custom fields, enabling the City to track usage and collect any required visitor vehicle information should it choose to do so.

A full description of Passport's digital permitting capabilities is provided in the [Digital Parking Permits](#) section of this proposal.

27. The Contractor's system is required to be able to calculate late or escalation fine increases as required by the City.

Passport's enforcement solution is highly configurable, allowing the City of New Haven to establish customized escalation schedules, including fine increases, late penalties, and timing intervals. Once configured, these rules are automatically applied to citations based on elapsed time or status changes, ensuring accurate and consistent enforcement without manual intervention.

C. Requirements for Collection and Payment of Parking Citations

1. The Contractor will provide a web site address where payments either by credit card, debit card or electronic check can be processed in real time. The web site is required to display all outstanding parking citations for a specific vehicle registration.

Passport's customer portal provides a secure web-based interface where users can make payments in real time via credit card, debit card, or electronic check. It also allows users to search by vehicle registration and view all outstanding parking citations associated with that vehicle.

Additional details regarding the functionality and capabilities of the customer portal are outlined earlier in the [Online Payments](#) section of this proposal.

2. The Contractor will provide a system where payments either by credit card, debit card, business check, personal check or cash can be processed in real time by City personnel. The system should display all outstanding parking citations for a specific vehicle registration. That system will be required to provide a receipt. That receipt will be issued to each motorist who pays over the counter.

City personnel can process payments through Passport's back-office system, which supports a variety of payment methods, including credit cards, debit cards, and cash/check transactions (cash and check handling supported through configured cashiering workflows). The platform is designed to provide a seamless over-the-counter payment experience within a single system.

Key capabilities include:

- Real-time payment processing through an integrated cashiering interface
- Lookup of all outstanding citations by license plate or other identifiers, providing staff with a complete view of a motorist's obligations
- Immediate application of payments to outstanding violations with updated balances
- Automated receipt generation, with the ability to print or email receipts for every over-the-counter transaction

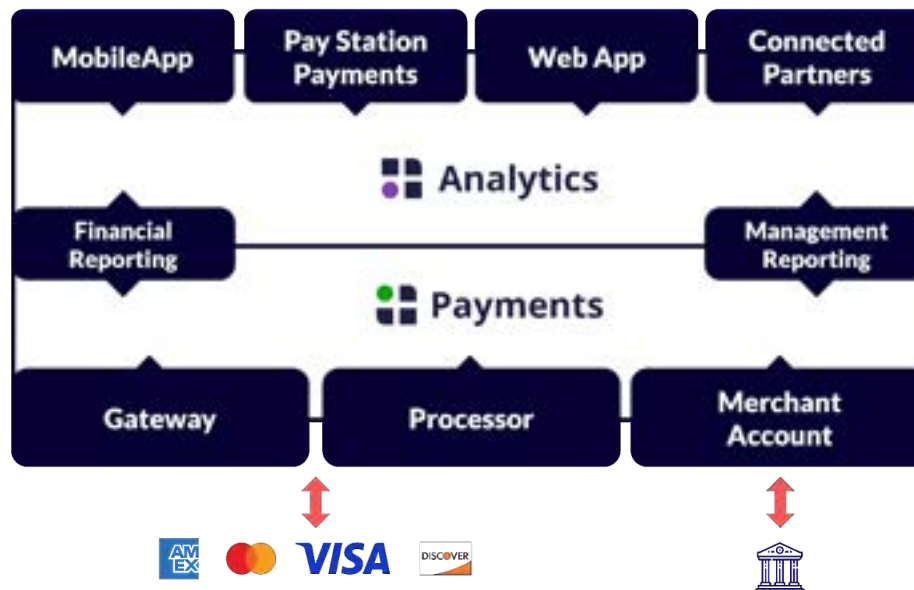
3. The City and the Contractor will reach an agreeable means of how the cleared funds collected by the Contractor will be distributed to the City. Preference will be given to electronic transfers.

Passport supports electronic fund distribution and will work collaboratively with the City of New Haven to establish an agreed-upon disbursement process that aligns with the City's financial requirements.

Through Passport Payments, Passport acts as the Merchant of Record and provides a streamlined, secure payment processing and settlement workflow. All collected funds are processed within Passport's unified platform and are electronically deposited on a daily basis or monthly into the City's designated account, supporting strong cash flow and financial transparency.

4. During the life of the agreement the City may require that City payments from the public be processed through a centralized payments system. The Contractor will be required to take all means practicable to accommodate this payment arrangement.

Passport provides a **unified payment solution**, Passport Payments, a fully integrated payment engine built specifically for parking and mobility. In choosing Passport for mobile pay, enforcement, permitting solutions, and payment processing, the City benefits from one connected ecosystem that streamlines operations, reduces costs, and delivers a modern, frictionless experience for both your team and your customers. If, during the term of the agreement, the City decides to move to a centralized payments system, Passport will evaluate the integration requirements and make all reasonable efforts to support and fulfill the City's request.



Passport's Payment Solution Overview

Since 2015, Passport has delivered integrated payment processing nationwide. As a registered merchant services provider, we meet strict standards from card networks, financial institutions, and federal regulators. Our solution is designed to protect your revenue, safeguard sensitive data, and keep your operation running smoothly.

Why Passport Payments?

Lower Processing Costs

- Exclusive Small Ticket Incentive Agreements with Visa & Mastercard
- Optimized rates for high-volume, low-value parking transactions
- Daily settlements for improved cash flow

End-to-End Reliability

- One unified platform: parking, permitting, citations, payments & reporting
- Fewer vendors = fewer failure points
- Consistent uptime and superior performance

Streamlined Operations

- Simplified reconciliation and reporting
- Faster, cleaner financial processes
- Fewer manual steps and reduced administrative overhead

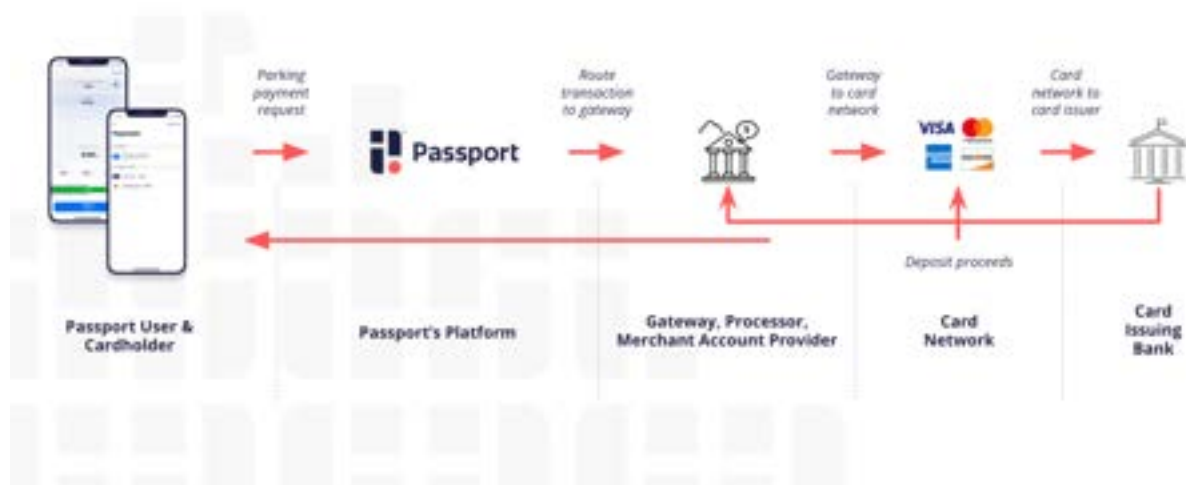
Dedicated Support

- Access to Passport's payment experts
- Assistance with refunds, reversals, and chargebacks
- Ongoing training and support
- Client Success Executive

Industry-Leading Security

- Advanced tokenization to protect cardholder data
- PCI Level 1 certified
- Banking-grade infrastructure and annual compliance audits

How Passport Payments Works



Payment Processing Procedure

1. Customer initiates payment in Passport platform

2. Card data is instantly tokenized for maximum security
3. Passport processes the transaction as your Merchant of Record
4. Funds are deposited daily into the City's account
5. Real-time dashboards support reconciliation, reporting & chargeback management

Daily Settlement & Financial Reconciliation Options

Passport's robust financial processes and proven reconciliation practices ensure full compliance, accuracy, and accountability in managing the City's financial operations.

Passport's portal includes a number of financial and accounting reports that will allow the City to perform reconciliation and remuneration check processes to audit transaction activity. Passport's Settlement Period Summary Reports for parking transactions, citations, and permits will be highly useful for a City financial/revenue manager to reconcile financial activities on a daily, monthly, or quarterly basis.

Below are several data points that are included in this report:

- Transaction Revenue
- Convenience Revenue
- Gross Processing Revenue
- Transaction Fees
- Gateway Fees
- Merchant Processing Fees
- Net Settlement
- Total Transaction Count

While this report is only available if the City selects Passport as the Merchant of Record, Passport believes the Settlement Period Summary Report, combined with the Passport's Transaction Report, will provide access to the exact financial values the City is interested in seeing.

The Aging of Accounts Receivable Report provides a comprehensive breakdown of ticket payment timelines, detailing the amounts collected within each aging category along with any applicable penalties or adjustments.

Aging of Accounts Receivable

Home

Aging of Tickets	Number of Tickets	Total Base Amount	Value of Penalties	Total Paid	Total Adjustments	Total Partial Paid and Discounted	Total Value
0 - 10 Days	524,794	\$15,102,540.22	\$1,516,493.28	\$4,329.01	\$386,647.19	\$21,039.55	\$16,937,801.21
11 - 20 Days	277,880	\$15,881,207.97	\$6,281,649.22	\$27,083.73	\$213,306.82	\$92,587.77	\$19,337,148.24
21 - 30 Days	246,133	\$17,837,200.81	\$7,656,821.17	\$15,266.18	\$202,887.10	\$76,871.58	\$25,527,545.08
31 - 60 Days	621,203	\$45,759,228.16	\$27,656,842.14	\$214,138.88	\$1,384,286.52	\$262,207.52	\$73,992,644.78
61 - 90 Days	1,181,549	\$94,370,872.20	\$27,822,884.89	\$229,041.10	\$2,762,768.76	\$218,526.21	\$122,359,087.54
91 - 1 Year	2,292,022	\$174,227,294.29	\$75,287,065.10	\$744,638.81	\$4,805,749.89	\$962,420.58	\$194,549,087.85
1 - 2 Years	2,089,278	\$104,498,230.22	\$62,891,195.20	\$515,036.89	\$24,879,211.30	\$775,747.92	\$144,368,634.82
2 - 3 Years	1,780,940	\$66,084,222.70	\$32,807,968.26	\$757,838.16	\$22,082,488.89	\$1,322,482.10	\$142,749,796.85
3 - 4 Years	1,432,149	\$47,228,681.72	\$17,840,227.91	\$441,777.85	\$24,026,207.20	\$710,896.20	\$118,235,245.89
4 - 5 Years	1,235,460	\$45,680,985.49	\$11,237,288.83	\$375,818.86	\$14,276,591.02	\$657,884.79	\$88,174,776.56
5 - 6 Years	1,021,752	\$28,933,785.49	\$14,282,119.04	\$7,346,536.28	\$2,625,591.20	\$1,764,884.49	\$58,722,487.89
6 - 7 Years	848,840	\$24,952,893.40	\$18,775,432.34	\$745,725.46	\$2,968,443.14	\$724,446.10	\$75,984,829.48
7 - 8 Years	787,208	\$21,207,878.52	\$14,442,708.82	\$715,232.11	\$2,882,044.89	\$743,887.25	\$74,712,032.21
8 - 9 Years	649,871	\$18,828,285.11	\$17,649,218.88	\$88,889.59	\$16,777,808.82	\$838,766.70	\$18,215,408.80
9 - 10 Years & Older	2,284,224	\$69,226,761.16	\$27,424,242.20	\$2,333,949.20	\$84,224,671.16	\$7,876,722.13	\$141,887,875.22
Totals	11,102,450	\$846,880,899.94	\$271,222,034.49	\$9,868,952.67	\$299,482,529.20	\$14,680,866.11	\$1,476,878,128.74

Aging of Accounts Receivable Report

5. At the minimum the system will generate a monthly report that indicates the distribution of payments according to:

- 1) made through the mail;**
 - 2) made in person over-the-counter by credit or debit card;**
 - 3) made in person over the counter by check;**
 - 4) made in person over-the-counter by cash; and**
 - 5) made on-line through the internet.**
-

Passport's reporting suite provides the City with comprehensive monthly payment distribution reports covering all payment channels, including mail-in payments, in-person over-the-counter payments by cash, check, credit card, and debit card, and online payments processed through Passport's citizen-facing payment portal. These reports give the City's finance and parking administration teams full visibility into collection activity by channel, supporting both internal reconciliation and any reporting obligations required by the City.

6. At the minimum the system will generate a monthly report that indicates when payments are made:

- 1) 0-15 days;**
 - 2) 16 to 30 days;**
 - 3) 31 to 60 days;**
 - 4) 61 to 90 days;**
 - 5) 91 to 180 days;**
 - 6) 181 to 365 days;**
 - 7) 1 – 2 years; and**
 - g) greater than 2 years by dollar amounts.**
-

Passport's reporting functionality will generate monthly reports displaying when payments are made at each of the defined intervals above. Passport employee Mike Mohler, former parking department employee of the City of New Haven, oversees all of Passport's reporting functionality and often works with new customers to setup the required filters and reports prior to launch

7. The system should require at least the following information:

- 1) name of the person paying the citation;**
 - 2) mailing address of the person paying the citation; and**
 - 3) email address of the person paying the citation.**
-

The City can require and collect key customer data fields, including:

- Name of the person making the payment
- Mailing address

- Email address

These fields can be configured as required inputs for both online and over-the-counter transactions, ensuring consistent data collection across all payment channels. This information is securely stored within Passport's system and tied to the transaction record, supporting receipt delivery, customer communication, and audit requirements.

The system should be able to create a data field to indicate differences between the vehicle's registered owner's information and individual paying the citation. Such differences should not prevent payment of the citation.

The City will have visibility into the registered owner information collected and the individual payee's information at time of payment.

D. Delinquent Notices

1. At the minimum the system is required to have the ability to issue overdue notices to delinquents who have not paid for tickets within fifteen (15) days. Preference will be given to systems that can issue overdue notices at several milestones, i.e. 16 days, 45 days, 60 days, 1 year, etc.

Passport's delinquent noticing capabilities are fully configurable and will generate and issue notices at the milestones the City requires. 16 days, 45 days, 60 days, 1 year, and so on all fall within our standard system functionality. More information on delinquent fine noticing is below.

Delinquent Noticing & Correspondence

Passport's portal will give the City full control over its notice processing, ensuring effective communication with all outstanding citation holders. During implementation, Passport will work with the City to configure the system to establish criteria for automatic generation of delinquency notices, coordinating with all designated deadlines and schedules. Once pre-established criteria are met, the notice sequence will be initiated, and proper correspondence will be automatically generated and mailed to the address on file.

All outbound correspondence templates will be configured by Passport during implementation to be sent to violators or applicable fleet companies on a City-defined schedule. This correspondence can include delinquent notices for outstanding violations, appeal decision letters, or any other required templates. Passport will align with the City to obtain written approval on outbound notices such as printing with the City's letterhead or including additional content applicable to state and/or federal laws. Passport thinks of this communication as having two distinct workflows:

1. **Violation Lifecycle Communication** -- these notices should be automatically generated and mailed (e.g., first, second, and final delinquent notices).
2. **Specific Letters** -- these are specific letters that staff can send in response to frequently asked questions or requests (e.g., appeal decisions, insufficient funds, incomplete checks, or payment plan letters).

Each generated and mailed notice will be tracked in the system through the violation's trail, with a copy of the correspondence for viewing and/or printing. Passport will work to ensure all notices and letters will be customized to meet the City's requirements. The City can generate letters to accompany certain processing actions, such as appeal decisions. Passport can configure designated disposition codes and standard response language for these processes to keep responses consistent.



City of Passportopolis
Transportation & Mobility Department
Parking Services
280 NE 30th Avenue
Charlotte, NC 28201

November 05, 2019
To: [Redacted]
From: [Redacted]
City of Charlotte, NC 28201

Issue Date & Time: 10/26/2019 at 3:11 PM
License Plate: PAS5P0RT
Station #: 00411116
Violation: 1001 Out-of-Order Parking
Description: 05-101 (A)(a)(1)
Amount Due: \$52.00

1st Delinquent Notice

Dear Agent (Delinquent),

Our records indicate the violation referenced above, against tag number PAS5P0RT, was issued on October 26th, 2019 at 3:11 PM. The City of Fort Lauderdale Ordinance 26-137 (A)(a)(1) 1001 Out-of-Order Parking allows for the assessment of penalties as follows:

A late penalty will be applied to any parking violation where payment is not received within 30 days from the date the violation was issued. An additional late penalty will be applied to any outstanding balance after 45 days. **Each late collection of amounts due will be added after 30 days.**

Registered vehicle owners are subject to immobilization if the registered owner has 15 or more outstanding violations.

Fee Schedule for Ticket 00411116 (details above):
Pay By 11/12/19: \$52.00
Pay By 11/28/19: \$47.00
Thereafter: \$67.00

Payment Options:

- Online with a credit card at CL7.charlotte.org
- By App with a credit card via the LauderParking app
- By Phone with a credit card by calling (352) 355-5555. *This is an automated voice system
- For more options, visit charlotte.gov/parking

- The City of Charlotte

Late Penalty Notice

CITY OF BOULDER
OFFICE OF THE PARKING CLERK



City of Boulder
Office of the Parking Clerk
P.O. Box 33000
Boulder, CO 80521-0300

November 05, 2019
To: [Redacted]
From: [Redacted]

Notice of Late Penalty for Unpaid Violation

All of the above listed notice date, records of the City of Boulder indicate that these tickets are outstanding. We are writing to inform you that, as stated on the ticket, all parking violations that remain unpaid 21 days after issuance are subject to a late penalty. The tickets listed below were assessed a late penalty since your payment exceeded the 21-day limit.

Please promptly pay the amount below to avoid further penalties. Please note that a payment in arrears already submitted to the City may not be reflected in this notice. This late penalty will not be assessed if the payment date was before the 21-day limit. Failure to pay violations may subject your vehicle to seizure by towing or storage (Chapter 10, Article 104), Section 104. Failure to resolve violations may also result in non-renewal of your driver's license and motor vehicle registration as well as a \$200 penalty for non-compliance (Chapter 100, Article 104, Section 104 and 105).

We accept payment by cash, credit and debit card (MasterCard, Visa, Discover, American Express), and checks in person at the Office of the Parking Clerk at City Hall (Room 224). To pay online, please visit www.boulder.gov/parking. Please call (303) 440-4411 to pay by telephone using an automated credit or debit card. You may also pay through the 24/7 mobile app by scanning a check payment with the bottom portion of this notice to it (P.O. Box 10000, Boulder, CO 80501).

If you would like to dispute the violation, please visit www.boulder.gov/parking or find more information on the How to Appeal a Parking Ticket at www.boulder.gov/parking within 45 days. You may also request an appeal within 45 days in person at City Hall, over the phone, or by mail by signing and returning the bottom half of this notice to P.O. Box 33000, Boulder, CO 80521.

You further request call (303) 440-4411 to speak to a parking agent during office hours (Monday-Friday, 9:00am-4:00pm).

Office of the Parking Clerk

Ticket/License No: [Redacted] **Make/Model:** [Redacted] **Issue Date:** 09/11/2019 **Total Due:** \$75.00

You may request a hearing at the following address:

NOTICE OF VIOLATION

Ticket Number	Issue Date	Amount	Penalty
00411116	09/11/2019	\$10.00	\$65.00

City of Boulder
Office of the Parking Clerk
P.O. Box 33000
Boulder, CO 80521-0300

Total Amount Due: \$75.00

Sample Delinquent Violation Notice

CITY OF RALEIGH | PARKING
 222 West Hargett Street
 Box 595
 Raleigh, NC 27602



Parking/Payment Information: (919) 590-3500 or
 Website: www.raleighnc.gov

In-Person Payments:
 Revenue Services Unit, Municipal Building
 222 West Hargett Street, Raleigh, NC
 Office Hours: 8:30 AM – 5:00 PM, Monday to Friday

Notice Date: 7/1/2018
 106484000 AHW TEST

NOTICE OF ADJUDICATION HEARING

Your request for an Adjudication Hearing concerning the citation number shown below has been received. Receipt of your first payment to serve as the deposit for the hearing is also acknowledged. This payment will be refunded to you should the adjudicator decide in favor of your appeal.

Hearings are scheduled on the third Thursday of each month at 2:15 PM in the ParkList office located at:
 One Bank of America Plaza, Suite 5-002
 210 W. Martin St. Suite 100, Raleigh, NC 27601

The office is physically situated on Wilmington Street directly across from the Cabernus Road intersection. On street parking is complimentary after 5:00 PM. Convenient off street pay parking can be found in the Convention Deck located next door to the parking office. The best access is from the Wilmington Street side.

Your hearing has been scheduled for . It is important that you are on time as other hearings will be taking place. A hearing usually lasts about ten minutes and is designed to be a customer-friendly process. You will be given opportunity to state your circumstances and present any relevant information you wish the adjudicator to hear or see such as photographs or diagrams. You may also bring one witness to present evidence. The adjudicator will render her decision and return you of this at the hearing. A subsequent notice of the decision will be mailed to you within 12 hours.

If you have any questions or require additional information, please call the ParkList Office at (919) 590-3500

Citation Number	Issue Date / Issue Place	Violation / Location	Plate/State VIO	Make / Type / Color	Tax / Fees & Fines	Payment	AMOUNT DUE
106484000	06/17/2018 10:55	EXPIRING VEHICLE REGISTRATION Loc: 210 W Martin St 27601	TEST / NC	2008 BL	\$60.00	\$60.00	\$.00
						TOTAL DUE NOW	\$.00

Sample Hearing Letter

2. The system should allow the City to be able to customize delinquent notices. The notices should also include details on prior citations that have outstanding balances for specific vehicle registrations.

During implementation, Passport works closely with the City to configure all outbound correspondence templates, including delinquent notices. The City has full control over the content, format, and timing of these notices, ensuring alignment with local requirements, branding (e.g., letterhead), and applicable state or federal regulations.

The system also enables the City to define automated notice criteria and schedules, ensuring delinquent notices are generated and sent based on pre-established rules.

3. The system should allow for any notices sent out USPS first class mail to also be sent out via email at the same time.

At present, the system does not support simultaneous USPS First Class Mail and email delivery for all notices at the time of issuance. This is due to both operational and process considerations, including the fact that an email address is often not available when a citation is initially issued to a license plate.

Currently, automated email correspondence within the platform is primarily tied to workflows where a customer has voluntarily provided an email address, such as online appeal submissions.

Passport understands the City's interest in expanding digital notification capabilities and is open to further discussions regarding the City's goals and desired outcomes in this area. Any future

implementation would require evaluation of operational workflows, data availability, customer consent considerations, and any necessary policy or legal changes related to electronic notice delivery.

4. The Contractor shall provide a standard price to print the notice, provide an envelope, and USPS first class mail service each notice.

Passport understands and complies with this requirement and has included the relevant details within its cost proposal.

E. Interface with Connecticut Department of Motor Vehicles

1. To the extent allowed under Connecticut General Statutes and Connecticut Department of Motor Vehicles regulations, the Contractor is required to have direct on-line access to Connecticut Department of Motor Vehicles to obtain vehicle owner registration information. This information should be sufficient for the City of New Haven to be able to identify vehicles and collect parking violation fines from the registered owners of such vehicles.

Passport meets this requirement through its established DMV integration framework, including connectivity via Connecticut DMV and NLETS.

To the extent allowed under Connecticut General Statutes and DMV regulations, Passport enables secure access to vehicle registration data necessary to identify registered owners for enforcement and collections purposes. These integrations provide sufficient vehicle and owner information to support citation processing, notice generation, and fine collection activities.

2. The information obtained from the Connecticut Department of Motor Vehicles should be, at the minimum:

- (1) Year of vehicle;**
- (2) Make or Manufacturer of the vehicle;**
- (3) Model of the vehicle;**
- (4) vehicle color;**
- (5) owner(s) name; and**
- (6) owner(s) address – street, city, state and zip code.**

The owner(s) address information should be sufficient to all for mail via United States Postal Service first class mail.

The vehicle and owner information above will be returned via Passport's direct connection with the CT DMV and be used to send notices via USPS first-class mail.

3. The system should have the ability to retrieve owner's information at the time of issuance of the parking citation, and that information shall be included with the record of the parking citation. The date of lookup will also be included in the record of the parking citation. This information does not have to be visible by Parking Enforcement Officers and/or individuals issuing citations.

Passport's system supports configurable registered owner (RO) lookup scheduling on a violation type basis, allowing the City to define the timing of the DMV lookup independently for each citation type. RO information can be returned as early as 24 hours after issuance during regular business hours. Once retrieved, the registered owner information, along with the date the lookup was performed is stored directly on the citation record.

4. The system should, after a time as determined by the City, be able to look up and confirm the original owner registration information at the time of issuance for parking citations deemed as delinquent by the City. This should apply to citations issued and created through the Contractor's system.

Passport understands and complies.

5. The system should be able to confirm owner's registration at the time of mailing out late notices for delinquent citations. At this time the system should confirm the vehicle make and color as entered by the Parking Enforcement Officer at the time the parking citation was issued. The system should create a data field to identify vehicles having discrepancies. The system should generate a report for City personnel to be able to quality check those citations for accuracy.

Passport has experience supporting validation and exception-reporting workflows similar to those described in this requirement. In both Berkeley, CA and Boston, MA Passport deploys functionality to help identify plate mismatch information.

Passport will use the technical scoping process to further understand the City's desired workflow, reporting expectations, and operational goals in this area so that we can determine the best approach for supporting these requirements. Available comparison data elements may vary depending on the capabilities and data provided through the applicable state DMV integration.

6. The Contractor shall present to the City a cost-effective system(s) to obtain the vehicle registration information for vehicles registered out of the state of Connecticut. The City will decide if such measures are acceptable.

Passport has an active integration with the National Law Enforcement Telecommunications Service (NLETS), which provides access to vehicle registration information for out-of-state vehicles across the United States.

Through this integration, registered owner information is retrieved and automatically populated into the citation record within Passport's system. This enables the City to efficiently identify out-of-state vehicle owners and proceed with enforcement and collections. Once data is received, the system can automatically trigger the appropriate correspondence based on City-defined schedules.

F. Online disputes and hearing requests

1. The system should have the ability for violator's to dispute their citations through an online portal. The system should allow the City to restrict the type of dispute and which violations can be disputed through the online dispute portal. The system should restrict the timeframes which those disputes can be made based on a schedule as determined by the City.

Submitting Appeals & Hearing Requests

Online Appeals

After being issued a citation, a violator may wish to appeal their citation. Through the same customer portal used for citation payments, they can submit an "Appeal" or "Request Hearing." To appeal a citation, the violator will select "Appeal" and will be asked to enter an appeal reason, provide an argument, and attach documentation to support their appeal (e.g., photos or other evidentiary documents). To submit a hearing request, the violator will input their contact information and select Request Hearing.

Within the customer portal, the violator will see photos and external notes recorded by the ticketing officer. The customer is discouraged from submitting a frivolous appeal/request by presenting all evidence. Violators can also select "View More Information" to see all relevant citation details, including Ticket Number, LPN, Violation Type, Color, Make, Model, and Officer. Please see the following pages for visuals on the online appeal process.

The City will define a window of time in which violators can submit an appeal for a citation.

After that window has passed, the "Appeal" option will no longer appear below that citation on the customer portal.

The screenshot shows the Passportopolis website header with a city skyline logo and navigation links for HOME, ABOUT, and CONTACT US. The main content area is titled "CITATION RESULTS" and includes a search bar labeled "Search / Step 1". Below the search bar, the heading "Select Citation to Pay or Appeal" is followed by a message: "The following citation(s) were found for the information entered. Please verify the citations you would like to pay or appeal and select options." A table of citations is displayed, showing a "No Parking \$30.00" citation for license plate #37541892 issued on 10/27/2022. The citation details include the plate number WWL2919 and links for "View More Information", "Appeal", and "Request Hearing". A red "Pay" button is visible next to the citation details. The footer of the page includes "Copyright 2022", "Terms of Service", and "Privacy Policy".

CITATIONS
No Parking \$30.00 #37541892 Issue Date 10/27/2022 Plate WWL2919 View More Information Appeal Request Hearing

Online Appeals - Citation Results

Violators will be presented with any evidence of their violation – including photos or external notes recorded by the issuing officer – which can help promote payment.



HOMEABOUTCONTACT US

STEP 2: APPEAL DETAILS

Search / Step 1 / Step 2

Please complete all fields with your request details and then click 'Appeal Now'

#345850832/2/20229:59Q

No Parking
License Plate # TESTCAR1

\$30.00

View More Information

PHOTO EVIDENCE



OK, got it

Online Appeals - Appeal Details

Violators will input their contact information and attach documentation to support their appeal. All submitted information will immediately feed into Passport's portal upon submission and will remain tied to the violation record.

APPEAL INFORMATION

First Name	
Last Name	
Address	
Address 2	
City	
State	Virginia
Zipcode	
Email	
Phone Number	
Reason for appeal	Online Appeal
Description	
Support/Evidence	Choose Files No file chosen PNG, JPG, JPEG, PDF or DOCX, up to 5MB.
Appeal Now	

Online Appeals - Appeal Information

The customer portal will indicate the appeal was submitted successfully. The violator will also receive an email confirmation.



STEP 2: APPEAL DETAILS

#37541892 No Parking \$30.00
10/27/2022
17:58:54 License Plate # WWL2919

[View More Information](#)



Success!

Your appeal has been saved successfully. The issuing party will contact you soon with a response.

Online Appeals - Success Message

The violator will receive an email confirmation once an appeal or hearing request is submitted. All information will immediately feed into Passport's portal for review by adjudication staff. This real-time feed of data results in City staff having the most up-to-date records for both customer service and reporting purposes. Following appeal submission, the citation record will also be suspended from any further collection or delinquency action (e.g., noticing, vehicle immobilization) until a decision is rendered. The violator will be notified of a decision via email and can check the status of their appeal at any time by revisiting the portal.

Once a decision has been made on a citation within the back-end portal, the information will also update the citation record on the customer portal.

APPEAL INFORMATION

Status: Declined

Reason:

Your appeal has been declined. Parking is not permitted in that location regardless of circumstance. Please pay your violation as soon as possible to avoid accruing any penalties.

You cannot appeal any more. Max appeals is over.

Online Appeals - Appeal Status

2. The system should send decisions of online disputes to both the violator's email address and mailing address.

Once a decision is rendered, the system can automatically generate and send decision notifications to the violator via email and/or mailed letter, based on City preferences. All correspondence templates are configurable and approved by the City, and notifications are tracked within the citation record for audit purposes.

3. The system should allow the City to schedule and maintain decisions for in-person hearings before the City's hearing officer.

City adjudicators will use the "Schedule Hearings" module within the "Enforcement" menu to see which appeals have requested hearings for tracking and scheduling. Adjudicators will assign a hearing in accordance with City business rules (e.g., Tuesdays, Thursdays), and the system will generate and mail/email a hearing notice to the appellant informing them of their scheduled hearing date/time.

The system also allows staff to enter a description should they wish to include any comments or additional background. Once hearing dates have been assigned, City staff can utilize Passport's Citation Appeal Report, which can be exported and formatted as needed to use as a court docket. This report provides a detailed listing of all appeal and hearing requests and returns information, including violation issue date, violation number, violation type, license plate number, location information, and whether the request is for an appeal or a hearing.

Following the results of a hearing, City adjudicators will follow a similar process as they would to process an appeal by applying a decision to each citation that was heard to find the appellant either liable or not liable for their citation. Based on the decision, an adjudicator can then select an accompanying disposition type (or "reason") based on the court's findings. Passport can pre-configure these types during implementation based on the court's typical findings to enter consistent decisions and conduct accurate hearing reporting. As stated above, each reason will be accompanied by a letter template that explains the reason designation and conveys any next steps, as appropriate. The content and format of these letter templates are at the discretion of the City and will be defined and created during implementation. Once a decision and reason are selected during appeal processing, City adjudicators can preview the pre-formatted letter template, populated with their ticket information, and then click "Submit" to mail and/or email it to the applicant's address on file. Once decisions are made and applied in the system, tickets can resume eligibility for penalties and escalated enforcement measures (e.g., seizure or immobilization), as applicable.

4. The system should attach all types of dispute decisions to the record of the citation.

All appeal and hearing activity—including submitted materials, adjudication decisions, and notification history—is fully attached to the citation record within Passport's system. This ensures a complete, centralized record of each citation from issuance through final disposition.

5. The Contractor should be aware and be able to allow for integration into a hearing or administrative law hearing docketing system.

This integration should allow for the transfer of citation information including but not limited to the follow:

1) Copy of the citations;

2) Any attached evidence created by the Parking Enforcement Officer – photos, videos, notes, timing/chalking timestamps, and any other documentation from the citation record that hearing officers would require to make a decision.

This integration should also allow for hearing decision information from the docketing system to go into the citation records.

Passport has integrated with multiple court and administrative hearing docketing systems across our client base and are open to exploring that path for the City of New Haven. It is worth noting that Passport's platform includes robust, built-in hearing and adjudication functionality that addresses a significant portion of what municipalities typically require in this space, including citation appeals workflows, evidence management, and hearing decision tracking, all within a single system.

Where the City prefers or requires integration with an existing third-party docketing system, Passport is fully capable of providing the citation records and officer-generated evidence outlined in Items 1 and 2 above, including photos, videos, officer notes, and timing and chalking timestamps, all tied directly to the citation record. The bi-directional flow of hearing decisions back into Passport would require collaborative participation from the docketing provider, and we are experienced in navigating those partnerships constructively.

Passport is happy to walk the City through our native adjudication capabilities in greater detail and work together to determine the approach that best fits New Haven's existing infrastructure.

G. Towed vehicle information and requirements

1. The system should allow for the record keeping of towed vehicles for violations by the City.

Passport's portal will provide the City easy access to scofflaw reporting to identify habitual and repeat violators as determined by the City's business rules. As citation issuance data is compiled within Passport's portal, the system will identify any scofflaw vehicles qualified for special enforcement/immobilization (e.g., booting/towing). This scofflaw data will then be sent to the OpsMan Mobile software, and as officers issue citations, the issuance process checks LPN information against this continually updated scofflaw database.

To accommodate the City's booting, towing, and impoundment procedures, Passport will provide its "Boot and Tow" module within its Portal. Information on this is available above in the [Scofflaw](#) section of this proposal.

2. The system should be able to create all documentation, required notifications and mailings as required by City Ordinances and Connecticut General Statutes, particularly Connecticut General Statute 14-150.

Passport's enforcement solution is highly configurable and supports the creation and delivery of all required documentation, notifications, and mailings in accordance with City Ordinances and applicable Connecticut General Statutes, including C.G.S. §14-150.

H. Residential Parking Permits

1. The City has a system of residential parking permit zones (RPZ). The City currently issues a decal for every residence's approved vehicle and three mirror hang tags per household for visitors.

Passport understands the City's current Residential Parking Permit Zone (RPZ) program, including the use of physical decals and visitor hang tags. If the City elects to maintain any portion of its existing physical permitting approach, Passport can support and work within that model as part of the overall solution.

At the same time, Passport offers a comprehensive digital permitting system that can modernize and streamline the RPZ program. Through Passport's platform, permits are digitized and tied directly to license plates, eliminating the need for physical decals while improving enforcement accuracy and reducing administrative overhead. The system supports residential permits, multiple vehicles per household, and configurable visitor permit options, including the ability to manage and track visitor usage digitally.

2. The system should allow residents to apply for the appropriate residential parking permit through an online portal.

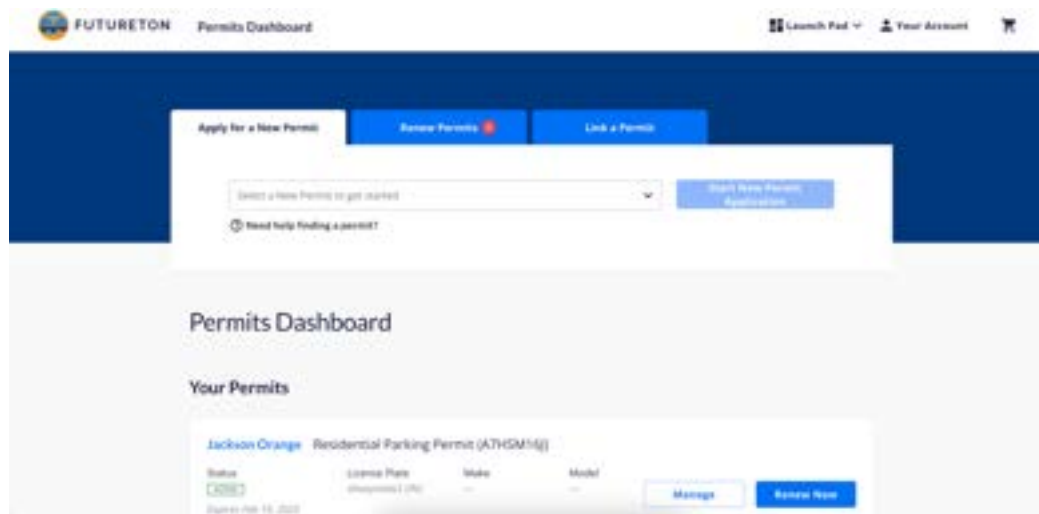
Passport's Digital Parking Permit Solution

Passport's technology portfolio includes an end-to-end digital permit solution, which consists of 2 different portals: 1) a front-end, online customer portal for applicants/holders to securely apply, purchase and manage their permit(s) and 2) Passport's back-end, client-facing portal, which manages the entire permitting environment – including approving applications, reporting and automatically emailing renewal notices.

Passport's Customer Portal Permit Applications

Passport offers a streamlined application process that allows customers to easily apply for and purchase permits via any mobile or web-enabled device. Applicants will visit Passport's online customer portal to create an account, provide all necessary information, upload any required verification documents and pay for their permit(s). Once payment is submitted, all information will flow in real-time to the back-end Passport portal, where administrators can approve, deny or

request more information to process the application. Passport maintains Level 1 Payment Card Industry Data Security Standards (PCI-DSS) (v. 4.0) compliance.



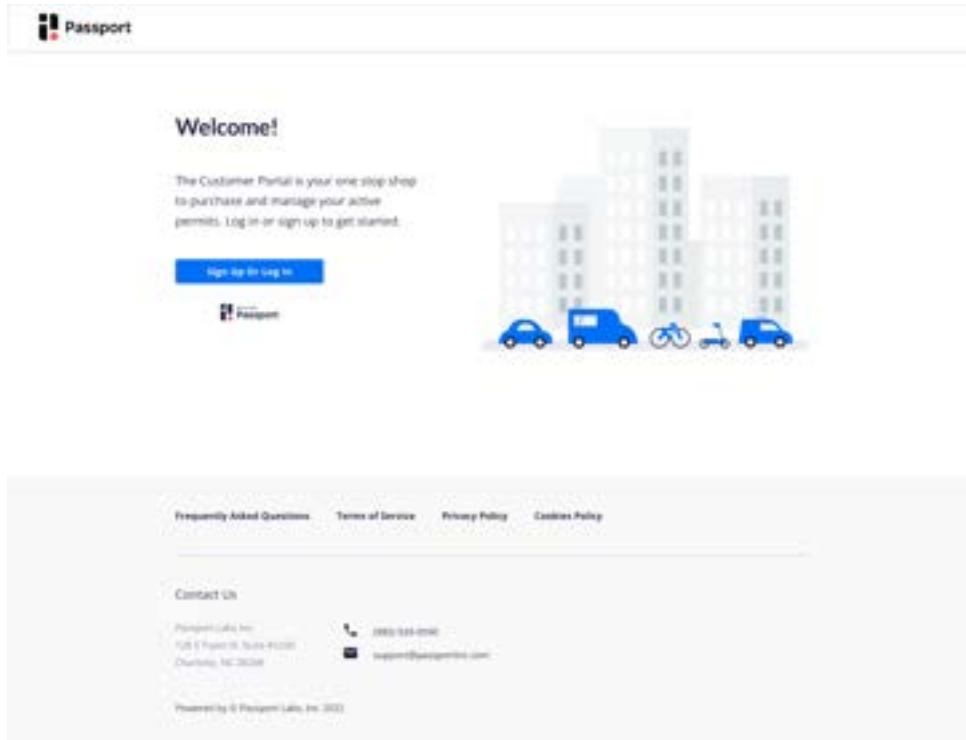
Passport's Customer Portal

Passport's customer portal includes the following key features:

- **Self-Service Account Management** -- Permit accounts can be managed anytime from the customer portal. Once logged in, customers are able to view their current permits with options to renew, manage, or change their current permit, as well as add a new permit.
- **Flexible Application Process** -- Customers can start and stop their permit application via the "Applications in Progress" option within their account online.
- **Address-Based Eligibility** -- Address-based residential eligibility verification can be enabled to ensure that only permits available to that customer based on their specific address are able to be purchased.
- **Seamless Transition** -- Passport enables a seamless transition from the City's previous permit management provider so that customers can "Link a Permit," using a New Haven-provided link that pulls in the information from the customer's existing permit with the City's previous permit management provider.

Permit Application Workflow

In the examples below, Passport has included screenshots of the permit application flow for a residential permit. Passport will work with the City to configure the application process for all permit required types.



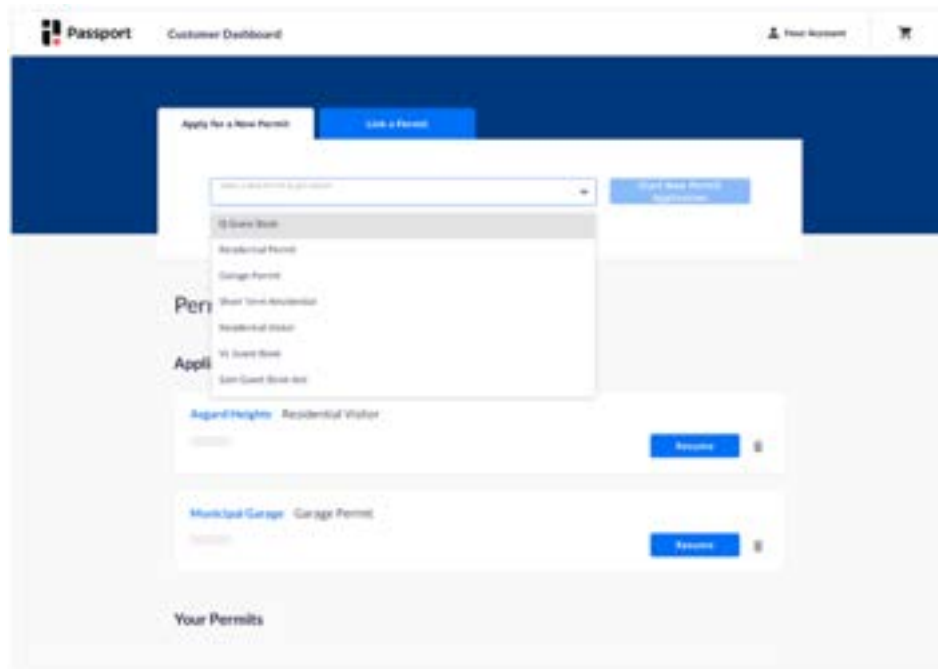
Permit Applications

Step One

From the homepage, applicants will click "Sign Up or Log In" to register their account and apply for permits. To register for an account, the applicant will:

1. Enter their valid email address.
2. Once entered, Passport's system will automatically generate a verification email that is sent to their email address.
3. The applicant must open their email account and click the "Verify Your Email Address" button within the email to finish creating their account.
4. Once verified, the applicant can log in using their credentials to apply for or renew their permits in the future.

When registered and logged in, applicants will have a pre-populated selection of permit types based on the City's environment, which the City will define during implementation.



Permit Applications - Select Permit

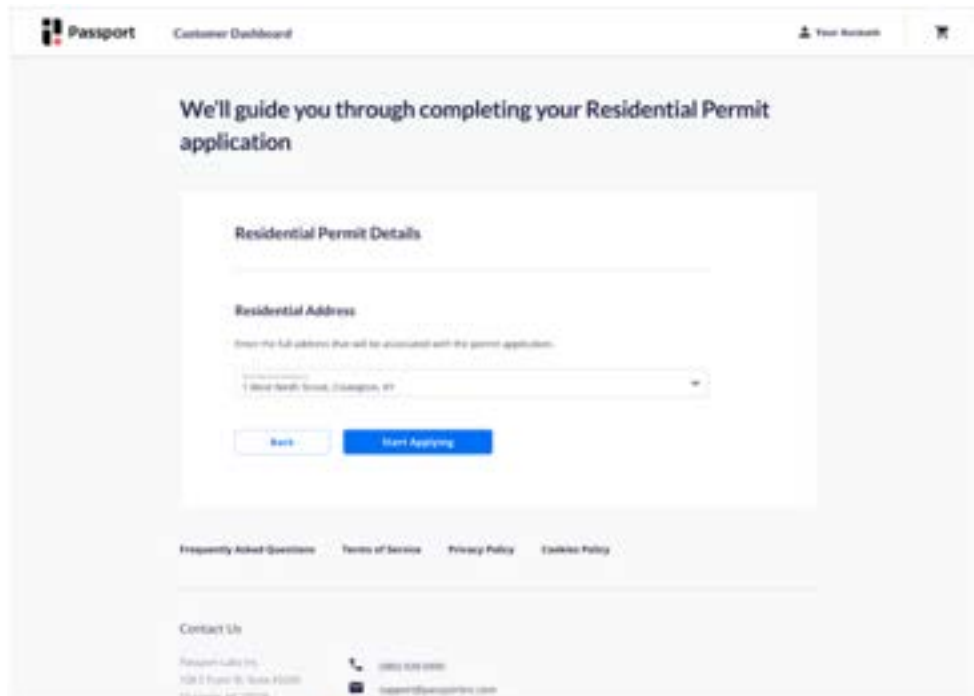
Step Two

When applying for a new permit, a pre-populated selection of permit types appears based on the City's environment, which the City will define during implementation. Applicants do not have to complete the permit application process in one sitting; applications can be paused and saved for later. Applications not completed will be shown in their account; applicants can click "Resume" to pick back where they left off.

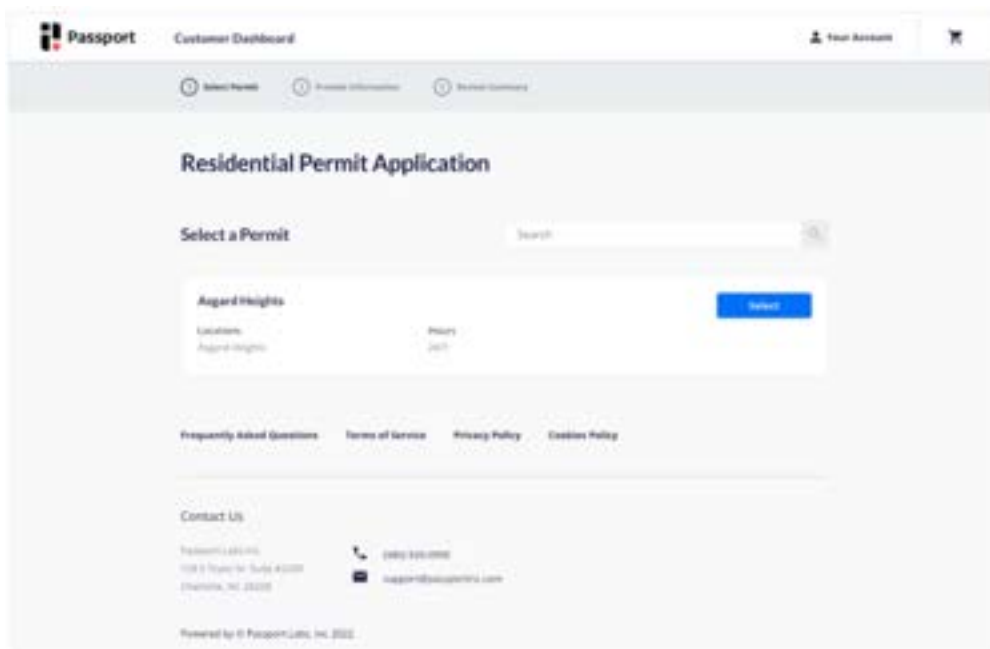
Please note: all example screenshots below are for a residential permit application. Each applicant will select their desired permit type, as shown above in Permit Applications - Select Permit.

Step Three

Address verification can be embedded in the application process, meaning that as applicants input their addresses, only permits for which they are eligible will be available for purchase. Eligible addresses can be added and maintained through "Address Management" via the "Permits" menu in Passport's portal.



Step Four



The image displays two versions of a web form titled "Provide Information".

Left Screenshot (Vehicle Info):

- Vehicle Info**
 - VIN: 48C123
 - State: Kentucky
 - License Plate: None
 - Make: Jeep
 - Model: Trail
- Next** (button)
- Permit Holder Details** (section header)
- Verification Docs** (section header)

Right Screenshot (Permit Holder Details):

- Vehicle Info** (section header)
- Permit Holder Details**
 - Address: 1 West Ninth Street
 - First Name: John
 - Last Name: Doe
 - Phone Number: 784230555
 - Email Address: john.doe@email.com
- ☐ I am a Senior Citizen
- Next** (button)
- Verification Docs** (section header)

Permit Application – Provide Information

Step Five

Customers will attach documents to support their application. These will feed into Passport's portal for review by an Administrator to verify the status and will remain tied to their permit record for future reference. The City can stipulate the specific types and number of documents that must be attached to their application (e.g., driver's license, lease agreement, utility bill, etc.). The City will use this documentation to confirm whether an applicant is a resident, senior citizen, or any other status that affords them a particular permit or price.

Residential Permit Application

Save and Exit

Provide Information

Vehicle Info

Permit Holder Details

Verification Docs

Proof of Residency

2 Photos required per vehicle

Please provide a front and side view of the vehicle

Upload a File or Drop Files Here

Accepted file types: pdf, jpg, png, gif, jpeg, doc, docx, xls, xlsx, ppt, pptx

Max file size: 10 MB

Driver's License

1 Photo required per vehicle

Please provide a copy of your driver's license. Upload license with photo accepted

Upload a File or Drop Files Here

Accepted file types: pdf, jpg, png, gif, jpeg, doc, docx, xls, xlsx, ppt, pptx

Max file size: 10 MB

Back

Continue

Permit Details

Price

\$110.00

Valid Dates

Jan 11, 2022 - Dec 31, 2022

Permit

Residential permit

Permit Application - Verification Information

The City can customize the specific document(s) required for the type of permit each applicant is applying for. After inputting all required information, the customer will review their application, accept the terms & conditions and then proceed to the payment screen.

Customer Dashboard

[Home Screen](#)
[Permit Information](#)
[Checkouts](#)

[Your Account](#)

Residential Permit Application
[View and Buy](#)

Application Summary

Permit Details

Permit Type	Standard Permit	Permit Cost	\$125.00
County	Alameda County	Processing Fee	\$125.00
Address	1234 Main St	Processing Fee	\$125.00
Valid Dates	01/01/2020 - 01/01/2021	Processing Fee	\$125.00

Permit Info

Permit Number	123456789
Permit Status	Active
Permit Type	Standard
Permit Area	Alameda
Permit Owner	John Doe

Permit Holder Details

First Name	John
Last Name	Doe
Phone Number	(415) 555-1234
Email Address	john.doe@example.com
Address	1234 Main St
City	Alameda
State	CA
Zip Code	94501

Permit Notes

Permit Application Summary - Standard Permit - Alameda County - 01/01/2020 - 01/01/2021

Permit Application Summary - Standard Permit - Alameda County - 01/01/2020 - 01/01/2021

☐ Agree to the Terms & Conditions

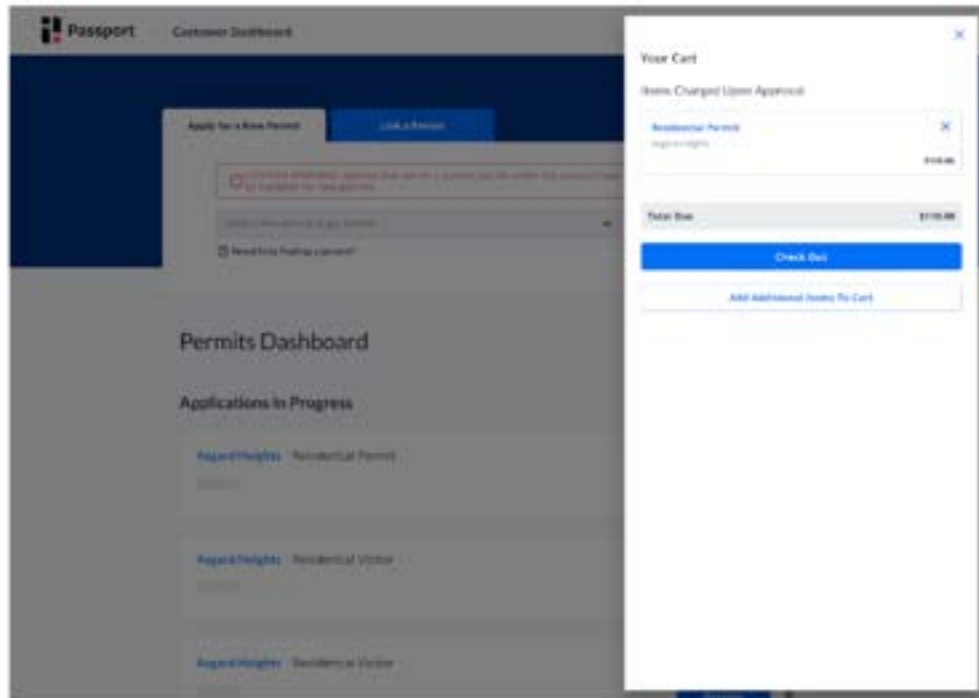
[Buy](#)
[Cancel](#)

[Frequently Asked Questions](#)
[Terms of Service](#)
[Privacy Policy](#)
[Contact Us](#)

Permit Application - Detail Summary

Step Six

Customers can add the permit to their cart and return to the home screen to purchase additional permits, or they can securely check out. The customer portal is PCI-DSS Level-1 certified, ensuring permit payments are processed with the utmost security.



Permit Application - View Items in Your Cart

The customer portal will save any progress if the applicant wants to exit their application to finish later. When revisiting the portal, the customer will select "Applications in Progress" and can resume their application right where they left off.

Passport Customer Dashboard My Account

Secure Check Out

Payment Method

Billing Address

Address

City

State CA

Zip

Payment

Name on Card

Card Number

Card Expiration

Cardholder Name

Cardholder Email

[Back](#) [Proceed to Checkout](#)

Order Summary

Permit	\$10.00
Fees	\$0.00
Discounts	\$0.00
Total Due	\$10.00

A 10% discount is available on all permits for residents of the City of San Francisco. The discount will be applied to the total due upon approval of the permit application.

Detail Summary

Some permit applications will not reflect any discounts or fees applied to the permit.

Permit Charge/Spot Approval

Permit Type	Amount Due
Residential Permit	\$10.00

Permit Application - Secure Checkout

Once payment information is submitted, all information will flow in real time to the Passport portal, where administrators can approve, deny, or request more information to process the application. The applicant will receive a receipt at the email address they used to sign up, detailing permit information and any fees that will be charged upon approval.

The system will not charge the applicant until their permit is approved, eliminating the extra step of applicants needing to log back into their account to apply payment, which many applicants miss or forget to do. Once a permit is approved by City staff, it immediately receives parking rights, both in the back-end system and within the enforcement software.

In-Person Permit Purchase Workflow

Passport's digital parking permits system supports walk-in or mail-in permit transactions, allowing City staff to use Passport's portal to sell or manually update a permit record for permits that were processed outside of the customer portal. City staff would navigate to the "Issue Permit" functionality within the "Manage Permits" section.

Manage Permits

City staff would enter all applicant information typically captured within the customer portal related to the permit, vehicle and customer. The same address restrictions in place to prevent purchases on the website will apply to over-the-counter transactions. The system will also prevent parking staff's manual issuance of permits, should the limit for permits at a given address already be met. Staff will review for eligibility, with the ability to scan and attach a document or image to the manual permit application.

Manage Permits - Issue Permit

Manage Permits - Permit Holder Information

Manage Permits - Document Upload

Issue Permit

Residential Parking Permit

Residential Parking Permit (Zone 1)

Residential Parking Permit (Zone 2)

Zone 1

Jan 18, 2020 - Dec 31, 2020

Vehicle Info

For: 40110

Permit Holder Details

John Doe

1234567890

john.doe@city.com

12345 Street St

Room 100

Chicago, IL 60601

Cost Details

Permit Cost: \$200.00

Total (Before Taxes): \$200.00

Service Fee: \$0.00

Total Cost: \$200.00

Click on the button to add to cart

Issue the Permit

Cancel

Manage Permits - Permit Detail Summary

After entering all application details, staff can decide to issue the permit as unpaid or add the permit to the cart; the user will be redirected to the cart summary page to review the permit(s) and their associated fees. There is an opportunity for staff to add permits to the cart by selecting the "Add Additional Permits" button within the Permits section of the cart. This will open the same issuance drawer that was used for the first permit. Otherwise, staff can record the payment and issue the permit.

Cart Summary

10 - Resident Permits (1)

View Details

Residential Parking Permit

Type	Quantity	Unit Price	Total Price
Permit	10	\$20.00	\$200.00

Total: \$200.00

10 - Resident Permits (2)

View Details

Order Summary

Permit Cost: \$200.00

Service Fee: \$0.00

Total Cost: \$200.00

Click on the button to add to cart

Issue the Permit

Cancel

Order Completion

Order Number: 12345

Order Date: 1/18/2020

Order Status: Pending

Order Total: \$200.00

Order Items: 10

Order Notes:

Order Comments:

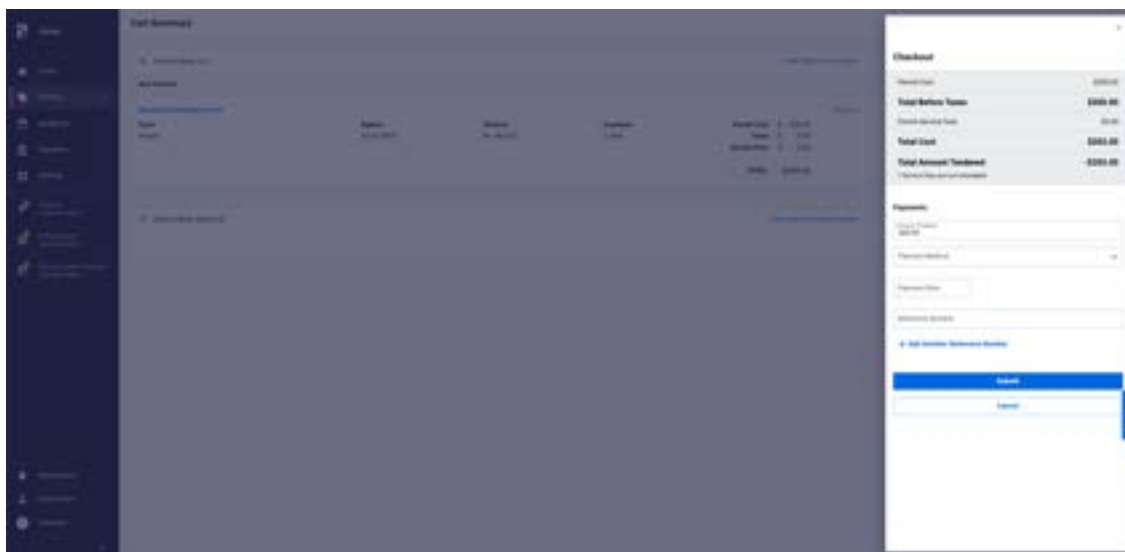
Order Status: Pending

Order Date: 1/18/2020

Order Status: Pending

Manage Permits - Cart Summary

Staff will select a payment method, input an optional reference number, confirm the amount tendered, and click submit. Following submission, the permit will register as either "Issued" or "Active" depending on the permits preconfigured start date. After the permit is issued it can be searched within "Manage Permits," and will be shared with enforcement software as a valid parking right (i.e., that vehicle has the "right" to park in a particular zone).



Manage Permits - Checkout

Passport's Portal

Permit Setup & Configuration

Passport's digital permit solution offers extensive configurations to meet the City's permitting needs and reflect the community using its permitted facilities. Permit configurations are defined and executed during implementation with the option for later edits by the main administrator, as needed. Within Passport's portal, City staff can establish:

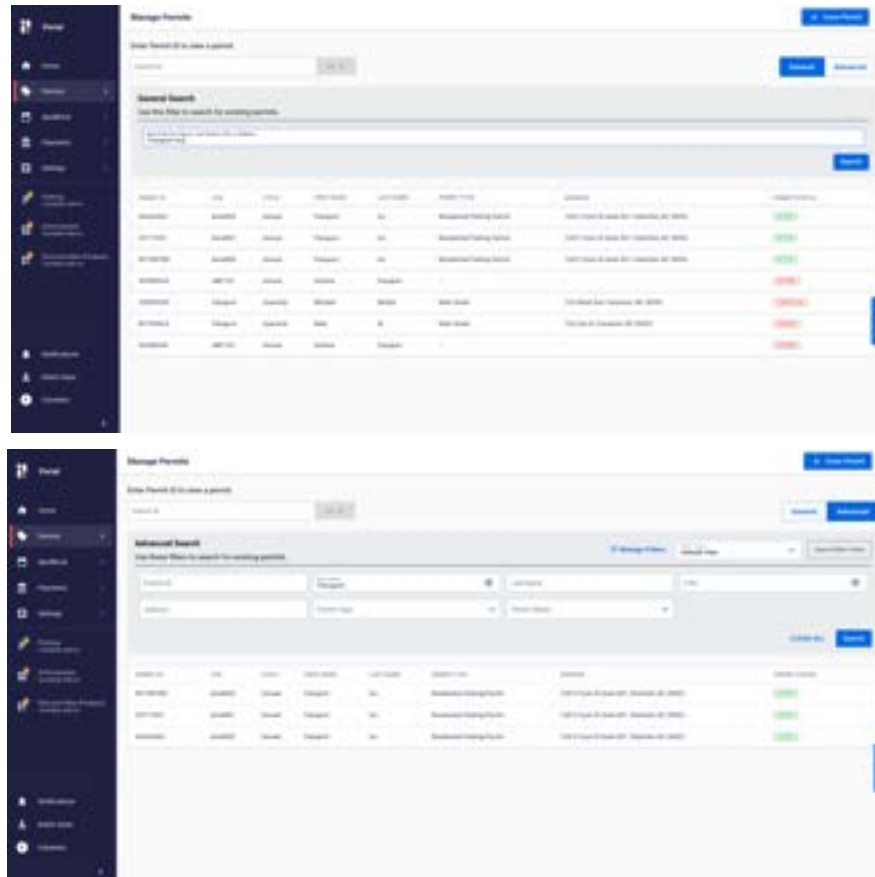
- Permit types (e.g., customer, staff, visitor)
- Cycles (e.g., monthly, annual)
- Zones
- Pricing
- Other prerequisites or limits to purchasing permits designated by the City

Passport's portal can also support the following components of the City's permitting program:

- **Configure Permit Eligibility Requirements** -- The City can implement a variety of eligibility requirements and prerequisites that must be met in order to purchase a permit; these can include proof of residence or employment status. The portal allows applicants to upload documentation as a requirement to submit their application.
- **Permit Issuance Limitations** -- Limits can be set to control the number of permits issued according to specific parameters, such as permit types, cycles or zones. If an applicant reaches his/her limit, subsequent applicants will be added to a waitlist, which the City can set up to automatically add or remove applicants.
- **Rate Overrides** -- Once a permit is set up according to the City's specifications, Passport can override the price in specific zones, which allows the City to keep a single permit type but adjust the pricing in areas with higher demand.
- **Custom Fields** -- Based on the permit type, custom fields can be created and designated as 'required'. The additional information gathered as a result of customizing fields enables the City to collect the information required to issue a specific permit and also provides additional customer insight.

Manage Permits

After a customer submits a permit application, this information will be available for review within Passport's portal. City staff will use the "Manage Permits" module to approve or deny applications, as well as track and manage all issued permits. "Manage Permits" is a search-based user interface, enabling users to search quickly for a specific permit and take subsequent action. Users can search via a single search bar or use a targeted advanced search with additional configurable search fields that include Permit ID, Customer Name, Customer Address, and LPN. The system will return results that best fit the search parameters.



Manage Permits - Returned Search Results

Permit Details

Selecting a returned result will give the user a "Permit Detail" view. Here, users will have access to many core permit functionalities, including:

- Permit status and general details
- Review and add notes to a permit
- Historical actions taken on a permit
- View user associated with a permit
- Payment history of a permit
- Email or print previous receipts
- Edit unrestricted permit details

- Update the status of a permit - suspend, un-suspend or cancel/deactivate
- Renew and apply payment(s) to permits

As City users scroll through the “Permit Detail” screen, there are several cards that provide specific, detailed information about that permit.

CARD	DETAILS
User Details Card	Provides all account-level information related to the online customer who owns the permit. This card manages the linking of permits to users. If a user exists, the ability to link them is supported. If no user exists, the permit will remain “unlinked.” In this case, the card will only show the link code a customer can use to link to their online customer portal account.
Payments Card	Illustrates all general payment information related to the permit, including if the permit is set up for auto-renew and the most recent payment(s) made. Access to the entire payment history of the permit is available via the “View All” link in the top right corner of the card.
Permit Details Card	Overview of the configurations available for each permit - including type, cycle and permission. It also contains all custom-configured permit holder information recorded to the permit, such as a residential address. Additionally, if the permit is part of a group, then that group is identified and made accessible via a linked text of the group name.
Vehicles Card	Highlights information recorded for each vehicle registered to the permit and supports the ability to edit each vehicle independently. Users can add vehicles via the “Add” link text in the top right corner of the card, which will be available based on the total vehicles allowed by the permit type’s configuration.
Documents Card	Repository of all the documents submitted with a customer’s application on the customer portal. This will also display any documents that were manually attached to the permit application/record via Passport’s portal (e.g. walk-in permit purchase) and can add more documents.
History Card	A detailed chronology of all actions or events that have taken place on any given permit, including who performed the action (as applicable).
Notes Card	Comprehensive look at all notes the City has made on the permit for operational purposes. Notes are only internally visible only to users of Passport’s portal. The ability to add new notes is supported via the “Add Note” link text in the top right corner of the card.

Permit Details Cards

Permit Actions

City users can manage and perform additional actions on permits by clicking the “Actions” menu on the top right-hand corner of the permit detail screen. Based on the permit’s status and prior activity, users will be able to:

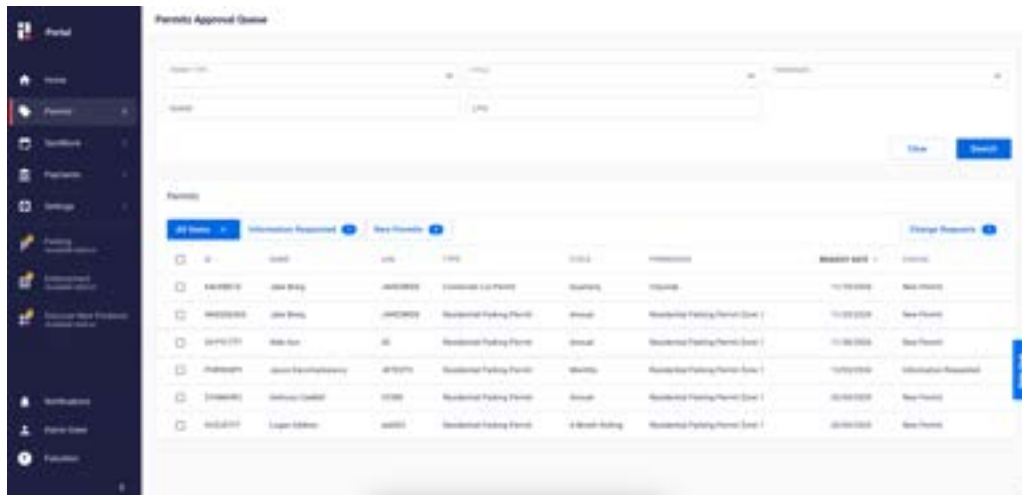
- **Record payment** -- Allows users to log a manual payment on the permit record.
- **Suspend** -- Prevents a permit holder from renewing their existing permit.
- **Print** -- Generates a PDF that details the permit record.
- **Cancel** -- Allows users to cancel a permit, thereby updating the status to “canceled.”
- **Delete** -- Allows users to delete a permit which permanently removes it from the system.
- **Reissue** -- Allows users to reissue a previously canceled permit.

Refund Payment

City users may need to correct a customer payment. To refund a permit payment, users will visit the “Transaction Details” card within the “Manage Permits” screen and view the hyperlinked invoice for a particular transaction. Upon selecting the transaction in question, users can then select “Adjust Payment” which provides options to refund directly or reverse the payment.

Waitlisting

Passport’s digital permit solution also offers automated waitlisting functionality, which automatically offers a permit to an applicant at the top of a waitlist based on availability. Authorized users can manually override the waitlist as needed, and the City will have full control over waitlist configurations, including the number of available spots and an applicant’s length of time to complete a purchase.



Permits Approval Queue

Permit Management

After permits are issued, Passport’s portal provides the tools to manage active permit accounts.

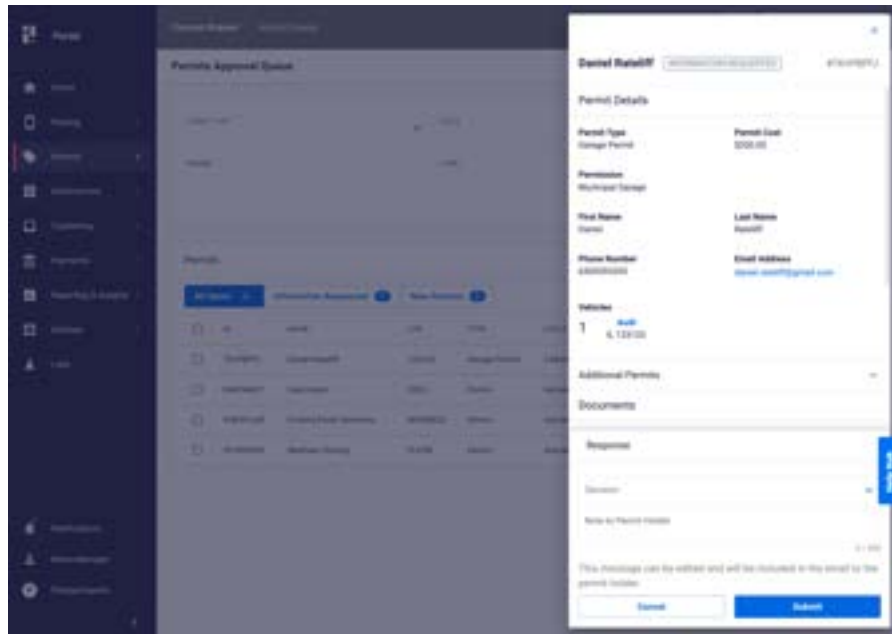
- **Search Permits** -- Quickly search permits by different parameters with the ability to drill down on specifics such as permit details, vehicles, payments, documents, and notes.
- **Permit Reporting** -- See details across the entire permit platform including payments, refunds, permit zones, and issuance data. All reports are exported to Microsoft Excel for further analysis.
- **Message Permit Holders** -- Search for permit holders based on various filters and email a message to that group (e.g., permit lot construction or an event).
- **Automated Functions** -- Functions such as automatically emailing renewal letters, auto-renewable permit types and changes to the waitlists can be automated to reduce burdensome management tasks for the City’s staff.

Approval Queue

All permits requiring verification by City staff will flow through a back-end “Approval Queue.” Staff will access this by navigating to the “Permit” tab within Passport’s portal. The “Approval Queue” is a first-in, first-out list with search capability. Basic information is displayed for each permit application in the queue, including a unique permit ID, name, LPN, permit type and request date. The queue partitions the applications between a few categories (All Items, Information Requested, and New Permits) and always loads with 25 permits; the ability to display or load more applications is

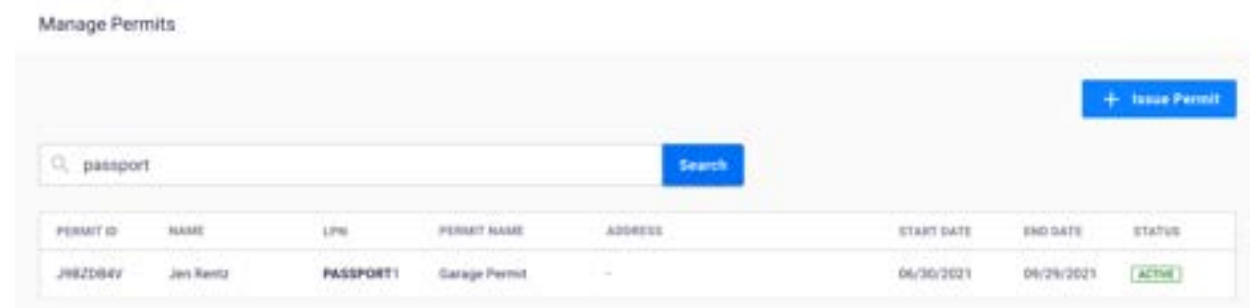
provided if more exist. A search bar and a group of filters are also provided to help manage the queue. Users can drill down by permit type, cycle, permission, name or LPN to see a particular subset of permit applications.

Users will select an individual application, which will open a side screen allowing them to approve, reject, or take other actions on the permit. The user will be presented with all details related to the permit (permit type, cost, permissions) and the details submitted by the applicant, including their name, address, email, LPN, and any supplemental documents submitted with their application. Users can also click “Additional Permits” to see all other permits associated with that customer portal user's account.



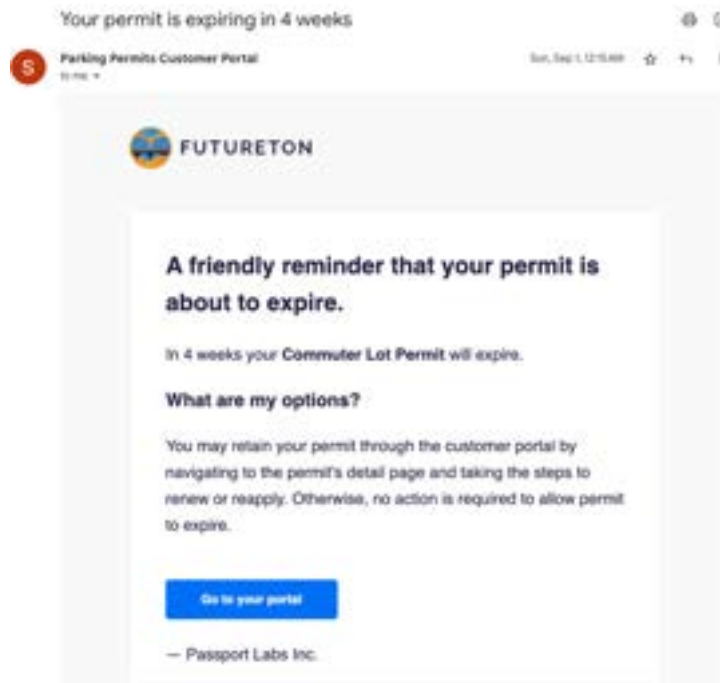
Permit Approval Queue - Individual Permit Review

After reviewing the application, users will approve, deny or request more information. All actions will email the contact on the application informing the applicant of their permit status and next steps, as applicable. Any permits that require more information will be moved to the “Information Requested” queue until approved or denied by City staff. If approved, the credit card used on the application will be charged the full amount for the respective permit, and the permit will show an “Active” status on the Passport portal. If multiple permits are submitted within the same order, they will need to be approved and charged individually.



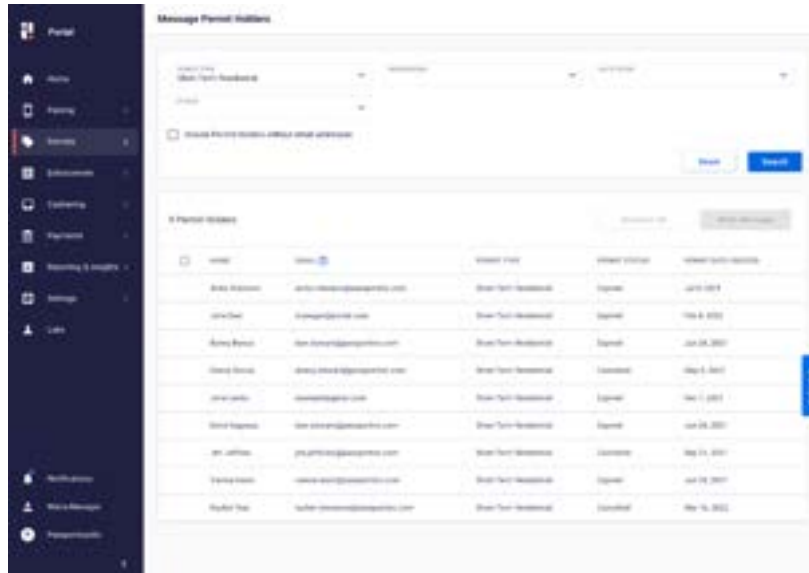
Communication with Permit Holders

Passport's system can notify customers via mail or email of an impending renewal cycle. Based on the expiration date for a particular permit type, the system can automatically generate a notification a few weeks before expiration, encouraging customers to renew their permit online with instructions on how to do so. The City will also be able to configure these notices during the scoping process.



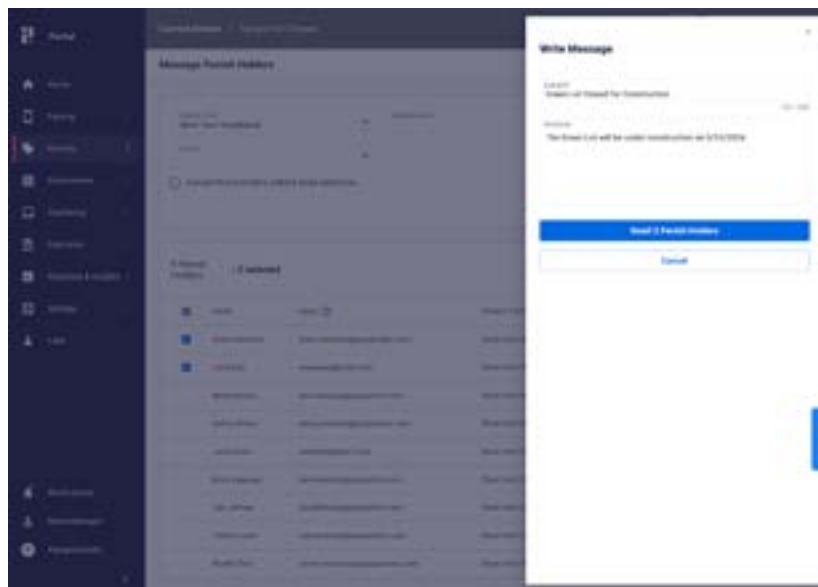
Permit Renewal Notification

The City will also be able to communicate with permit holders via the Passport's portal "Message Permit Holders" functionality. Here, users can search for a particular permit holder(s) based on filters for permit type, permissions, date and status.



Message Permit Holders

Results will be returned and users can select the users whom they wish to message, with an option to 'select all'. Once a permit population is selected, the user will select "Write Message" and will input a Subject and a Message that they wish to convey to that group.



Message Permit Holders - Write Message

User Activity & Permissions

The City will have complete control over who may access the back-end system and even control what functions and reports can be accessed based on an individual role. The City will have at least one main administrator who will manage all other



accounts, including account creation, access control and password resets. As the main administrator will have full access and control over the entire system, this designated person should hold a position of trust.

An administrator will navigate to the "Settings" menu of Passport's portal, where they can select "User Management" and define and manage both "Users" and "Roles" for the system. "Users" are only accessible to a main administrator and will be used to create a user, edit access to the back office, reset a password or delete an account. The main administrator can filter based on the role or search for an individual administrator. The "Roles" screen allows the main administrator to change back office access for an entire role. During implementation and after account creation, the main administrator will assign a role to each user, defining their system access controls. Commonly defined roles include "Accounting/Finance," "Customer Support" and "Cashiering."

To monitor system changes and prevent impermissible access, access to the back office requires a valid username and password, which enables an audit trail record of all processing actions within the system. Passport tracks all activity associated with a record within Passport's portal across the entire permit lifecycle. This empowers City administrators to audit any permit record's status in real time and view its associated history. Activity will be attributed to the starting User ID and actions are recorded as "History" items on the record for transparency and accountability. Each "History" item is marked with the date and time of the processing action and which user performed the action.

	History
10	01/27/2025 at 12:23 PM - Permit Email Sent - System An email was sent to the permit holder. Subject: Your permit has been canceled.
9	01/27/2025 at 12:23 PM - Permit Cancelled - D Anderson Permit canceled: Canceled at request of permit holder.
8	01/27/2025 at 12:22 PM - Permit Email Sent - System An email was sent to the permit holder. Subject: Your permit has been suspended.
7	01/27/2025 at 12:22 PM - Permit Suspended - B Powers Permit was suspended: Renewal in this location will not be permitted moving forward.
6	01/27/2025 at 12:20 PM - Permit Email Sent - System An email was sent to the permit holder. Subject: Your Receipt - Order #EGX1C9VK.
5	01/27/2025 at 12:20 PM - Permit Email Sent - System An email was sent to the permit holder. Subject: Application approved.
4	01/27/2025 at 12:20 PM - Permit Printed - K Greer Permit was printed.
3	01/27/2025 at 12:20 PM - Permit Activated - System Permit is now active.
2	01/27/2025 at 12:20 PM - Permit Approved - System Permit was automatically approved.
1	01/27/2025 at 12:20 PM - Permit Created - K Greer Permit created via Client Portal.

Permit History

Passport can convert over 10 years of historical data and millions of records into its solution, with system checks and testing accompanying each step. Passport has successfully replaced leading permit management systems nationwide, including enterprise cities with many data points and

complex configurations. If the data is provided to Passport in the requested format, the import is processed at no cost to the City. If substantial development work is required to ingest legacy data, there may be fees assessed.

Passport intends to convert all data with the current vendor and subcontractors. A first step of the implementation process would be a meeting for Passport, City stakeholders and the current vendor to identify all data that has to be converted, develop a tentative schedule and complete a detailed plan. As part of the implementation process, a preliminary export ("dry run") is performed on the data to be uploaded from the City's current systems into Passport's system; this will be a small sample size. This dry run is done to encompass the migrated information and ensure that it functions correctly before the full import is completed. This preliminary testing, called system acceptance testing, ensures that Passport's system can properly accept the legacy data.

While Passport will work with the City to convert all actionable legacy permitting data that is necessary to carry over into Passport's database, Passport has found through experience that many cities align their permitting launch timeline with existing permitting renewal periods. This enables the City to have fresh, current permit records in the system that have followed the permitting application process established in Passport's systems in accordance with City guidelines and business rules.



For any existing data that requires transition, Passport imports data from most to least recent until the full library of historical data has been imported. Passport has refined the process for a smooth transition, which can include the following steps:

- Passport provides a mapping file for the City to complete. This allows for a full one-to-one association of data points and establishes required modifications.
- The scale and scope of what data will be imported is established and a clear strategy is established to ensure all requirements and integrations are understood prior to import.
- Passport fully reviews all exported data for custom fields, status, permit owner and valid permit date that needs to be converted.
- Passport conducts a sample import to determine the data's viability and ensure it meets standards and specifications. Any adjustments are applied iteratively, well before the launch date, so that any challenges are handled.
- Any leftover actionable tasks are completed in the existing system prior to the transition to either be closed or cleanly imported into the new Passport system.

Passport also helps to ease the permit transition on the front end. Permit applicants will be able to purchase/renew their permits online through Passport's secure customer portal. Should the City transition to Passport mid-permit cycle, customers will have the option to "Link a Permit." This means they would enter a City-provided code, which pulls in the information from their existing permit that was set up with the City's previous vendor. This configuration helps create a seamless transition between permitting programs for both City staff and permit holders.

Passport will also handle any other conversion-related issues that may arise during the transfer, making the conversion painless for both the City and its customers.

Permits - System Acceptance Testing

Passport will request a subset of relevant data in a CSV format that Passport will provide, including permit types, LPNs, etc. This data subset will be loaded into Passport's system to test how it maps onto existing data structures. Based on these results, Passport's conversion team can plan for full conversion. This test will also allow Passport to train City staff using realistic City data, including permit types, permit zones, etc. with which they are familiar.

Passport maintains a detailed testing plan designed to test all features and functions of the application, including batch, online and web-based transactions, including all external interfaces. Passport will test all potential error scenarios that must be addressed when adding information to the database. Example scenarios include invalid email/addresses for permit holders, duplicated permit identifiers, and LPN formatting issues. For each component of the system, the plan will list:

- The component incorporating the feature/function
- The specific feature/function to be tested
- The number of test cases to be conducted
- The output that will verify results (reports, online inquiry, notice records generated, etc.)
- The expected outcome
- Test results (actual outcome) and pass/fail status

Once approved, the test program will be produced as an actual testing log to log results with the testers' name, results and any required follow-up. Passport's conversion team will keep a detailed exceptions log. As issues are identified in testing, they will be logged under an "open issues" tab, with a listing of the feature, the failed result/problem, date identified and assignment. As issues are addressed, they will be moved to a "retest" tab for verification that the issue was resolved. If resolution is confirmed, the issue will be moved to a third "resolved" tab.

3. The system should allow for notification to the applying residents along the various steps: request received; request processed; permit has been sent out, etc. Email notifications are acceptable. Preference will be given to systems that can send such notifications by email and first-class mail.

Passport's digital permitting system fully supports automated notifications throughout the permit lifecycle.

Residents receive real-time email notifications at key stages of the application and issuance process, including when:

- An application is submitted/received
- Additional information is requested (if applicable)
- The application is approved or denied
- The permit is issued

These notifications are configurable and can be tailored to align with the City's workflow and communication preferences.

4. Preference will be given to systems that allow for the issuance of digital permits for both residents and visitors. There should be an online portal to allow residents to make

reservations for visitor vehicles based on license plate, vehicle make, model, color and year, and the date(s) the visitor will be visiting the resident.

Passports permitting system fully supports the issuance of digital resident and visitor permits. Residents can access a self-service online portal to apply for visitor permits on behalf of their guests, entering the visiting vehicle's license plate number and the visitor's name or other information the City wishes to capture. Once submitted, the permit is issued digitally and immediately available for enforcement verification — no physical hang tag or paper permit required.

Residents retain the ability to update visitor information through the customer facing portal, allowing them to modify the license plate number or visitor information as needed to accommodate changes in plans or different guests. This flexibility ensures the permit record always reflects the actual visiting vehicle, reducing unnecessary citations against legitimate visitors.

I. Data migration

28. The contractor shall work with the City to allow for most practical and efficient means to migrate data and records from legacy parking enforcement systems.

Passport will partner closely with the City of New Haven to ensure a practical, efficient, and low-risk migration of data and records from existing parking enforcement systems.

With a proven track record of managing complex system transitions—including large municipalities such as Denver, CO; Dallas, TX; Wilmington, DE; and Boston, MA—Passport has successfully migrated and modernized citation and enforcement data while improving operational efficiency and compliance.

Passport's approach includes:

- **Collaborative planning** with City stakeholders to define scope, timelines, and data requirements
- **Structured data mapping and validation** to ensure accuracy and completeness of migrated records
- **Phased testing and system acceptance** to confirm data integrity prior to full deployment
- **Secure data transfer and conversion** aligned with industry best practices
- **Ongoing support during and after migration** to ensure continuity of operations

Leveraging its modern, API-driven platform, Passport integrates with over 250 third-party systems, enabling seamless data exchange and minimizing disruption during transition. This approach eliminates many of the limitations of legacy infrastructure while ensuring the City retains access to critical historical records.

J. Wind down and Termination

8. The contractor shall supply any potential termination costs and/or conditions should City terminate the contract.

Passport understands and complies. All termination costs and conditions will be in the contract signed by the City and Passport if awarded.

9. The contractor shall supply steps, procedures and timelines required for at the termination and/or conclusion of the Contract to wind down the agreement and relationship with the City. These timelines should be sufficient for the City to make decisions regarding any potential optional extensions beyond the original Contract length.

Passport will coordinate all contract wind-down activities in alignment with the City's timeline, expectations, and decision-making needs. We will work collaboratively with the City to establish mutually agreed-upon procedures, milestones, and transition timelines that ensure continuity of operations and allow sufficient time for the City to evaluate potential contract extensions.

7.1.8. "Approved Equal" or Substitutions

Respondents are encouraged to provide the City with items or lists of items that the Respondents believe could be approved equal or substitutions for requirements in this solicitation. The City, at its discretion, can except or deny any and all items suggested as substitutes.

Passport's platform is built on a cloud-based, configurable architecture designed to integrate with a wide range of hardware and third-party technology partners. We welcome the opportunity to work with the City of New Haven to identify approved equals or substitutions where appropriate, and offer the following for consideration:

Our proposal includes a Genetec-based LPR solution delivered in partnership with Minuteman, which we believe represents a strong fit for New Haven's program requirements. That said, Passport maintains active integrations and partnerships across the LPR landscape. Should the City prefer an alternative provider, we are prepared to explore options including SenSen, Survision, and other vendors willing to integrate with Passport's open APIs.

Passport's proposal is built around our standard Zebra Android handheld and printer offering, the same hardware recently procured by the Cities of Boston and Providence as part of their full program transitions to Passport. Zebra devices are proven, rugged, and purpose-built for enforcement environments. However, the core requirement is that the software operate on an Android-based platform, and we are open to supporting alternative Android device options should the City wish to explore them.

Passport's willingness to work collaboratively on substitutions reflects our broader philosophy: the City's operational needs drive the solution, not the other way around.

7.1.9. Data Integrity and Security Data ownership

- **The system shall maintain all data, attachments to the electronic record (i.e. pdfs, word docs, etc.), and images as City property.**
-

Passport supports clear data ownership structures. All operational data (e.g., citations, images, attachments, records) remains the sole property of the City, with Passport acting as a secure custodian of that data.

- **The system shall allow for data and/or records deletion by the City, as required by City ordinances and/or State Statutes.**
-

Passport will retain all parking information in its database indefinitely, or until otherwise directed by the City. Passport will define any data retention or purging parameters with the City during the scoping and implementation period.

- **The system shall have the ability to create a report of all such deletions. The report must show:**
 - o **The type of record.**
 - o **The date the record was created.**
 - o **Date of deletion.**
 - o **Who deleted the record.**
 - o **Reason for deletion.**
 - o **Authorization for deletion.**
-

Passport maintains comprehensive audit trails capturing all system actions, including user activity, timestamps, and changes to records. These logs can support reporting on deletions and user actions.

- **The data shall only be used by the City for purposes the City deems to be appropriate and proper.**
-

The data in the system will be available to the City for the uses it deems appropriate and will not be used by Passport for other purposes. More details on Passport's data principles are below.

There are four different types of data involved with Passport's solutions, and data ownership is determined by the type of information involved. Please see below for explanation and ownership details:

- **Operational Data** -- data specific to the City's operations that is provided by City to Passport. The City owns this data and permits Passport to use it. (e.g., rates, cost of ticket, etc.).
- **Personally Identifiable Information (PII)** -- information that permits the identity of an individual to whom the information applies to be reasonably determined or inferred by either direct or indirect means. This data belongs to the end user. (e.g., LPNs, addresses, etc.).
- **PCI-DSS Data** -- data concerning cardholder accounts; the card networks and/or the end user own this data, but Passport is permitted to use it and is obligated to secure it in accordance with PCI-DSS.
- **Activity Data** -- data generated through Passport providing services to the City, and by end users' interactions with the services or with Passport directly, that is not otherwise PCI-DSS information or PII. This data is owned by Passport, but Passport can agree to expose or otherwise make available some of it to the City for its internal use.

All enforcement, permit, and payment data will be accessible to the City in real time through Passport's portal. Access to certain data can be set with access rights depending on the employee's title. Upon termination of the contract for any reason, the City will be able to extract historical data as it relates to the future of City's parking management. Once the City has exported all necessary data, Passport will have all data purged from the system.

• **The contractor shall immediately inform the City of any requests from any parties for any data and/or electronic records (including images) created and maintain by the system.**

Passport maintains strict controls over access to City data and will promptly notify the City of any third-party requests for data or electronic records, including images. As a trusted custodian of the City's data, Passport does not release information without appropriate authorization and will coordinate with the City to ensure all such requests are handled in accordance with City policies and applicable legal requirements.

• **The contractor shall inform any entity presenting such requests that the contractor must receive permission from the City to release any data.**

Passport maintains strict controls over data access and disclosure. Data is only shared with authorized parties, and Passport operates as a trusted agent, ensuring compliance with client governance and approval requirements for any data access.

• **The contractor shall inform any entity that presents a subpoena and/or search warrant for such data the City should also be named and is also party to such subpoena and/or search warrant.**

Passport follows established legal and compliance protocols when responding to subpoenas or search warrants involving City data. In such cases, Passport will notify the requesting entity that the City is the data owner and should be included as a party to the request, and will coordinate with the City to ensure all legal processes are handled appropriately and in accordance with applicable requirements.

The City and the contractor will work together to affect an orderly wind down of the program and/or systems in the event of termination or expiration which shall be carried out in accordance with the final guidelines:

- **In the event of termination or expiration of any Agreement, the contractor shall be relieved of any further obligations related to the installation, operation and maintenance of any systems within and/or utilized by the City.**
-

If the contract is terminated or expires and the City is transitioning to a new vendor, Passport will collaborate with the City and the incoming vendor to ensure a compliant wind down.

- **The City and the contractor shall agree upon a methodical and efficient schedule for the contractor to remove any equipment from the City, at no cost to the City. Unless agreed-upon otherwise, the contractor shall have no fewer than 100 calendar days and up to 180 days following the date of termination or expiration to complete the removal of all agreed upon equipment or access to agreed upon systems.**
-

Passport understands and complies.

- **The contractor shall allow appropriate resources so that citations issued prior to the effective date of termination shall continue to be processed and administered by the contractor according to the provisions of this agreement. The contractor shall have the opportunity to provide reasonable timeframe for which this will continue and the expected end date of such processing.**
-

Passport understands and complies.

- **The contractor shall, within sixty (60) days of termination or expiration of any agreement deliver to the City a final report regarding the issuance of Citations, as well as collection of fines under any agreement. The City will have sixty (60) days to accept or rebut the reporting.**
-

Passport understands and complies.

- **The contractor shall, within (60) days of termination or expiration of any agreement deliver to the City a plan on how the data will be transferred to the City. Data Security Compliance and Governance**
-

Passport understands and complies.

- **The contractor shall provide the City with security audit reports. These reports shall be current and focus on security, availability, and confidentiality of system. Preference will be given to SOC 2 Type II reports and/or the contractor's ability to provide "bridge letters" that assert no material change to SOC 2 Type II report that are more than three (3) months old.**
-

Passport understands and complies. We hire A-LIGN to help meet specific auditing and security assessment needs. A-LIGN helps navigate security standards for credit card transactions and ensures that Passport continually meets and exceeds those standards.



- **The contractor shall provide the forementioned report on a regular basis throughout the life of any agreement.**
-

Passport understands and complies.

- **The contractor shall provide an addition to the project team by providing the name(s) of the person who will be designated as the contractor's Chief Information Security Officer and of the person who will oversee day-to-day data security for the City's program.**
-

Passport's Chief Technology Officer, Gene Rohrwasser, will oversee day-to-day security for the City's program.

Data Protection and Encryption

- **The contractor shall provide a description of how the City's data will be encrypted at rest. Preference will be given to schemes that utilize AES-256 or higher protocols.**
-

Passport uses modern encryption protocols both in transit and at rest. Passport has implemented additional features such as Transport Layer Security (TLS) 1.2 and **AES 256-bit algorithms** to protect

against insecure services. All PCI-related data and processing takes place in an isolated network with limited access by Passport staff. Passport's PCI environment and other systems are also certified SOC 2 Type 2.

- **Secure Socket Layer ("SSL")** -- All encrypted data is transferred using SSL protocols, which establish an encrypted link between a server and client. In order to send and receive the data, both servers must have an SSL Certificate, which includes a private and public key. SSL protocols determine variables of the encryption for both the link and the data being transmitted between the two SSL Certificate holders, making it a highly secure method to transfer sensitive information, such as credit card numbers and login credentials.
- **Transport Layer Security ("TLS")** -- Passport has implemented additional security features such as TLS 1.2 to protect against insecure services. TLS is the successor protocol to SSL. It works similarly to SSL, using encryption to protect the transfer of data and information.
- **Stored Data** -- No credit card data is stored in Passport's databases. This information is all stored in an isolated card storage database per best practices.

• **The contractor shall provide a description of what type of encryption keys are used and managed by the contractor.**

Credit card numbers are encrypted with AES-256 on a rotating encryption key, reducing the amount of content encrypted with a single key and minimizing exposure.

• **The contractor shall provide a description of how the City's data will be encrypted in transit. Preference will be given to TLS 1.2 or higher and systems that support HTTP Strict Transport Security.**

Passport has implemented additional security features such as Transport Layer Security (TLS) 1.2 to protect against insecure services. TLS is the successor protocol to SSL. It works similarly to SSL, using encryption to protect the transfer of data and information.

• **The contractor shall provide geographic regions and data centers that data will reside in. Preference will be given to data stored and processed within the United States.**

Passport utilizes a cloud-based provider, Amazon Web Services ("AWS"), for all data services. Data is stored in AWS data centers located in Virginia and Northern California. The system is designed to maintain continuous utility in the event of a primary data center failure. Should the primary center fail, the system will continue to operate. Every effort is made in the Passport system to ensure the consumer experience is unharmed by potential downtime.

• **The contractor shall notify the City if the location of the City's data is changed and for what reason(s).**

Passport understands and complies.

- **The contractor shall provide a description and explanation of how the City's data is logically separated from the contractor's other data in a multi-tenant environment.**
-

System Architecture

Passport's system architecture is focused on bolstering the evolution and scalability of our products with a future-focused, best-in-class, multi-tenant infrastructure foundation. At a summary level, this next-gen architecture strives to achieve a few key objectives aligned directly with the success of Passport and the City:

- Unlock further innovation capabilities across the range of our products.
- Plan for and enable aggressive growth and scalability.
- Bolster trust with customers and partners.
- Prioritize data as a first-class asset.

Realizing these objectives and driving our strategic vision - not only for our parking management solutions but at a mobility platform level - is unlocked through several critical architectural principles:

- Leverage managed services (vs. unmanaged) with our AWS cloud hosting
- Emphasize plug-and-play and composable solutions to enhance flexibility.
- Design for serverless first in support of massive, dynamic infrastructure scaling.
- Microservices over Monolith, improving time to value and innovation.
- Zero-Trust security to decrease risk at the most elemental level.

Flexibility

Passport's front-end web architecture is built to enable the aggregation of multiple independently deployable applications (bundles) into a single cohesive user experience. Passport's portal is based on a microservices architecture that promotes innovation and rapid delivery through service composition.

An open API layer facilitates transactions for partners and Passport's own branded applications. However, support for a wide variety of alternative integration methods, from webhooks to automated file transfers, is also available.

Scale

Passport's microservices architecture emphasizes the use of serverless infrastructure to provide on-demand, automatic provisioning and near-infinite scale.

Passport leverages multiple types of storage systems to provide the most efficient solutions for different data types and different workloads.

- Serverless, no-sql datastores can support tables of virtually any size with massive horizontal scaling and performance that remains consistent from 1MB to 1TB of size.
- Stateless, event-driven solutions further improve the resiliency and scalability through loose coupling and asynchronous communications.

Resiliency & Availability

The system's managed services are built on industry-leading AWS infrastructure. It provides built-in redundancy and automatic failover across availability zones. Passport's services run in an

active-active deployment with traffic distributed over 3 different zones within an AWS Region and offer the City exceptional confidence in continuity.

Data is replicated in real time to multiple availability zones for durability with daily backups stored in an alternate region. We are driving towards a warm secondary DR region with the ability to support hot-hot cross-region deployments, allowing us to achieve higher levels of availability and disaster recovery.

Security By Design

Passport locks down every asset in the ecosystem, restricting access to only authenticated identities, both users and machines, that have been explicitly granted the appropriate permissions.

Passport utilizes multiple levels of security to harden our systems and minimize the likelihood of a data breach, strong authentication, encryption, network isolation, threat detection and prevention and auditing. All integrations are conducted via encrypted protocols.

User Identity and Access Management

• The contractor shall provide a description of how their system ensures that only authorized personnel and users can interact with the system • If the contractor's system utilizes single sign-on (SSO) does it support integration with identity providers via SAML 2.0 or OIDC (e.g. Azure AD, Okta)

Passport ensures that only authorized personnel can access and interact with the system through a comprehensive security framework that includes role-based access control (RBAC), least-privilege principles, multi-factor authentication (MFA), and secure user authentication protocols. These controls allow the City to define and manage user roles, permissions, and access levels across departments.

Passport also supports Single Sign-On (SSO) integration with standard identity providers using protocols such as SAML 2.0 and OIDC (e.g., Azure AD, Okta). Implementation of SSO is available as an optional feature and would be subject to a one-time configuration fee.

• If the contractor's system utilizes multi-factor authentication (MFA) is it enforced for all administrative access across the system.

Password management activities (creating an account, resetting the password) in Passport's portal require step-up authentication (MFA), which is accomplished by leveraging a single-use verification code.

• The contractor's system shall provide granular, assignable positions based on role and function as determined by the City. The hierarchy of permission shall be based on the principle of least privilege.

Passport employs multiple security measures to protect client and user data, including strict Role-Based Access Control (RBAC) and row-level security that adhere to the principles of least privilege and zero trust.

All users must have valid login credentials to access Passport's portal. Passport uses Role-Based Access Control (RBAC) with respect to user privileges associated with its back-end portal. City can define who may access the system and control what functions and reports can be accessed based on an individual role. RBAC will only allow authorized personnel to process payments and access financial reports within the system.

- **The contractor shall provide a description of their internal process for revoking a departing employee's access to the production environment and customer data.**
-

All Passport employees are required to pass a background check prior to their first day of employment. If information obtained in a background check results in Passport denying employment, a copy of the report will be provided to the applicant, and the applicant will dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment with Passport.

Passport users are only assigned access to the City back office for those positions relevant to account management or support. Any system access for terminated or resigned Passport employees is immediately revoked upon their departure.

Incident Response and Availability

- **The contractor shall provide a description of their notification procedure for notifying the City of any confirmed data breaches. The contractor shall notify the City within 24 hours of any confirmed data breach of the City's data. The contractor shall notify the City within 72 hours of all other types of data breach. These reports should include:**

- o **An assessment of the breach (i.e. types and functions affected and extent).**
 - o **Estimated timeframe as to when the breach will be contained.**
-

Passport will notify the City within 24 hours of any confirmed security breach relating to the City of New Haven or data of any active or former users in the City and within 72 hours of all other types of data breach. We have established and maintained a cybersecurity risk management program that includes the implementation of an incident response plan, immediate response to system breaches, and ongoing evaluation, mitigation, and monitoring of cybersecurity risks associated with our products and services. Our program addresses roles and responsibilities, communication strategies, specific incident response procedures, business recovery and continuity, data backup, legal requirements for reporting, and regular review and testing of the plan. We also ensure that our security policy and procedures are established, published, maintained, and disseminated, and that risk assessments are performed at least annually and upon significant changes to the environment.

Priority	Elements	Support Response
Priority 1 – Critical Problems:	Marked by problems that: • Crash the system completely; • Corrupt data; • Cause major functions or features to fail to operate; or • Otherwise significant, material, and substantive.	Passport will provide an error notice for such problems within one (1) business hour of Provider's receiving notice of such error and dedicate resources on a continual, best efforts basis to correct the problem within twelve (12) hours of receipt of the Error Notice. Passport will provide the Agency status reports every one (1) hour, or more frequently if requested by the Agency, until the problem has been corrected.
Priority 2 – High Impact Problems	Marked by problems that: • Cause significant delays or • Cause minor functions or features to fail to operate that are substantive, but not material.	Provider shall provide an Error Notice for such problems within four (4) business hours of Provider's receiving notice and shall work during normal business hours and use reasonable commercial efforts to correct the problems within 24 (24) hours of receipt of the error notice. Passport will provide the Agency status reports every one (1) hour, or more frequently if requested by the Agency, until the problem has been corrected.
Priority 3 – Medium Impact Problems	Marked by problems that: • Cause minor delays, but • Do not inhibit the ability to use the service and are neither substantive nor material.	Passport will provide an error notice for such problems within two (2) business days of Provider's receiving notice and shall work during normal business hours and use reasonable commercial efforts to correct the problems within four (4) business days of receipt of the error notice.
Priority 4 – Low Impact	Marked by problems or requests that: • Are typically questions, requests for information or • Requests for rate changes, zone updates, consumables, etc.	Upon case creation, Passport will work during normal business hours and use reasonable commercial efforts to fulfill the request within seven (7) business days of case creation.

• The contractor shall provide the system's monthly uptime percentage. Throughout the life of the agreement the contractor will report any changes to the monthly uptime percentage.

Passport will develop, operate, and maintain all aspects of service at agreed-upon levels throughout the term of the contract. Passport will provide the City with an uptime of ninety-nine point nine percent (99.9%) for all critical capabilities during the operational windows of those capabilities. Uptime will be calculated on a monthly basis.

Passport will provide the Passport System with Uptime (as defined below) of at least ninety-nine percent (99.0%) calculated over a rolling six-month period ("Uptime Guarantee"). For any month during which the Passport System uptime drops below the Uptime Guarantee, Passport will provide a billing credit in an amount equal to the percentage difference between a) the lowest uptime reached at any point during the month (calculated on a rolling six month period) and b) the Uptime Guarantee, multiplied by the total fees payable to Passport for such month. For example, if Uptime falls to ninety-five percent (95.0%) during a given month and if during that month the fees payable to Passport were one hundred dollars (\$100.00), Passport will issue a billing credit of four dollars (\$4.00). Uptime is defined as any period of time during which end users of the Passport System can use the Passport System, excluding any scheduled maintenance performed by Passport after hours or unavailability or impaired functionality of the Passport System due to causes outside of Passport's reasonable control (e.g., disruptions caused by Passport's hosting or payment processing partners).

- **The contractor will provide a description of vulnerability testing and management. Preference will be given to contractors that utilize third-party vulnerability penetration testing on a regular basis and can provide the City with the findings and remediations status of such testing on a regular basis.**

Passport is a PCI-DSS level 1 payment processor and annually submits to PCI-DSS compliance testing, including routine penetration testing of our PCI environment. In addition to our PCI-DSS audit compliance (v 4.0), Passport maintains SOC 1 Type 2 and SOC 2 Type 2 certification, demonstrating our commitment to operating our solutions and providing services to our clients in a detailed, secure, scalable, and consistent manner. Each security measure plays a specific role in preventing access to data that resides in the system and allows clients to fully trust their partnership with Passport.

- **The contractor shall provide a description of the system's recovery time objectives and recovery point objectives. AI and Emerging Risks**

Passport maintains a formally documented Business Continuity and Disaster Recovery framework designed to support the continuity of critical services and infrastructure. As defined within Passport's Business Continuity Plan, the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for all identified critical business functions, are established at 24 hours. The organization's recovery strategy leverages multi-region Amazon Web Services (AWS) infrastructure, geographically redundant backups, distributed availability zones, nightly database backups, point-in-time recovery retained for 35 days, and monthly snapshots retained for 12 months to support resiliency and rapid restoration capabilities.

- **The contractor shall provide a description or policy concerning the use of data collected or created by their systems to train their underlying large language models or shared with third party AI providers.**
-

Passport does not, under any circumstances, use customer, city, constituent, or operational data to train, fine tune, or improve large language models (LLMs). Data processed within Passport systems is never contributed to internal model training datasets or shared with third party AI providers for the purpose of training, retraining, or improving their models. AI capabilities are implemented exclusively using a retrieval augmented generation (RAG) approach, where approved information is retrieved temporarily at runtime from controlled sources and is not retained by or learned by the underlying model.

All AI-enabled workflows operate within isolated, access-controlled environments and are limited to authorized, non-PII, aggregated, or operational data necessary to support the requested function. Strict technical and administrative safeguards, including read-only retrieval controls, logging, auditability, and contractual restrictions with third party providers, ensure that Passport data remains protected and is not used beyond the specific transaction or request being processed.

- **The contractor shall provide a description of how the City could globally opt-out of all AI-driven features that involve data processing.**
-

Passport's default configuration is a global opt-out of AI-driven features involving customer or constituent data processing. AI-enabled capabilities are not activated for a customer environment unless explicitly requested by the customer and subsequently reviewed and approved by both Passport and the customer through established governance and security review processes.

- **The contractor shall provide a Software Bill of Materials for the City's systems to verify the security of included open-source libraries.**
-

Passport is able to provide a Software Bill of Materials for applications compiled and distributed for execution within the City's network.

Public Sector and Legal Requirements

- **The contractor shall be aware the City is a public entity and as such is guided by State of Connecticut statutes and City of New Haven ordinances to allow for the truthful, through exchange of information both in the City's daily operations and in response to Freedom of Information Requests.**
-

Passport understands the City's public status and required exchange of information practices in accordance with FOIA requests.

- **The contractor shall provide a description of how the system will allow for exported data to be provided in a searchable, non-proprietary format to fulfill Freedom of Information requests.**
-

Passport's system enables authorized users to easily extract and export requested data directly from the back-office platform. Data can be provided in standard, non-proprietary, and fully searchable formats, including CSV and commonly used document types such as PDF. These formats ensure accessibility, allowing the City to review, search, and distribute information without the need for specialized software. The platform supports flexible data queries and reporting, ensuring that FOIA responses can be tailored to the specific scope of each request.

- **The contractor's system shall be frictionless and allow for the fulfillment of Freedom of Information requests in a timely and efficient manner.**
-

Passport supports a streamlined FOIA fulfillment process designed to be both efficient and reliable. Requests are managed by trained personnel who oversee data validation, compilation, and delivery, ensuring accuracy and completeness. This human-supported approach allows for flexibility in handling complex or nuanced requests while maintaining a smooth experience for the City. All requests are fulfilled within a commercially reasonable timeframe, with clear communication and consistent processes that support timely and efficient delivery.

- **The contractor's shall provide a description of how the system complies with any regulatory, statutory or ordinance requirements around specific frameworks, i.e. a restriction on types of personal identifiable information that can be released. Currently the City's program is under no such constraints.**
-

Passport maintains a comprehensive compliance and governance program designed to support applicable regulatory, statutory, contractual, and municipal data protection requirements. The

platform is designed to restrict access to and disclosure of personally identifiable information (PII) through role-based access controls, least-privilege principles, encryption, audit logging, and data segmentation controls. Where customers are subject to specific legal, regulatory, or ordinance-based restrictions regarding the collection, use, retention, or disclosure of PII, Passport works with the customer to configure and administer the system in alignment with those requirements.

The section should also specify the following elements:

- **Name of Program Manager**

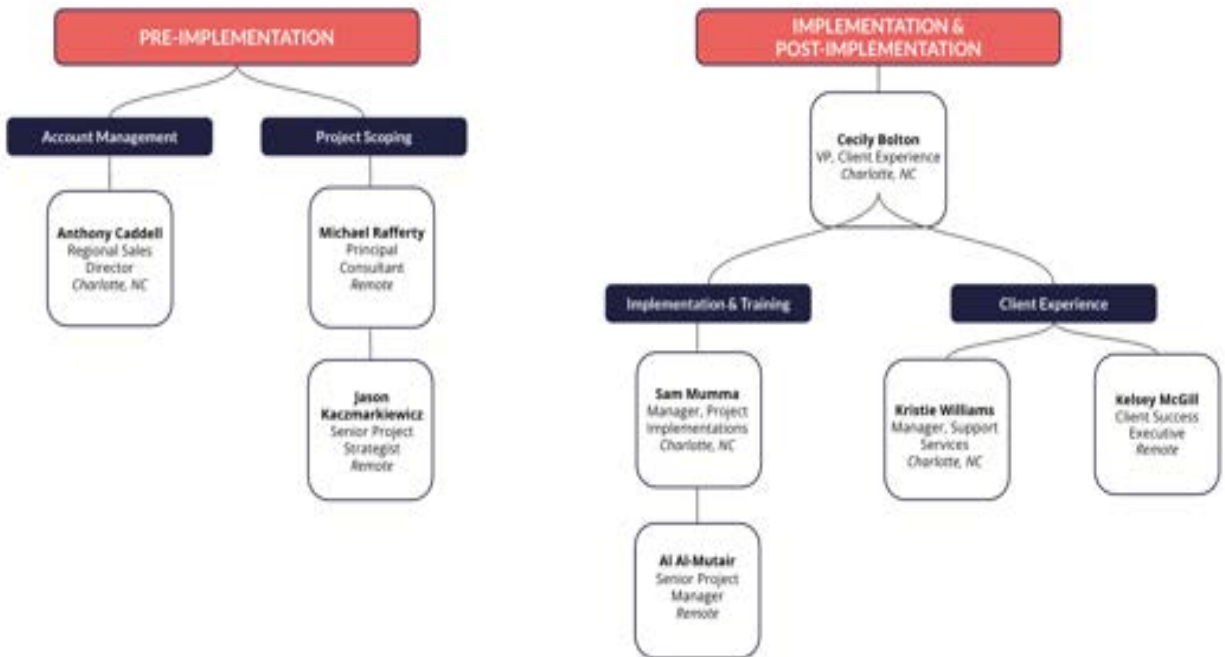
Al Al-Mutair will serve as the City's Project Manager, bringing significant experience in leading complex client implementations and ensuring successful project delivery. As a Senior Project Manager at Passport, he oversees project scope, timelines, and resources, consistently delivering projects on time and within budget.

He has successfully led over 100 client implementations, developing standardized processes that drive efficiency and consistency across engagements. Mr. Al-Mutair is recognized for delivering high-quality outcomes and maintaining strong client relationships, consistently achieving exceptional client satisfaction scores.

A certified Project Management Professional (PMP), he applies industry best practices in project planning, risk management, and stakeholder communication. His experience across multiple implementation and operations roles ensures a disciplined, results-driven approach that will support a successful deployment for the City.

- **Organization chart showing the key personnel/support staff assigned to the program.**

Passport provides the below organization chart outlining the key personnel assigned to support the City of New Haven's Parking Enforcement Citation Software and Equipment program.



• **Description of proposed responsibilities for each person on the organization chart (Include a brief bio or resume outlining their experience)**

Passport's project team brings together experienced leaders across implementation, strategy, and ongoing support to ensure a successful rollout and long-term program performance for the City.

Anthony Caddell and Jason Kaczmarkiewicz provide early-stage leadership, focusing on strategic planning, contract coordination, and aligning the solution with the City's operational, financial, and compliance objectives. They work closely with City stakeholders to confirm scope, technical requirements, reporting needs, and transition planning, ensuring continuity of citation processing services from the outset.

Implementation efforts are led by Al Al-Mutair, Senior Project Manager, with support from Brittany Yokley. Al oversees coordination across all cross-functional teams, including system configuration, data migration, integrations, equipment deployment, testing, and staff training. A certified Project Management Professional (PMP), Al brings more than a decade of experience and has led over 100 successful client implementations since joining Passport in 2021. Promoted to Senior Project Manager in 2025, he consistently delivers projects on time and within budget while achieving a Net Promoter Score (NPS) of 10. In addition to execution, Al has developed and refined Passport's standardized implementation processes, ensuring consistency, quality, and predictability across engagements, and conducts post-launch reviews to identify optimization opportunities.

Following launch, the City is supported by Passport's Client Success team, led by Kelsey McGill, the dedicated Client Success Executive, alongside Kristie Williams. This team is responsible for ongoing support, performance monitoring, reporting enhancements, and continuous system optimization, ensuring the program evolves alongside the City's needs.

Together, this team provides experienced, hands-on leadership and continuity from planning through long-term operations, positioning the City for a smooth implementation and sustained success in its parking citation processing program.

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Pre-Implementation



Anthony Caddell, Regional Sales Director. Anthony is the Regional Sales Director for the Northeastern United States. Anthony strives to build lasting partnerships by offering innovative technology and scalable solutions. He brings a client-first mindset to every engagement, working closely with municipalities and city partners to identify tailored strategies that deliver measurable results and enhance mobility and compliance outcomes. Anthony has worked with clients such as Boston, MA and Wilmington, DE.

Proposed Role: Anthony will be the primary contact for inquiries during Passport's bid process, handle contract negotiations with the City and facilitate introductions to Passport team members upon contract award, as needed.



Jason Kaczmarkiewicz, Senior Solutions Engineer. Jason is responsible for identifying client needs and crafting the best solutions to enable clients to execute their goals using Passport's suite of products. Notably, Jason has worked with clients such as Sarasota, FL and Wilmington, DE.

Role/Responsibility: Jason will be the point of escalation while the City's solution is being scoped and will provide governance and guidance to his team and the City to ensure success.

Implementation



Al Al-mutair, Senior Project Manager. Passport proposes Al as the Project Manager for the City throughout the duration of the contract. He will be the lead person responsible for converting, implementing, delivering and integrating the requested parking system and services. Al brings 8+ years of project management with ticketing processing experience to his role. He also holds a Project Management Professional (PMP) certification and has successfully led residential parking program implementations for municipalities such as Salem, MA; Oshkosh, WI; and Helena, MT.

Role/Responsibility: Al will lead communication and coordination between the City and Passport. He will develop a project plan and track implementation progress and change requests through Smartsheets. He will work hand in hand with the Implementation Consultant, Development, Client Success and Support teams to facilitate on-time product delivery and a seamless transition to the new software. Following the launch, Al will ensure a successful software implementation before transitioning the project to Client Success.

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Brittany Yokley, Group Product Manager-Enforcement & DMV Integrations. Brittany is a Group Product Manager for Passport and plays a fundamental role in facilitating the build outs of new features for Passport's parking enforcement and photo enforcement solutions, as well as managing our DMV integrations. She works hand-in-hand with Passport's product and engineering teams to ensure there is consistent communication and an efficient workflow, enabling the timely delivery of new product features. Brittany was key to the successful implementation of some of our largest enforcement clients, including Wilmington, DE, and

Tampa, FL.

Role/Responsibility: Brittany will collaborate with our Solutions Engineering team to align the enforcement product's functionality with the City's specific needs, ensuring it delivers the expected outcomes. She will work closely with City stakeholders to gather requirements, prioritize key features, and guide the development team toward meeting implementation goals. With extensive experience supporting a diverse range of municipalities, Brittany is well-equipped to ensure the software is tailored to the City's unique needs. Her expertise will be instrumental in shaping the system's functionality and execution, facilitating a seamless and well-prepared rollout.

Post-Implementation



Kelsey McGill, Client Success Executive. Kelsey McGill is the City's Client Success Executive, covering the Northeast and Midwest regions of the United States. She brings nearly 8 years of customer service and account management experience to the team, servicing clients large and small. Her knowledge of Passport's products range from Mobile Payment to Citation Management to Permits. Kelsey grew up in New Jersey and received her Bachelor of Arts in Communication.

Role/Responsibility: Kelsey is the main point of contact for any feedback, questions, or concerns regarding product and services, up until the end of contract. She will ensure the highest level of customer service post-installation and will sit at the apex of marketing, sales, professional services, training, and support. Armed with a thorough understanding of the City's goals, extensive support experience, and industry knowledge, Kelsey will analyze aggregated data, identify trends and provide insight into the current status of the system and provide recommendations on how to adjust in order to meet future goals and initiatives. Kelsey has worked closely with clients like Chelsea, MA, Salem, MA, and most recently, Boston, MA.



Kristie Williams, Manager of Support Services. Kristie oversees the customer support team, ensuring efficient and timely resolution of client issues. She is responsible for optimizing support processes, driving customer satisfaction and collaborating with other departments to improve product performance and service delivery. Kristie has worked closely with clients like the City of Chicago and the City of Toronto to ensure their environments operate seamlessly and efficiently.

Role/Responsibility: Kristie will oversee the City's support services, ensure satisfaction in all support activities and provide strategic recommendations for system improvement Passport resources to the City.

- Program schedule, including major programs task and milestones, along with the timeframe for completion once awarded the contract.

Parking Management Implementation Plan

Passport will phase in a full operational program within 120 days of the agreed upon start date. Information on our implementation details is provided below.

Client Experience Team

Passport will work closely with the City of New Haven to ensure a seamless implementation of its Parking Enforcement and Permit Management systems. Prior to contract execution, Passport's Solutions Engineering team will engage directly with the City to capture requirements and define system functionality. This process produces two foundational documents — the Solution Design Workbook (SDW) and the Scope of Work (SOW) — which establish mutual agreement on deliverables, system configurations, integrations, and data migration requirements before implementation begins.

Al Al-mutair, Sr. Project Manager, will oversee the project through all stages of implementation, ensuring continuity, accountability, and integrity of service. Kelsey McGill, Client Success Executive, provides strategic oversight to ensure milestones are met and that the system aligns with agreed specifications. All key personnel assigned to this project are fully proficient in Passport's services and systems, collectively bringing over 33 years of parking industry experience.

Every step of the implementation will be carefully documented to ensure timely and accurate completion.

The standard operating procedure outlined below reflects best estimates for implementing the Passport Enforcement Management System, with a typical timeframe of 16 weeks unless otherwise negotiated between Passport and the City. Passport will comply with all applicable local and state health and safety guidelines during any in-person visits.

Implementation Phases

Passport has defined the critical phases, milestones, deliverables, and corresponding responsibilities across the implementation stages in the table below. This structured framework provides clarity, accountability, and alignment for all parties involved, ensuring a disciplined and transparent approach to project execution.

**If Applicable*

PHASES	KEY MILESTONES	PARTIES INVOLVED	DELIVERABLES
Pre-Implementation			

PHASES	KEY MILESTONES	PARTIES INVOLVED	DELIVERABLES
Discovery	- Complete SOW - Complete SDW - Validate milestones and deliverables	- Client - Solutions Engineering - Sales	- SOW - SDW
Implementation			
Project Kick Off	- Kick-Off Meeting - Review of solution - Project timeline created	- Client - Project Manager - Implementation Consultant - Client Success	- Project Plan - Weekly meeting scheduled
System Configuration	- Build-out of the City's environment - Creation of Customer Portal - Merchant Processing Configuration	- Client - Project Manager - Implementation Consultant	- Payment Portals - Merchant Processing Application* - NLETS form* - Letter templates
Hardware Order & Deliver	- Ordering of hardware - Approval of custom citation template*	- Client - Project Manager	- Citation paper - Bluetooth printers - Issuance handhelds*
Legacy Import Process	- Import Sample Data - Validate Sample Data - Import Legacy Data	- Client - Incumbent Vendor - Project Manager	- Data mapping - Sample import - Final import
Testing & Training	- Testing of the City's environment - Training	- Client - Project Manager - Implementation Consultant	- How-to Guides - Recorded training sessions
Product Approval & Launch	- Signing of System Setup Approval Form - Hand-off to Client Success & Support Services	- Client - Project Manager - Client Success	- System Setup Approval Form - Hand-Off meeting
Post-Implementation			
Post-Launch	- Quarterly reviews to ensure City satisfaction - Ongoing change management reviews and updates - New software release updates deployed to the City at no additional cost	- Client - Client Success	- Action plans - Release notes - Standard upgrades

Passport's Implementation Phases

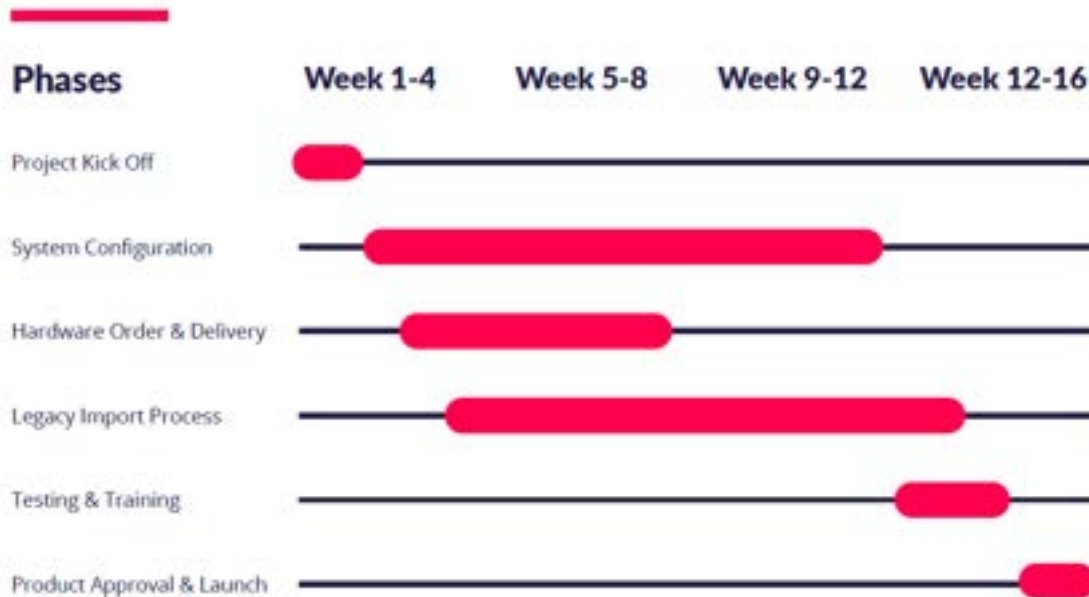
Example Implementation Timeline

Passport's parking management solution is designed for efficient deployment and typically implemented within 16 weeks. To ensure clarity and alignment, the City will receive a detailed

implementation timeline that specifies the anticipated completion dates for each project phase. Please see an illustrative example below that highlights each key phase during the implementation stage, along with corresponding estimated timelines for completion.

**All timelines are subject to change based on project complexity and agreed-upon changes to scope.*

Parking Management Timeline



Comprehensive Implementation Schedule

In addition to the illustrative timeline, Passport has prepared a comprehensive implementation schedule that details tasks by phase, outlines roles, and defines timelines for successful delivery. Clearly defining responsibilities between Passport and the City establishes structure, ensures accountability, and drives alignment across all phases of the project.

Please note that the activities outlined in this table occur concurrently and are not interdependent; the duration reflects the time required to complete each individual task.

**The custom project plan provided is subject to adjustment as needed.*

OWNER	TASK NAME	DURATION (DAYS)
Phase 1: Passport Kickoff - Week 1		
Passport	Project Documentation Review	3d
Both	Initial Introductions and Project Kick-Off	2d
Both	Establish Weekly Sync	1d
Phase 2: System Configuration - Weeks 2-10		
Enforcement Configuration		

OWNER	TASK NAME	DURATION (DAYS)
Passport	Configure Violation Types/Escalations	7d
Passport	Configure Appeal Settings /Common Responses	7d
Passport	Configure Scofflaw	7d
Client	Approve Subdomain for Customer Portal	5d
Passport	Customer Portal Creation (For Citation Payments)	7d
Client	Review and Approve Customer Portal	7d
Passport	Configure Printer Settings	7d
Passport	Configure Issuance Fields	7d
Passport	Configure In-Field Notifications (permit monitoring, scofflaw, void permissions, etc.)	7d
Passport	Configure Common Notes	7d
Passport	Configure Digital Chalking TimeFrames and Settings	7d
Both	Review Test Print Citation/Confirm Issuance Settings	7d
Integrations		
LPR Integration		
Both	Receive/Provide Necessary Integration Credentials	1d
Passport	Configure LPR Integration	14d
Both	Perform Internal/External Testing	14d
Client	Approve LPR Integration	1d
DMV Integration		
Passport	Identify Provider and Confirm Requirements for Integration	1d
Both	Initiate Contact with Provider/Request or Provide Credentials	7d
Both	Receive/Provide Necessary Integration Credentials	14d
Passport	Configure Integration	30d
Both	Perform Internal/External Testing	
Client	Initial Approval	1d
Registered Owner Lookups & Letters		
Both	Obtain NLETS Signed Authorization Letter	5d
Client	Provide Copy of all Current Letters	7d
Passport	Create template draft	14d
Client	Approve Letter Template	7d
Client	Configure Letter & Lookup Settings	2d
Permit Configuration		

OWNER	TASK NAME	DURATION (DAYS)
Both	Configure Permit Settings	15d
Passport	Confirm Transition Plan Import, Link codes, Marketing, etc.)	14d
Both	Approve Subdomain for Permit Customer Portal	7d
Client	Permit Customer Portal Creation	21d
Phase 3: Hardware Order & Delivery - Weeks 3-9		
Citation Paper		
Client	Provide Copy of Current Issued Citation	2d
Client	Provide Exact Verbiage to be Printed on Ticket	7d
Both	Confirm Ticket Layout/Design (if custom)	3d
Passport	Generate Proof	1d
Client	Approve/Sign Final Ticket Template Proof (if custom)	14d
Client	Approve Paper Quantity for Order	1d
Passport	Order & Ship Paper to Client	1d
Issuance Devices		
Passport	Login/Ordering Information Material Sent	1d
Client	Confirm Login and that Printers have been Ordered/Shipped	14d
Client	Print Test Citations with Devices and Printers	14d
Phase 4: Legacy Import Process - Weeks 4-15		
Client	Request/Receive Sample Data in Passport Required Format	60d
Passport	Provide Import Details and Timeline Table	7d
Client	Provider to Provide Final Import File and Turn Off All Actions and Payments in their System	1d
Passport	Passport to Import Final File into System	3d
Phase 5: Testing & Training - Weeks 12-16		
Internal/External Configuration Testing		
Passport	Passport to Perform Internal Testing	7d
Client	Client to Perform External Testing	14d
Client	Configuration Approval	1d
Training		
Passport	Schedule Client Training	2d
Passport	Officer Issuance Training	7d
Passport	Back Office Training	7d
Passport	User Interface Training (Citations)	2d

OWNER	TASK NAME	DURATION (DAYS)
Passport	User Interface Training (Permits)	2d

9

Sample Invoice

9. Sample invoice

Provide a sample invoice to demonstrate billing capabilities.

Passport has included a sample invoice for the City of New Haven below:

Passport Labs, Inc

5960 Fairview Road
Suite 250
Charlotte NC 28210
United States



Invoice

Bill To

City of New Haven, CT
165 Church Street
Billing Department
New Haven CT 06510
United States

Invoice # INV-1080651
Date 5/31/2026
Due Date 7/15/2026
Terms Net 45
Customer Reference #
PO #

Description	Quantity	Rate	Amount	Tax Rate
Online Transaction Fee	3,210			0.0%
Letters Sent Fee	5,432			0.0%
Letters Sent First Class Postage	5,432			0.0%
Monthly Service and Licensing Fee	1			0.0%
Merchant Fees	1			0.0%
Gateway Fees	3,210			0.0%

May 2026 Enforcement

*** If payment is not received within 30 days, a penalty fee of 1.5% may be added per month to overdue invoice.

REMITTANCE INFORMATION

By Check:

Passport Labs, Inc
PO Box 674924
Detroit, MI 48267-4924

By ACH/Wire:

Bank Name: Comerica Bank
A/C Name: Passport Labs, Inc
A/C Number:
Routing/ABA Number:

SUBTOTAL	
LESS	
SHIPPING	
TAX	0.00
PAYMENT	0.00
BALANCE DUE	USD

Please reference invoice number with your payment.

10

Payment Capabilities

10. Payment Capabilities

Provide a statement regarding your capability to accept multiple forms of payment (i.e., credit card, PayPal, telephone, kiosks) and transfer ability onto the City's in-person payment systems.

Passport supports multiple forms of payment through both its online customer portal and in-person cashiering system, providing the City with a flexible and unified payment solution.

Through the online customer portal, violators and permit applicants can securely pay citations using major credit and debit cards, including Visa, Mastercard, Discover, and American Express. The portal provides real-time access to outstanding citations and allows users to complete payments easily, with confirmation receipts automatically emailed upon completion.

For in-person and offline payments, Passport's cashiering interface enables City staff to process and record payments made via cash, credit card, check, or other payment types. This includes payments received over the counter, by mail, or through lockbox services. Payments can be entered individually or in batches, and are immediately applied to the citation record or permit system-wide. The system also supports both printed and emailed receipts for all transactions.

Remainder of the page left intentionally blank.

11

Registered Owner Information

11. Registered Owner Information

Provide information on how the Respondent plans to get registration information for both in-state and out-of-state license plates and how it will be transmitted from the source to the City in a timely manner recognizing enforcement parameters set forth by both City of New Haven Ordinances and Connecticut General Statute.

Connecticut DMV Integration

Passport currently supports several clients in the state of Connecticut and facilitates directly with the Connecticut Department of Motor Vehicles (DMV) to obtain registered owner information, as well as process registration holds and releases. Passport acquired longtime parking management vendor Complus Data Innovations (CDI) in 2019. Through the combined experience of CDI and Passport, the City will receive a partner that has been interacting with the CT DMV for over 25 years and has expansive breadth of knowledge regarding DMV workflows and processes. Through this direct integration, Passport can:

- Process registered owner information requests
- Process any CT vehicle registration suspensions and holds

For all State of Connecticut habitual violators who have five (5) or more unpaid parking tickets to the City of New Haven, Passport will notify the CT DMV not to renew the vehicle owner's registration until these tickets are paid to the City. A "Hold Notice" is transmitted to the CT DMV (where applicable) on all registered owners who have not complied with the Notice of Intent. A DMV hold is placed on the registration for those vehicles, as allowed by local and state law. A release of the hold will be transmitted to the DMV once payment is received. The program is designed to discourage repeat offenders and ultimately drive up collection rates.

NLETS Integration

Passport has an integration with the National Law Enforcement Telecommunications Service (NLETS) for out-of-state Department of Motor Vehicles (DMV) agencies in the United States, which allows access to registered owner information. Upon receipt, information from NLETS is auto-populated into the citation record in Passport's portal and triggers the system to generate the necessary correspondence(s).

The City will approve all notice and letter templates, and Passport will ensure specifications are met, such as including the City's letterhead or adding content applicable to state and/or federal laws. Passport's portal records all outbound correspondence as an audit trail item on the citation record, including a copy of the letter template for viewing and/or printing by administrators. Correspondences will be automated to mail on schedule defined by the City.

Additionally, Passport will work with the City to create and manage hotlists within the portal.

12

Proposed Interface

12. Proposed Interface

Provide information regarding proposed interface for providing violation data to City of New Haven Transportation, Traffic and Parking Department and City personnel via the Contractor's system, including how Contractor's system will be accessible by City personnel through a secure and encrypted connection. These connections will have to meet cyber security parameters set forth by the City of New Haven.

Passport's solutions are delivered through a secure, cloud-based environment designed to protect sensitive data and ensure reliable access for City personnel. As a PCI-DSS Level 1 compliant provider with SOC 2 Type 2 certification, Passport maintains rigorous security controls, supported by regular third-party audits and ongoing system monitoring.

Authorized City users will access the system through secure, encrypted connections that protect data in transit and at rest using industry-standard protocols. Access is governed by role-based permissions, multi-factor authentication, and comprehensive audit trails. Passport will ensure all system access and connectivity meet the cyber security parameters established by the City of New Haven.

Passport's Portal

Citation Management & Resolution

Passport's portal is a back-office system that serves as the main analytics dashboard for the City's parking management and a control board for parking operations. It will aggregate data in real time from all front-end interfaces (compliance solution, customer payment portal, mobile app, etc.) to be used for additional enforcement, data processing, trend analysis, and reporting. Passport's portal offers many crucial citation processing functions, such as:

- cashiering
- appeal processing
- scofflaw management
- violation updates

Manage Citations

Once a citation has been issued to a vehicle, system users can use the "Manage Citations" module within Passport's portal to manage that citation throughout its life cycle. Manage Citations is the central module of the back-end system and will serve as the operations hub for end-to-end management and tracking of all issued citations.

Administrators will use this module to search for single or multiple citations based on criteria selected by the user (e.g. citation number, LPN, owner name, issue date, and more). Clicking the target icon within the Citation Number, LPN, and Name fields will allow users the option to search for an exact match. Users will also have the option to include additional filters to narrow their search. Clicking "Add Search Field", which contains additional filters, additional search fields could include, but are not limited to, options consisting of standard or custom fields that will be configured for the City. Additional search fields could include, but are not limited to, Appeal Date, Appeal Status,

Boot Violation, Hearing Date, Payment Plan, Payment Type, Letter Sent, Paid Date, Violation Type, Zone, Street and custom fields.

[NC] PASPORT23

Citation Summary
 \$180.00
 3
 3

Offender Details
 (Name redacted)

Vehicle Details
 License Plate Number (LPN): (NC) PASPORT23
 Make: VW
 Model: Jetta
 Year: 2015
 Color: Black
 Status: Active

Citation Summary
 (NC) PASPORT23 is on the citation for zone 3 citations with a total outstanding amount of \$180.00.

Vehicle History - [NC] PASPORT23

Date	Time	Zone	Violation	Amount	Status
01/10/2023	01:00 PM	03-000	No Zone Intersection	\$60.00	Unpaid
01/10/2023	01:00 PM	03-000	One Lane	\$60.00	Unpaid
01/10/2023	01:00 PM	03-000	No Parking	\$60.00	Unpaid

Appeal History
 (Name redacted)

Payments
 (Name redacted)

Linkage

Date	Time	Zone	Linkage
01/10/2023	01:00 PM	03-000	Zone
01/10/2023	01:00 PM	03-000	Zone
01/10/2023	01:00 PM	03-000	Zone

LPN Summary Page

Manage Citations

Enter Citation Number to view citation | Enter LPN a license to view LPN Summary Page

Citation Number: [Search] | Date: [Search] | Zone: [Search] | LPN: [Search] | Advanced Search

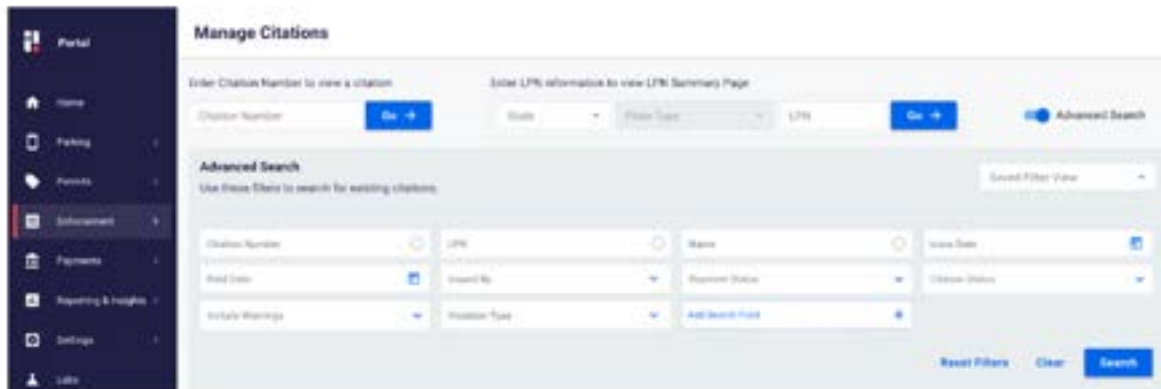
Advanced Search
 Use these filters to search for existing citations.

Citation Number: [Search] | Date: [Search] | Zone: [Search] | LPN: [Search] | Citation Status: [Search]

Search Results
 (Name redacted)

Date	Time	Zone	Violation	Amount	Status
01/10/2023	01:00 PM	03-000	No Zone Intersection	\$60.00	Unpaid
01/10/2023	01:00 PM	03-000	One Lane	\$60.00	Unpaid
01/10/2023	01:00 PM	03-000	No Parking	\$60.00	Unpaid

Manage Citations – Search



Manage Citations – Filters

After clicking “Search,” the system will return all citations that match the inputted search criteria. Users can apply several filters to search for a citation/group of citations and can download a CSV of the search results for further analysis. Hovering over the icon on the search bar will show the total amount due, payments applied, overpayment amount, and outstanding amount due for those results.

Citation Details

City users can progress to the citation details page for a single citation. By doing so, the user will see dedicated “cards” that detail specific information associated with a citation. This includes:

- Offender Details
- Vehicle Details
- Vehicle Notes
- Notes
- Payments
- Trail
- Citation Details
- Evidence
- Appeals
- Adjustments
- Letters & Receipts
- Fee Schedule

Administrators can take action within many of the cards to add or adjust the information for that section. This could include adding offender contact information (Offender Details), uploading a document/image (Evidence), or resetting a violation’s notice schedule/penalties (Fee Schedule). Certain cards, such as Trail, cannot be edited for auditing purposes.

The “Manage Citations” query screen and the “Citation Details” screen display a disposition status (Unpaid, Paid, Resolved) that indicates to users the stage the citation is at within its life cycle. Citation information can be printed from Passport’s portal at any time, which can be used for City records or court purposes.

At the top of the “Citation Details” screen, users will see all details related to the Offender, Citation and Vehicle. Depending on the citation’s stage in its lifecycle or actions taken on the citation (e.g., payment, appeal, delinquent notice, etc.), additional information or actions will be available.

The screenshot displays the Citrus Connect interface for citation #68049864. On the left is a dark sidebar menu with options like Portal, Home, Parking, Permits, Enforcement (highlighted), Engineering, Payments, Reporting & Insights, Subtype, User, and Review New Products. The main area has a top header with the citation number and a 'Pay Citation' button. Below this are two tabs: 'Offender Details' and 'Citation Details'. The 'Offender Details' tab shows information for James Kirk, including his date of birth, phone, email, address (2212 Reynolds Ave, Manhattan Beach, CA 90266), source (Beach Office), and status as Primary Offender and Registered Owner. There are buttons to 'Add Offenders' and 'Edit'. The 'Citation Details' tab features a map showing the location at 2212 Reynolds Ave, a table of charges (Base Citation Amount \$90.00, Exclusion Amount -\$20.00, Amount Paid \$0.00, Amount Due \$70.00), offender information (Mama Manager, City Council, Block 100, Reg Exp Date Invalid Code), and vehicle details (License Plate Number JCAUPW190, Vehicle Identification Number 1GAKJN7E3PH161616). A 'Notes' section is currently empty. At the bottom, there's an 'Attachments' section with a cloud icon and a 'Drag and drop or' prompt.

Citation Details Screen

As users scroll through the “Citation Details” screen, additional cards present citation information and activity. A vehicle note can also be added, which is then visible in the back office across any citations issued to that LPN and the LPN Summary Page. See screenshots for the Evidence, Fee Schedule, Appeals, and Payments cards below.

Evidence

Drag and drop or select files here
(PNG, JPG, JPEG, or PDF, up to 4MB each)


1473-0004.jpg


1473-0004.jpg


1473-0004.jpg

Fee Schedule

\$115.00
Due After
01/09/2025

Citation Evidence

Payments					
DATE	TRANSACTION ID	REFERENCE NUMBER	TYPE	AMOUNT	ACTIONS
12/19/2025	1730857354	-	Web	\$90.00	...

Adjustments	No Entries
-------------	------------

Appeal Details

RESOLVED APPEAL				Reverse Appeal		
Requested Date	Status	Settlement	Reviewer			
12/19/2025 10:49 AM	Declined	12/19/2025 12:31 PM				
Hearing Type	Reason	Appeal Source	Evidence			
-	Other	RMC	View Evidence			
Description						
To be honest, I totally missed the no parking sign. I even paid in ParkBoston Zone 180 (see attach... Read More						
Response						
-						

Letters and Receipts				
DATE	CREATED BY	NAME		
12/19/25 12:31 PM	-	Denied - General Denial	View	

Vehicle History - (MA)				
< 1 of 1 >				
DATE	CITATION	VIOLATION TYPE	CITATION STATUS	APPEAL STATUS
12/19/2025 - 8:37 AM	833394906	333 No Stopping or Standing	Paid	Pending
10/24/2025 - 10:01 PM	833073849	334 360 Resident Permit Only	Accepted	Accepted

Trail		< 1 of 1 >	
15	12/19/2025 1:30 PM - tagviolation Marked violation with tag "Force Violation Push"		
14	12/19/2025 1:30 PM - paymentaccepted Accepted web payment in the amount of \$90.00		
13	12/19/2025 12:31 PM - letter Sent Oneworketinfo letter to contact		
12	12/19/2025 12:31 PM - email - Andrew Smith Sent email to [redacted]@gmail.com informing them of the Declined appeal. Response:		

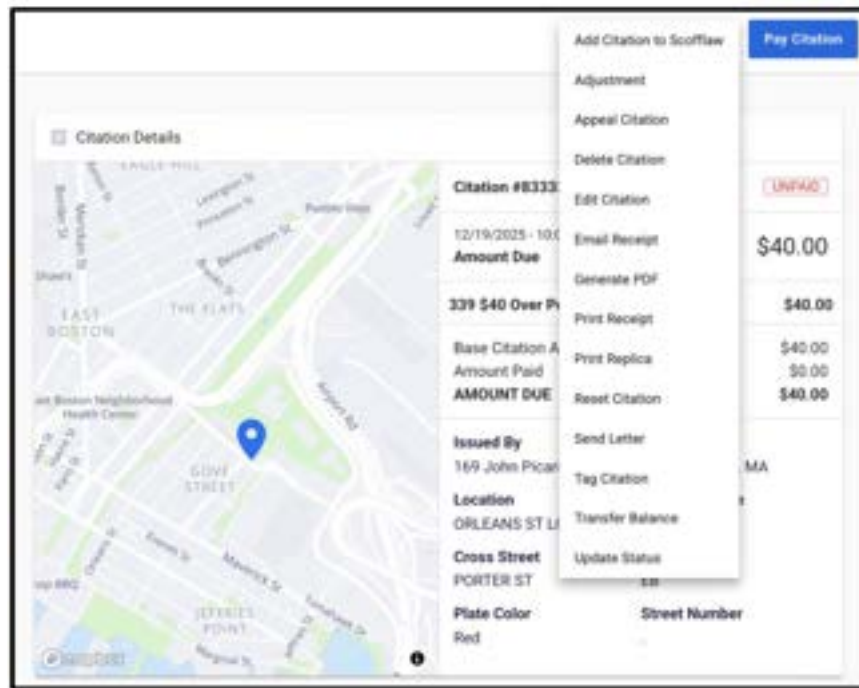
Citation Actions

After querying and locating a specific citation via Manage Citations and visiting the Citation Details screen, administrators can perform various actions. This can be done by clicking within the

individual cards (referenced above) or via the action menu by clicking the ellipsis [...] drop-down at the top right of the screen. The available citation actions will depend on:

- user/role privileges,
- where the citation is in its lifecycle, and
- previous actions performed on that citation.

Below are some of the most widely used actions that can be performed within Passport’s portal. All actions will be logged on the citation’s “Trail” for auditing purposes.



Citation Action Menu

Users can click the ellipsis on the top of the Citation Details screen to see a drop-down list of action items that can be taken on that citation.

ACTION	DESCRIPTION
Adjustment	The amount due on a citation can be adjusted up or down and due to specific reasons. This allows for additional fees to be added that flow outside of the normal escalation process as well as the ability to remove fees or reduce the amount a violator is liable to pay.
Appeal Citation	Allows the user to enter appeal information. See the Adjudication section below for more details.

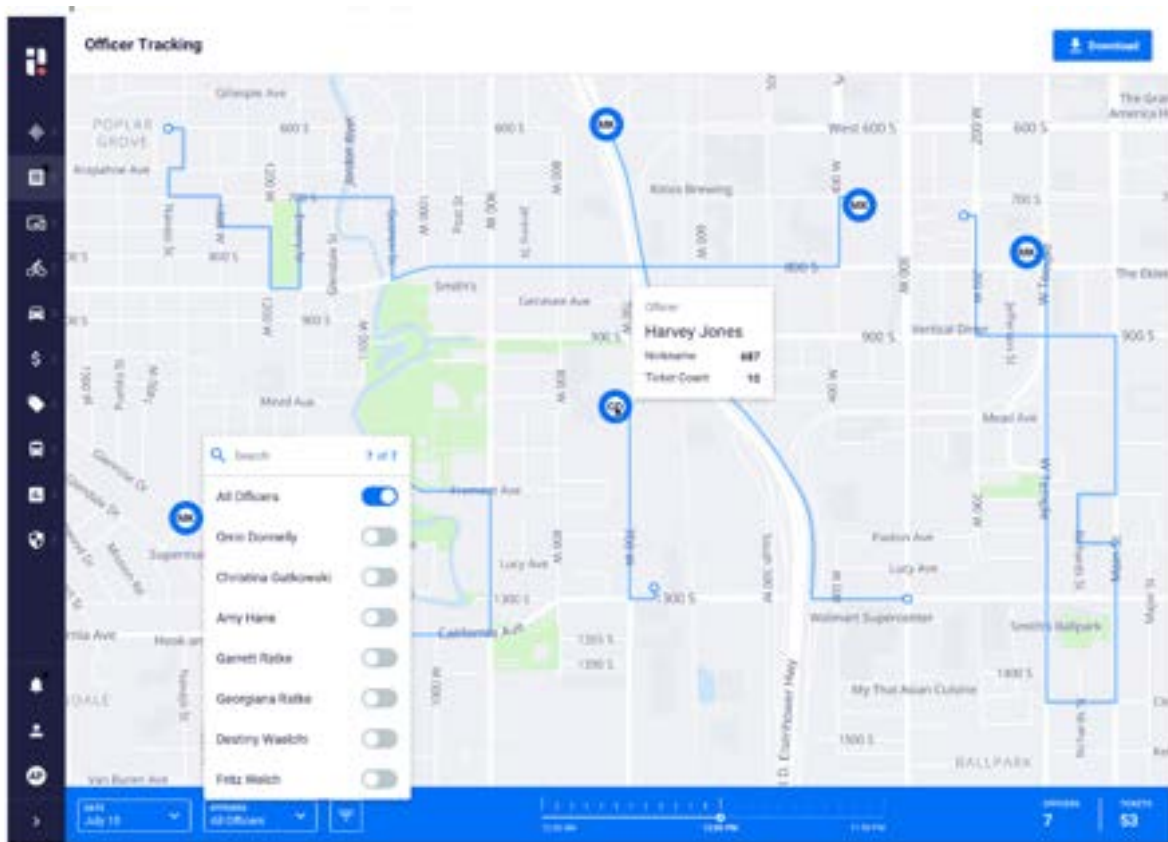
Edit Citation	Allows a user to edit a previously issued citation or warning. Edit Citation can only be accessed via the Citation Detail drop down menu for the specific citation, which will open over that page.
Email Receipt	Allows the user to email a receipt to a designated email address.
Delete Citation	Allows the user to remove a citation from the live environment. A confirmation pop-up will appear prior to deleting the citation. Once deleted, the citation will no longer appear in any reporting or searches.
Generate PDF	Allows the user to generate a PDF using pre-configured templates.
Print Receipt	Allows the user to generate a receipt using pre-configured templates.
Print Ticket or Replica	Allows the user to generate a ticket using pre-configured templates.
Reset Citation	Allows the user to reset the schedule fee.
Send Letters	Allows the user to select a letter using a pre-configured template and schedule the send date. See the Notifications section below for more information.
Tag Citation	The Tag Citation page can be used to tag a single citation through the Citation Details Page. The user can also apply a tag to one or multiple citations from the Manage Citations page.
Transfer Balance	Allows the user to transfer overpayments to another citation.
Update Status	Enables the modification of a citation status change including Close, Void, Suspend, and Hold on Payment.

Live Officer Tracking

Passport also provides a Live Officer Tracking Report with real-time insight into enforcement officer routes. The map shown in the following screenshot displays the location of logged-in users, and the colored lines show each officer's historical routes (based on filtered hours). The City can filter by officers, date, and time, which helps identify common trends in their field operations. For example, a time frame slider is present at the bottom of the screen and is set based on the date selected. Using the slider, a secondary time frame can be selected within the initial date selected.

Officer tracking not only provides trend analysis in the field but can also be used as a security tool to ensure officers are safe and on their correct routes. For quality assurance, comprehensive reports can be downloaded and reviewed with parking enforcement officers. This report enables City

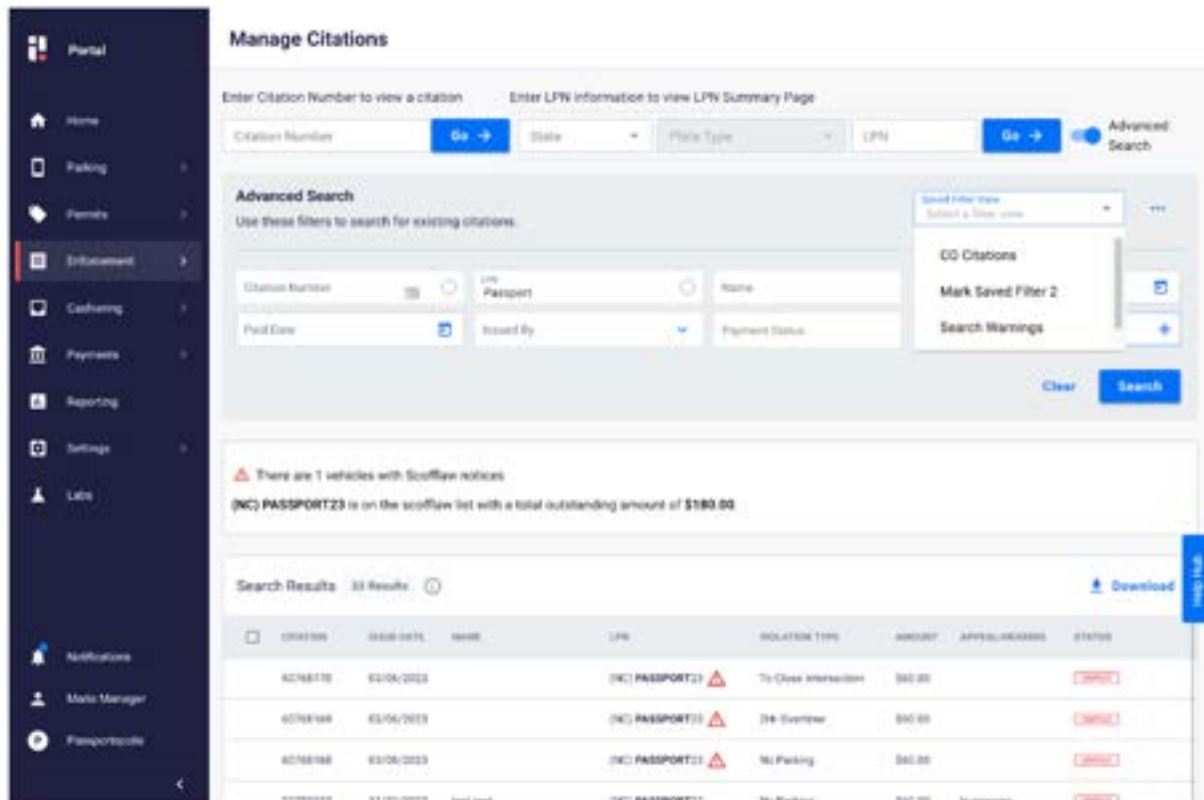
supervisors to easily visualize and proactively optimize officer routes to yield the most positive enforcement results. In addition, the City can also show "last known location" as a safety measure.



Live Officer Tracking Report

Filter Views

Within the "Manage Citations" module, the system allows previously applied filters to be saved as a "filter view" for future use. Once a filter view is saved, it can be selected from a drop-down menu, allowing an administrator to easily locate a particular subset of violations.



Drop-down of Filter Views

The City can define and save filter views that meet its needs. For example, a filter can be applied to only display out-of-state plates. After initially selecting the applicable state registrations from the drop-down list, a user can save the filter selection as a “filter view”. For any future searches, the user will not need to re-select the states again from the drop-down list; they can simply apply their previously saved filter view. From there, the user can apply additional filters, such as zone or officer, to get a pulse on citations issued to out-of-state vehicles.

Users can share filter views with other system users via a URL link, provided they have the same user role and access privileges. Sharing the URL will allow a different user to quickly see the same subset of violations from their own login. These collaborative tools simplify sharing insights and making data-driven decisions across all teams.

Custom Columns

While Passport’s portal provides a few standard data points for a citation, Passport has learned from previous experience that each client wants the ability to customize their view and searches. Passport’s portal allows customization of columns according to individual client preferences. When searching in "Manage Citations," an authorized City administrator will customize the data columns that appear. This is performed by going to Enforcement → Settings → Manage Citations. An administrator can configure up to ten fields along with the order on their search screen. Custom columns are set at the City level and will display the same configuration for all City users.

Bulk Actions

“Manage Citations” not only allows users to search citation information and obtain a full history but also to perform many crucial processing functions, including correcting data errors, posting payments, processing appeals, updating citations, adding citation notes, adjusting fine amounts, and mailing violation letters. After searching, the option to perform several bulk actions on some or all returned citations is presented, such as Pay Citations, Send Letters or Tag Citations.



CITATION#	ISSUE DATE	NAME	LPN	VIOLATION TYPE	AMOUNT	STATE	AMOUNT DUE
213548381	11/16/2025, 10:26 AM		(NC)	Invalid On Street Parking	\$25.00	NC	\$25.00
216047072	11/16/2025, 03:15 PM		(DR)	Expired Meter	\$25.00	DR	\$25.00
216047073	11/16/2025, 12:54 PM		(NC)	Expired Meter	\$25.00	NC	\$25.00
92582271	11/16/2025, 11:08 AM		(WR)	Expired Meter	\$25.00	WI	\$25.00
92515648	11/16/2025, 02:22 PM		(NC)	Expired Meter	\$25.00	NC	\$25.00
92296796	11/04/2025, 01:11 PM		(CT)	No Parking	\$80.00	CT	\$80.00
92292396	11/04/2025, 10:51 AM		(DR)	No Parking	\$40.00	DR	\$40.00

Manage Citations - Bulk Actions

Cashiering

Passport’s portal includes a cashiering interface, which can be used in either batch mode or on an individual citation basis to record payments into the system. City staff can enter all in-person, mail-in, or lockbox payments into the database through this module.

Cashiers will use the “Batch Entry” module in Passport’s portal to quickly record payment for a batch of citations. Cashiers will open a batch to process payments for a particular date or time frame. Once the batch is open, the cashier will dictate the payment date that should be associated with the violations within the batch. From here, Batch Entry allows for rapid payment processing by requiring only the citation number, payment method, and payment amount. Cashiers can also include a reference number. Once a citation number is inputted, the system automatically pulls in the total amount due from that violation record, ensuring accuracy. Clicking “Pay” will mark the violation as paid systemwide and move the cashier directly onto the next record. Once all violation payments are recorded, the cashier will end the batch. Full reporting is available through Passport’s “Citation Batch Payments” report. This report can be filtered by batch open date and processing user.

Batch Entry

When a cashier is accepting payment for an individual violation, the cashier can directly mark the violation as paid in the system. Here, the cashier will select “Pay Citation” along the top of the screen. This will open a pop-up to record specific information about the payment:

- **Total Amount Due** -- pre-populate with the amount due from the citation record.
- **Payment Date** -- pre-populate to the current date but can be manually adjusted.
- **Payment Amount** -- pre-populate to match the amount due but can be manually adjusted.
- **Short Pay Indicator** -- refers to the cashier accepting less than the full amount due to satisfy the violation (Short Pay permissions are defined during implementation for authorized user roles).
- **Payment Method** -- dropdown menu for cash, credit, check, or other payment type.
- **Reference Number** -- optional field to record check/money order number.
- **Note** -- free-form text box to include notes.
- **Email Receipt** -- when checked, the cashier can input an email address to send the receipt.
- **Print Receipt** -- when checked, a PDF will be generated for the cashier to print, once a payment is recorded.

Refunds

As all activities performed in Passport’s portal can be role-based, authorized users can be granted the ability to perform reversals and refunds for payment activities. This will ensure that only authorized cashiering staff (e.g., supervisor) can perform refunds, preventing fraud. Clicking the ellipsis [...] on the Payments card on the Citation Details screen will provide options to reverse and refund that citation’s payment.

- **Reversals refer to in-person cash and card payments.** As money will be returned physically to the customer, reversals offset the transaction, re-marking the violation as unpaid in Passport’s portal.
- **Refunds refer to card payments processed via the customer portal.** Clicking the refund button will automatically initiate a refund of the payment amount to the card.

Adjustments

Users can be granted the ability to adjust violation amounts. Adjustments will either add to or discount a violation amount. Typically, this feature is used to remove late fees or by authorized staff

to reduce the fine to promote immediate payment by the customer. Cashiers can use the adjustment feature to perform fine increases as well, such as to apply an insufficient fund fee. All executed adjustments are included in the violation's trail history and the Citation Adjustments report.

Partial Payments

Passport's system does not accept two (2) distinct payments within a single transaction; however, when a payment is processed in person through the Passport portal, a partial payment can be accepted. This means a portion of the citation balance can be paid and a balance will remain owed by the violator. By applying a partial payment, violators can then use another form of payment for the remaining balance.

Passport's system also accepts "short pay" payments, meaning a payment was received that was less than the balance owed, but it was accepted as payment in full. Passport provides several financial reports to track payment activity, including its "Payments Report" which provides a list of all violation payments made within a defined date range. Filters can be included to query for a specific payment type, partial payments, and batch payments.

Payment Plans

Passport supports payment plans and can set up a system for creating payment plans. The City will determine who is eligible, which violations are eligible, and the criteria to be accepted into a payment plan program. Once the violator opts into the payment plan, all violations' escalation schedules (with respect to timing and pricing) can be "frozen" during the payment plan's duration. All LPNs for violations included in a payment plan will not be put into the scofflaw list. The payment plan administrator can also reset the escalation schedules on violations within a payment plan. After a payment plan has been canceled or automatically defaulted, the escalation will restart, and all other collection efforts will resume, such as delinquent noticing or initiating registration holds. An optional processing fee can be applied to the payment plan to have the violator pay to take part in the payment plan.

As payments are applied to the payment plan, the amount is applied to the oldest violations first (by issue date). Payments will often bridge two violations. In this case, part of the amount is applied to pay off the older violation first, and the remaining amount is applied to the next-oldest violation. If payments are made in excess of the monthly amount due, then that amount is paid towards the principal/remaining balance of the payment plan. For example, if a payment plan's monthly installment was set for \$25, but the violator decides to pay \$100 in one month, the next due date would not be extended 4 months; the payment plan will simply end earlier.

Back-End Payment Plan Setup

When a violator visits an office or calls in, they may request/be offered to set up a payment plan for a set of violations. If the violator wishes to make a payment the same day as the plan setup, this should be done before the payment plan is set up on existing violations.

Staff will use the "Manage Citations" interface in the back office to query and select a set of violations to bundle into the payment plan. Once selected, a summary of the plan is generated, listing the violations and the total amount due. The payment amounts are generated which represent the amounts the violator must pay at the end of each period. After verifying payment amounts, key additional plan information must be collected such as name, mailing address, email, and phone number. Some key setup points include:

- The first period clock begins when staff initiates the plan.
- No payment is due upon plan initiation.
- Payments are due at the end of each period.
- City staff can download a PDF to give to the violator with payment instructions, payment schedule, and violation details.

Accepting Payments for a Payment Plan

The following process defines how payments are accepted for a payment plan:

- Violators walk into or call into the office and request to pay an installment of their plan.
- City staff will navigate to the “Ticketing” module in the back office and select “Payment Plan.” Staff can search for payment plans by violation number, payment plan ID, or violator name.

The following info is available on the payment plan page:

- Payment Plan ID
 - Total Amount Due
 - Amount Paid
 - Remaining Balance
 - List of violations in payment plan
 - Next amount due and due date
 - Payment history
 - Full payment schedule
 - Violator information such as name, email, address
- Staff will accept the exact dollar amount from the user, specify the payment type, and will select “Apply Payment.”
 - Payment amount must be at least the amount of the configured payment plan installment but may be a greater value.
 - Upon payment, an email is automatically sent to the violator and a PDF receipt is generated.

Additional payment plan functionality of which the City can take advantage of includes the following:

- A violation within a payment plan that is voided will cause the payment plan to recalculate as the voided violation is removed from the plan.
- The payment will recalculate if an adjustment is made to one of the violations within the plan.
- If a violation is paid through the online customer portal, then the plan will recalculate to take this into account.
- If a previously marked payment is reversed, then the plan will recalculate to take this into account.
- A citation's inclusion in a payment plan does not override its eligibility for appeal.

During the implementation phase, Passport will work with the City to understand their payment plan offering functionality to mimic the current setup, while maintaining flexibility for future policy changes.

Canceling A Payment Plan

The system supports canceling a payment plan at any time. Staff will search for the plan via any of the parameters described above and will select the “Cancel Plan” option. This action closes out the payment plan and leaves all violations in their current state. Any escalations will resume for all violations.

Remainder of the page left intentionally blank.

13

Customer Service

13. Customer Service

Provide information pertaining to the Respondent's customer service system and the Respondent's ability to design back-office software to meet specific City of New Haven Transportation, Traffic and Parking Department's data logging requirements, including configuration for business/commercial vehicles, as well as rental vehicles. Also, ability to provide data for reporting requirements under City of New Haven Ordinances and/or City of New Haven Department of Transportation, Traffic and Parking requirements.

Passport's customer service and back-office systems are designed to meet the City of New Haven Transportation, Traffic and Parking Department's operational and data management requirements. Our solutions support configurable workflows and data logging capabilities, including the ability to manage and track business/commercial vehicles, leased vehicles, and rental vehicles in accordance with applicable regulations, including Connecticut General Statutes 14-33.

Passport's system enables the accurate reassignment of liability upon notification from lessors, supports the ongoing processing and notification of lessees, and maintains detailed records to ensure compliance and transparency. The platform also provides flexible reporting tools to meet City ordinance requirements, allowing the City to generate, export, and analyze data as needed for operational oversight and regulatory compliance.

The system includes a Fleets module that allows business and commercial vehicle accounts to group multiple license plates and associated citations into consolidated invoices, enabling streamlined payment and account management. Fleet managers can receive invoices via email or mail, configure recurring or ad hoc invoicing schedules, and make single payments covering multiple citations.

The platform also provides tools for monitoring fleet account activity, reporting on account status and actions, and helping prevent citations from escalating into additional enforcement actions such as scofflaw status, booting, or towing

Additionally, Passport offers integrations, including its partnership with Verra, to enhance the identification and processing of rental and leased vehicles. This capability enables municipalities to issue notices and collect payments directly from drivers at the time of citation, with license plate data linked to rental or leasing entities. Further detail on these capabilities is provided below.

Verra Rental Car Integration

Passport has an active integration with VERRA, who is a processor for rental car agencies including Hertz, ABG, and Element. VERRA is able to retrieve rental car driver contact information directly from the rental car companies. This integration allows Passport to then retrieve that information from VERRA via SFTP for inclusion within Passport's portal. If all legal requirements are met (see below) then Passport will communicate to VERRA any citations issued to rental cars.

There are two options with respect to collecting payment on these citations:

- **Option 1:** VERRA will pay the citation on behalf of the driver of the rental car or,
- **Option 2:** VERRA will provide Passport/the City with the contact information of the driver so that the City can collect the citation amount due from the driver as they would for any other citation.

If the driver contact information is transferred into the Passport system (so the City can go after the driver of the rental car directly), then if legally acceptable, the City may be able transfer the liability back to VERRA after a certain number of days of the citation going unpaid, so that VERRA will pay off the citation on behalf of the driver.

New Haven Customer Support

Kelsey McGill, Client Success Executive, currently serves as the City's dedicated point of contact for Passport's mobile payment solution and has an established, working relationship with City stakeholders. Through her ongoing support, Kelsey has developed a strong understanding of the City's operations, priorities, and goals, enabling her to provide proactive, informed guidance. She will continue in this role, ensuring continuity and a seamless experience as additional Passport solutions are implemented. In partnership with Passport's broader support organization, Kelsey will remain actively engaged, delivering responsive, high-quality service and strategic support to help the City optimize its parking and mobility programs.

Product Support Services

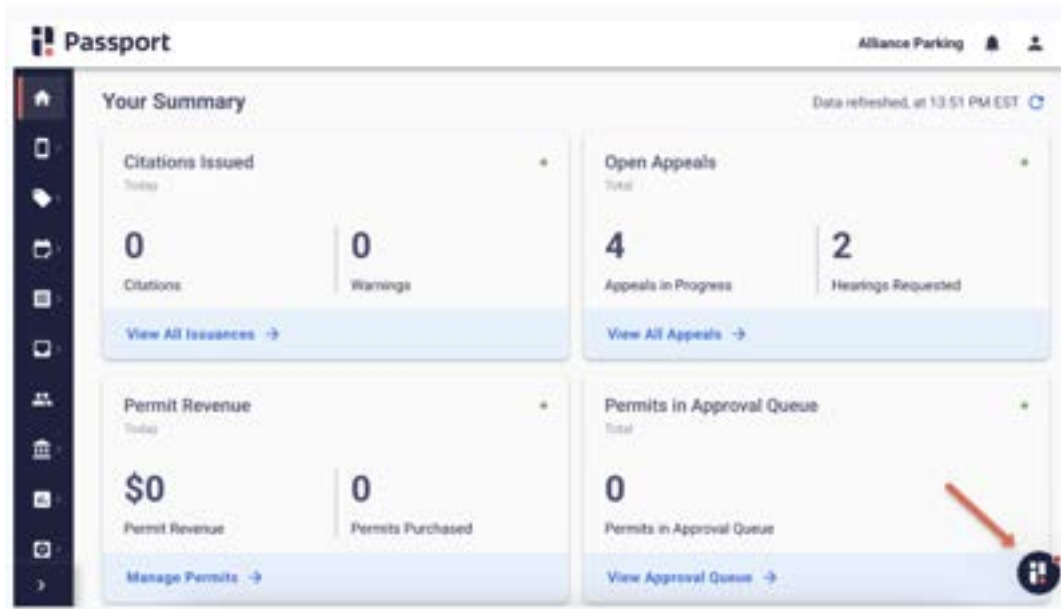
In addition to dedicated Client Success support, the City will have direct access to Passport's live Product Support Services Monday through Friday from 8:00 AM to 7:00 PM ET for all technical issues, troubleshooting needs, and general support requests. For critical or high-priority issues, after-hours support is available through Passport's answering service to ensure timely response and continuity of operations. City staff can reach Product Support through the following channels:

- **Phone** -- (980) 939-0990 / After Hours: (866) 815-3043
- **Customer Support Platform** - A centralized, in-product support experience where clients can submit and track requests, access answers, and receive faster resolution through intelligent intake and routing—further differentiating Passport's customer service and technology capabilities. Please see the following section for additional details.

Customer Support Platform

Passport's Customer Support Platform is a fully integrated support experience built directly into Passport Portal, providing a centralized, efficient way for clients to access help without leaving the platform. The tool eliminates the need for separate support portals or lengthy email threads by combining self-service resources, support requests, and ticket tracking in one place.

Accessible from the **Messenger icon** in the lower-right corner of the Portal, users can search the built-in Help Center for knowledge articles, start new support requests, and view open or resolved conversations. The Help Center enables immediate, self-service access to step-by-step guidance and troubleshooting, allowing many questions to be resolved quickly without waiting for support staff. Below is an example of where you can find the **Messenger icon**:



Messenger Icon

When a request is submitted, users are guided through a conversational, chat-style flow that collects relevant details and context, reducing back-and-forth and accelerating issue resolution. Requests that require assistance from Passport's Support team are automatically converted into tickets, which can be tracked in real time within the Messenger. All communication related to a ticket remains centralized, with email notifications alerting users to updates.

Support Messenger Chat

Support access is managed through role-based permissions, ensuring appropriate control and security. Overall, the Support Messenger enhances transparency, responsiveness, and ease of use while improving the support experience for municipal staff.

