

REQUEST FOR PROPOSAL • NO. 04-18

# Region 14 Education Service Center



MARCH 20, 2018

## Parking Products and Services



# Enforcement

by Passport

## Parking Products and Services RFP No. 04-18

---

Due: March 20, 2018 at 2:00 PM

For:  
**Region 14 Education Service Center**  
1850 Highway 351  
Abilene, Texas 79601

From:  
**Passport**  
128 South Tryon Street, Ste. 2200  
Charlotte, North Carolina 28202  
USA  
(704) 837-8066

This RFP Proposal response includes trade secrets or other proprietary data (data) that may not be disclosed outside the City and may not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate this Proposal submittal. The City, for purposes of this provision, will include any consultant assisting in the evaluation of Proposals. If, however, a contract is awarded to this Respondent as a result of or in connection with the submission of this data, the City has the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the City's right to use information contained in the data if it is obtained from another source without restriction unless required by any applicable public records law and no exemptions to disclosure apply, and then only to the extent required.



TABLE OF CONTENTS	PAGE NO.
Tab 1: Master Agreement/Signature Form	2
Tab 2: NCPA Administration Agreement	3
Tab 3: Vendor Questionnaire	6
Tab 4: Vendor Profile	9
Tab 5: Products and Services/Scope	21
Tab 6: References	36
Tab 7: Pricing	39
Tab 8: Value Added Products and Services	45
Tab 9: Required Documents	57
Tab 10: Appendices	70
Implementation Plan	70
Passport in the News	80
Case Studies	83
NCPA Contract Exceptions	85

# Tab 1 – Master Agreement

## General Terms and Conditions

---

- ◆ Customer Support
  - The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.
- ◆ Assignment of Contract
  - No assignment of contract may be made without the prior written approval of Region 14 ESC. Awarded vendor is required to notify Region 14 ESC when any material change in operation is made.
- ◆ Disclosures
  - Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
  - The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.
- ◆ Renewal of Contract
  - Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 14 ESC and the vendor.
- ◆ Funding Out Clause
  - Any/all contracts exceeding one (1) year shall include a standard “funding out” clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity’s current revenue only, provided the contract contains either or both of the following provisions:
    - Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.
- ◆ Shipments (if applicable)
  - The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for specialty items after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.
- ◆ Tax Exempt Status



- Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.
- ◆ Payments
  - The entity using the contract will make payments directly to the awarded vendor or their affiliates (distributors/business partners/resellers) as long as written request and approval by NCPA is provided to the awarded vendor.
- ◆ Adding authorized distributors/dealers
  - Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.
  - Purchase orders and payment can only be made to awarded vendor or distributors/business partners/resellers previously approved by NCPA.
  - Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.
  - All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.
- ◆ Pricing
  - All pricing submitted shall include the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA.
  - All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing
- ◆ Warranty
  - Proposals should address each of the following:
    - Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
    - Availability of replacement parts
    - Life expectancy of equipment under normal use
    - Detailed information as to proposed return policy on all equipment
- ◆ Indemnity
  - The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract. The awarded vendor shall not be responsible to indemnify the Indemnified Parties to the extent of any claims, damages, losses and expenses arising out of or resulting from the actions of, in whole or in part, the Indemnified Parties or any third party.

- ◆ Franchise Tax
  - The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.
  
- ◆ Supplemental Agreements
  - The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.
  
- ◆ Certificates of Insurance
  - Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.
  
- ◆ Legal Obligations
  - It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.
  
- ◆ Protest
  - A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. Protests shall be filed with Region 14 ESC and shall include the following:
    - Name, address and telephone number of protester
    - Original signature of protester or its representative
    - Identification of the solicitation by RFP number
    - Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested
  - Any protest review and action shall be considered final with no further formalities being considered.
  
- ◆ Force Majeure
  - If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force

Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

- The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty

◆ Prevailing Wage

- It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

◆ Miscellaneous

- Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

◆ Open Records Policy

- Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).
- The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 14 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the respondent are not acceptable. Region 14 ESC must comply with the opinions of the OAG. Region 14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondents are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

# Process

---

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

- ◆ Contract Administration
  - The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.
- ◆ Contract Term
  - The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to two (2) additional one-year terms.
  - It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.
- ◆ Contract Waiver
  - Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.
- ◆ Products and Services additions
  - Products and Services may be added to the resulting contract during the term of the contract by written amendment, to the extent that those products and services are within the scope of this RFP.
- ◆ Competitive Range
  - It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.
- ◆ Deviations and Exceptions
  - Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.
- ◆ Estimated Quantities
  - The estimated dollar volume of Products and Services purchased under the proposed Master Agreement is \$10 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program. There is no guarantee or commitment of any kind regarding usage of any contracts resulting from this solicitation.
- ◆ Evaluation
  - Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement

practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.

- ◆ Formation of Contract
  - A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process.
- ◆ NCPA Administrative Agreement
  - The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.
- ◆ **In the event of any conflict between this Master Agreement General Terms and Conditions and the National Cooperative Purchasing Alliance Administration Agreement with the NCPA, this Master Agreement General Terms and Conditions shall control.**
- ◆ Clarifications / Discussions
  - Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondents are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent in bringing its proposal up to the level of other proposals through discussions. Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.
- ◆ Multiple Awards
  - Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.
- ◆ Past Performance
  - Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.

# Evaluation Criteria

---

- ◆ Pricing (40 points)
  - Electronic Price Lists
    - Products, Services, Warranties, etc. price list
    - Prices listed will be used to establish both the extent of a vendor's product lines, services, warranties, etc. available from a particular bidder and the pricing per item.
  
- ◆ Ability to Provide and Perform the Required Services for the Contract (25 points)
  - Product Delivery within participating entities specified parameters
  - Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.
  - Vendor's ability to perform towards above requirements and desired specifications.
  - Past Cooperative Program Performance
  - Quantity of line items available that are commonly purchased by the entity.
  - Quality of line items available compared to normal participating entity standards.
  
- ◆ References (15 points)
  - A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
  
- ◆ Technology for Supporting the Program (10 points)
  - Electronic on-line catalog, order entry use by and suitability for the entity's needs
  - Quality of vendor's on-line resources for NCPA members.
  - Specifications and features offered by respondent's products and/or services
  
- ◆ Value Added Services Description, Products and/or Services (10 points)
  - Marketing and Training
  - Minority and Women Business Enterprise (MWBE) and (HUB) Participation
  - Customer Service




# TAB 1: MASTER AGREEMENT/SIGNATURE FORM

## Signature Form

---

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name	Passport Labs, Inc.
Address	128 South Tryon Street, Ste. 2200
City/State/Zip	Charlotte, North Carolina 28202
Telephone No.	(704) 837-8066
Fax No.	(888) 804-1783
Email address	RFP@passportinc.com
Printed name	Khristian Gutierrez
Position with company	Chief Revenue Officer
Authorized signature	



This Administration Agreement is made as of April 2, 2018, by and between National Cooperative Purchasing Alliance (“NCPA”) and Passport Labs, Inc. (“Vendor”).

### Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated April 2, 2018, referenced as Contract Number 05-28, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the “Master Agreement”), for the purchase of Parking Products and Services;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as “public agency” or collectively, “public agencies”) may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

#### ◆ General Terms and Conditions

- The Master Agreement, attached hereto as Tab 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Agreement except as expressly changed or modified by this Agreement.
- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this Agreement including, but not limited to, the Vendor’s obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.
- Vendor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.
- NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Vendor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
- With respect to any purchases made by Region 14 ESC or any Public Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, re-marketer, representative, partner, or agent of any type of Vendor, Region 14 ESC, or such Public Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region



14 ESC, any Public Agency or any employee of Region 14 ESC or Public Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or responsible for any failure by the Public Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Public Agency, or any employee of Region 14 ESC or Public Agency under this Agreement or the Master Agreement.

- The Public Agency participating in the NCPA contract and Vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the Public Agency and Vendor. NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.

◆ **Term of Agreement**

- This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.

◆ **Fees and Reporting**

- The awarded vendor shall electronically provide NCPA with a detailed monthly or quarterly report showing the dollar volume of all sales under the contract for the previous month or quarter. Reports shall be sent via e-mail to NCPA offices at reporting@ncpa.us. Reports are due on the fifteenth (15<sup>th</sup>) day after the close of the previous month or quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

Entity Name	Zip Code	State	PO or Job #	Sale Amount

**Total** \_\_\_\_\_

- Each quarter NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee based upon the tiered fee schedule below. Vendor’s annual sales shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.

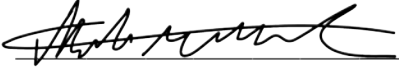
<u>Annual Sales Through Contract</u>	<u>Administrative Fee</u>
0 - \$30,000,000	2%
\$30,000,001 - \$50,000,000	1.5%
\$50,000,001+	1%

- Supplier shall maintain an accounting of all purchases made by Public Agencies under the Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of four (4) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an underreporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA's costs and expenses for such audit.


◆ General Provisions

- This Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and, except as otherwise stated herein, no other agreement, statement, or promise relating to the subject matter of this Agreement which is not contained herein shall be valid or binding.
- Awarded vendor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this contract by awarded vendor must have prior approval from NCPA.
- If any action at law or in equity is brought to enforce or interpret the provisions of this Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney's fees and costs in addition to any other relief to which such party may be entitled.
- Neither this Agreement nor any rights or obligations hereunder shall be assignable by Vendor without prior written consent of NCPA, provided, however, that Vendor may, without such written consent, assign this Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Agreement.
- Any assignment requiring consent for which such consent has not been granted will be void. This Agreement and NCPA's rights and obligations hereunder may be assigned at NCPA's sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA's obligations hereunder
- All written communications given hereunder shall be delivered to the addresses as set forth below.

**National Cooperative Purchasing Alliance:**

Name: Matthew Mackel  
 Title: Director, Business Development  
 Address: P.O. Box 701273  
Houston, TX 77270  
 Signature:   
 Date: April 2, 2018

**Vendor:**

Passport Labs, Inc.  
 Name: Khristian Gutierrez  
 Title: Cheif Revenue Officer  
 Address: 128 South Tryon Street, Ste. 2200  
Charlotte, NC 28202  
 Signature:   
 Date: April 2, 2018

# TAB 3: VENDOR QUESTIONNAIRE

## Tab 3 – Vendor Questionnaire

---

Please provide responses to the following questions that address your company's operations, organization, structure, and processes for providing products and services.

◆ States Covered

- Bidder must indicate any and all states where products and services can be offered.
- Please indicate the price co-efficient for each state if it varies.

**50 States & District of Columbia** (Selecting this box is equal to checking all boxes below)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Alabama              | <input type="checkbox"/> Maryland       | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Alaska               | <input type="checkbox"/> Massachusetts  | <input type="checkbox"/> South Dakota   |
| <input type="checkbox"/> Arizona              | <input type="checkbox"/> Michigan       | <input type="checkbox"/> Tennessee      |
| <input type="checkbox"/> Arkansas             | <input type="checkbox"/> Minnesota      | <input type="checkbox"/> Texas          |
| <input type="checkbox"/> California           | <input type="checkbox"/> Mississippi    | <input type="checkbox"/> Utah           |
| <input type="checkbox"/> Colorado             | <input type="checkbox"/> Missouri       | <input type="checkbox"/> Vermont        |
| <input type="checkbox"/> Connecticut          | <input type="checkbox"/> Montana        | <input type="checkbox"/> Virginia       |
| <input type="checkbox"/> Delaware             | <input type="checkbox"/> Nebraska       | <input type="checkbox"/> Washington     |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> Nevada         | <input type="checkbox"/> West Virginia  |
| <input type="checkbox"/> Florida              | <input type="checkbox"/> New Hampshire  | <input type="checkbox"/> Wisconsin      |
| <input type="checkbox"/> Georgia              | <input type="checkbox"/> New Jersey     | <input type="checkbox"/> Wyoming        |
| <input type="checkbox"/> Hawaii               | <input type="checkbox"/> New Mexico     |   |
| <input type="checkbox"/> Idaho                | <input type="checkbox"/> New York       |   |
| <input type="checkbox"/> Illinois             | <input type="checkbox"/> North Carolina |   |
| <input type="checkbox"/> Indiana              | <input type="checkbox"/> North Dakota   |   |
| <input type="checkbox"/> Iowa                 | <input type="checkbox"/> Ohio           |   |
| <input type="checkbox"/> Kansas               | <input type="checkbox"/> Oklahoma       |   |
| <input type="checkbox"/> Kentucky             | <input type="checkbox"/> Oregon         |   |
| <input type="checkbox"/> Louisiana            | <input type="checkbox"/> Pennsylvania   |   |
| <input type="checkbox"/> Maine                | <input type="checkbox"/> Rhode Island   |   |



**All US Territories and Outlying Areas** (Selecting this box is equal to checking all boxes below)

- American Somoa
- Federated States of Micronesia
- Guam
- Midway Islands
- Northern Marina Islands
- Puerto Rico
- U.S. Virgin Islands

◆ **Minority and Women**

**Business Enterprise (MWBE) and (HUB) Participation**

- It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.
  - **Minority / Women Business Enterprise**
    - Respondent Certifies that this firm is a M/WBE
  - **Historically Underutilized Business**
    - Respondent Certifies that this firm is a HUB

◆ **Residency**

- Responding Company's principal place of business is in the city of Charlotte, State of North Carolina

◆ **Felony Conviction Notice**

- Please Check Applicable Box;
  - A publically held corporation; therefore, this reporting requirement is not applicable.
  - Is not owned or operated by anyone who has been convicted of a felony.
  - Is owned or operated by the following individual(s) who has/have been convicted of a felony
- If the 3<sup>rd</sup> box is checked, a detailed explanation of the names and convictions must be attached.

◆ **Distribution Channel**

- Which best describes your company's position in the distribution channel:
  - Manufacturer Direct
  - Certified education/government reseller
  - Authorized Distributor
  - Manufacturer marketing through reseller
  - Value-added reseller
  - Other: \_\_\_\_\_

◆ **Processing Information**

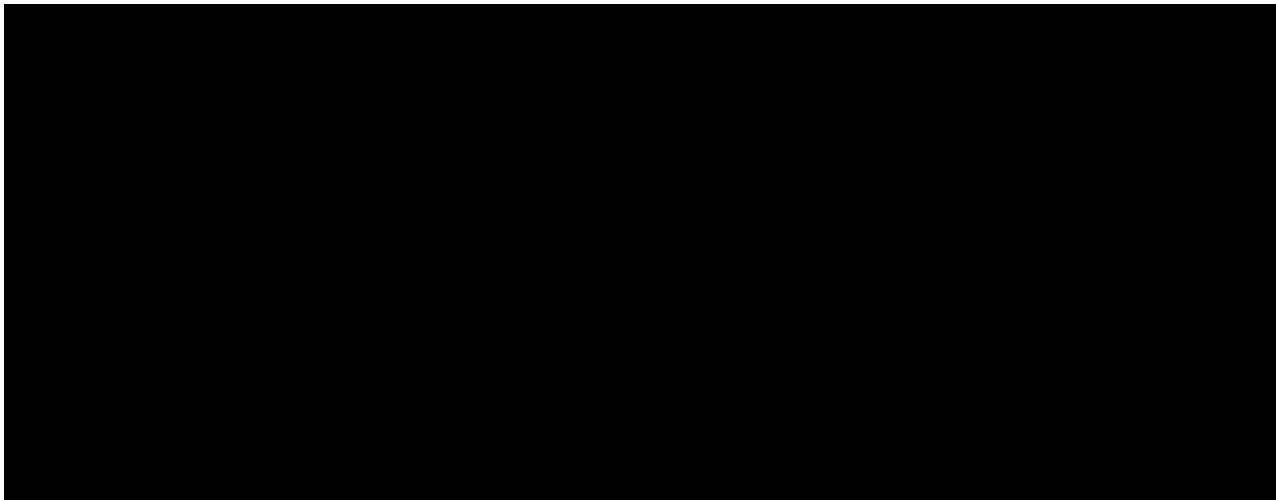
- Provide company contact information for the following:
  - **Sales Reports / Accounts Payable**
    - Contact Person: Kristin Gatter
    - Title: Director, Capture Strategy
    - Company: Passport Labs, Inc.
    - Address: 128 S. Tryon Street, Ste. 2200
    - City: Charlotte State: North Carolina Zip: 28202
    - Phone: (704) 823-6621 Email: Kristin.Gatter@passportinc.com



- Purchase Orders  
Contact Person: Alexie Trudan  
Title: Accounting Analyst  
Company: Passport Labs, Inc.  
Address: 128 S. Tryon Street, Ste. 2200  
City: Charlotte State: North Carolina Zip: 28202  
Phone: (704) 909-7143 Email: Alexie.Trudan@passportinc.com
- Sales and Marketing  
Contact Person: David Singletary  
Title: VP, Sales  
Company: Passport Labs, Inc.  
Address: 128 S. Tryon Street, Ste. 2200  
City: Charlotte State: North Carolina Zip: 28202  
Phone: (704) 823-6619 Email: David.Singletary@passportinc.com

◆ Pricing Information

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing.
  - If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.  
 Yes     No
- Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.  
 Yes     No
- Vendor will provide additional discounts for purchase of a guaranteed quantity.  
 Yes     No





## TAB 4: VENDOR PROFILE

Since its establishment in 2011, Passport Labs, Inc. (“Passport”) has navigated the public-private relationship between municipalities and its parkers, bringing increased transparency and efficiency to parking operations. Passport’s Mobile Payment Platforms have served municipal clients across the United States for five years, across Canada for three years, and across the United Kingdom for one year. In that time, Passport has evolved from Passport Parking, LLC to Passport Labs, Inc. and simply Passport in Mecklenburg County, North Carolina. However, Passport’s mission has remained constant: to deliver the most adaptable Mobile Technology Platforms that reduce operational complexity and provide increased business intelligence.

Passport’s history in the parking industry is marked by leading innovation that aims to support both municipal clients and their communities. Passport continues to drive the efficiency of parking regulation by developing dynamic LPN lookups, which more than cut the time in half to determine whether a parking session or permit is valid. Additionally, Passport enables live officer tracking to provide additional clarity into where enforcement officers are spending their time. Using this data, Passport was the first provider in the market to provide a heat map of all citations issued, to gain a better understanding of parking regulations city-wide. Passport is constantly iterating and updating its software along with emerging technology and the needs of each client and is excited to announce several updates later this year!

Since launching its first product, Passport has learned a myriad of best practices to deliver the best quality product to each of its clients, including treating each municipality as a true partner. Part of that partnership is understanding the nuances of each environment and delivering the best product to each of Passport’s Citation Management Platform’s nearly 100 clients. To that end, Passport developed its software on an Operating Setting System, allowing each client to dynamically turn on or off features and feature sets without disrupting the overall system or even updating the application. This flexibility has allowed each of Passport’s clients to have a truly unique and transformative application aimed specifically at improving *that* client’s operations.

Passport has closed 3 rounds of funding, most recently receiving \$43 Million from Bain Capital in 2017, the largest ever in the parking industry, providing further validation to Passport’s market leadership. With that money, Passport will continue to build out its development and support teams, accelerate the iteration cycle of its current products, and break into new markets and verticals to give public entities an increasingly robust suite of products for their parking and transportation needs. Passport currently employs 105 people, performing all engineering in house, and paving the way for the future of parking and transit.

---

<b>Company’s official registered name</b>	Passport Labs, Inc.
<b>Year Established</b>	2011
<b>Company’s Dun &amp; Bradstreet Number</b>	07-225-4770
<b>Corporate Office Location Location(s)</b>	128 South Tryon Street Suite 2200 Charlotte, North Carolina 28202



**Key Contacts**

*Authorized Signatory*  
Khristian Gutierrez, CRO  
128 South Tryon Street  
Suite 2200  
Charlotte, North Carolina 28202  
(704) 909-7181  
khristian.gutierrez@passportinc.com

*Sales Representative*  
David Singletary, VP of Sales  
128 South Tryon Street  
Suite 2200  
Charlotte, North Carolina 28202  
(704) 823-6619  
david.singletary@passportinc.com

*Sales Reporting*  
Kristin Gatter, Dir., Capture Strategy  
128 South Tryon Street  
Suite 2200  
Charlotte, North Carolina 28202  
(704) 823-6621  
kristin.gatter@passportinc.com

*Accounting/Purchase Orders*  
Alexie Trudan, Accounting Analyst  
128 South Tryon Street  
Suite 2200  
Charlotte, North Carolina 28202  
(704) 909-7143  
alexie.trudan@passportinc.com

**Define your standard terms of payment**

Net 30

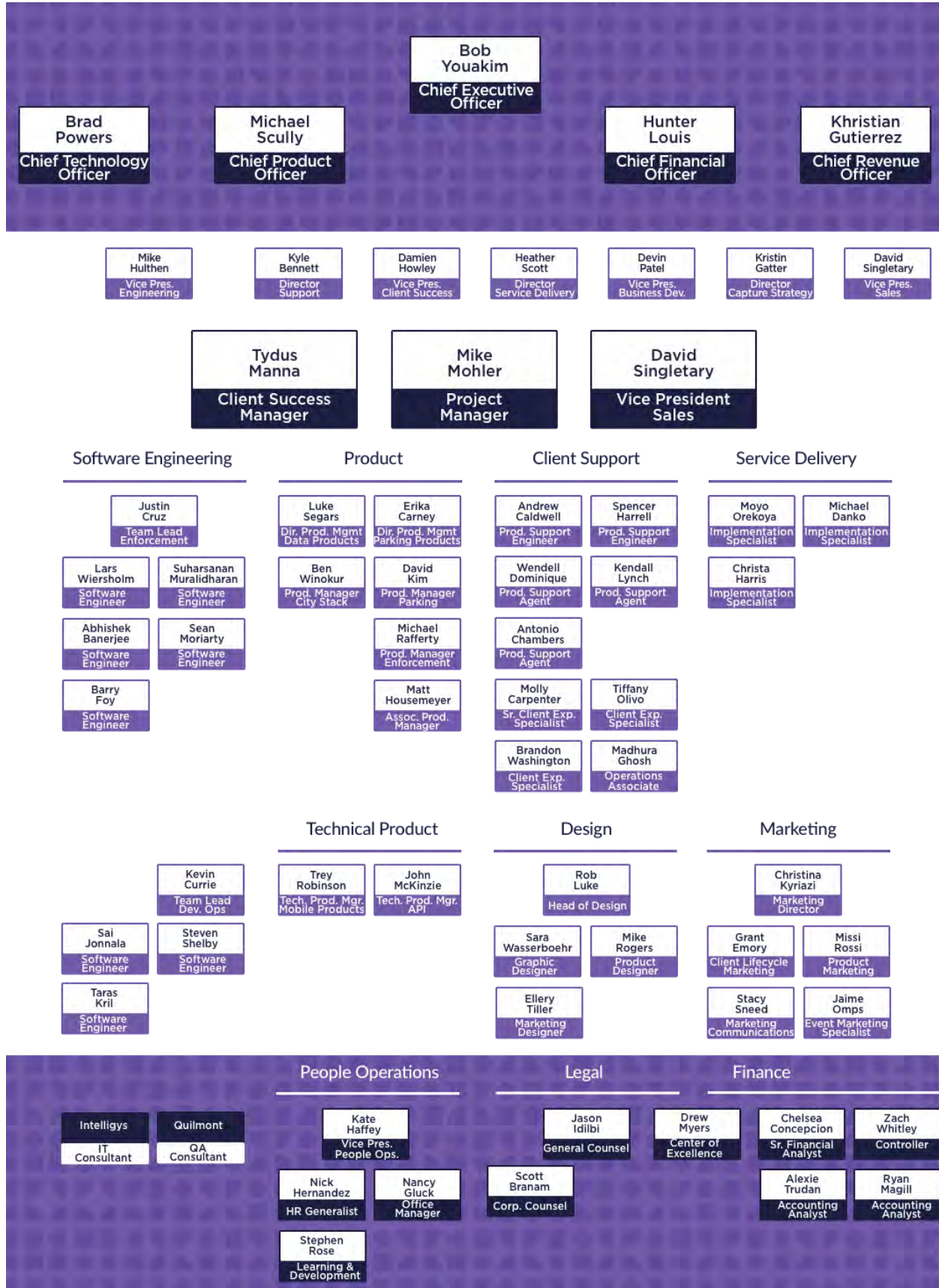
**Who is your competition in the marketplace?**

*Citation Management*  
Duncan  
T2  
NuPark  
Conduent  
EDC/AIMS  
Complus  
VenTek  
Republic  
DataTicket  
Turbo Data  
Kelley & Ryan Associates

*Mobile Payment for Parking*  
Parkmobile  
PaybyPhone  
HonkMobile

*Mobile Ticketing for Transit*  
Moovel







## What differentiates your company from competitors?



### Visionary Technology

---

Passport's suite of products were all built to accommodate the needs of its clients today and in the future. For the here and now, Passport provides a suite of products that are all managed by a single backend management portal: OpsMan. The system is fully supported by a cloud-hosted database that transfers data in real time, easily integrates with all other API-based providers in the system, and updates without system interruptions. While still servicing the existing system, Passport is keeping an eye to the future of parking management as well.

To continue to position Passport's clients for success in the future, Passport has developed a more dynamic data analytics tool, CityStack, which will be released later this year. In addition to leveraging 'big data' for reporting on existing parking management, CityStack will also accommodate the ability to manage the dynamic curb as it continues to evolve in the face of growing demand from mass transit, rideshare, bike share, and new modes of transportation. Passport believes that dynamic curbside rules and regulations are necessary to improve the overall efficiency of city mobility systems and that this can only be accomplished by enforcing compliance of these new rules via a real-time exchange of information between curbside mapping, a robust rules engine, and in-field enforcement agents. Passport's vast experience with cloud-hosted parking management and dedication to a consultative approach will ensure that each client's solution is built of this age, for this age, and ready for the next.

### Team

---




From the moment NCPA awards this contract, it and its members will have access to the strongest team in the industry. Passport assigns each client a dedicated Project Manager and Client Success Manager as primary contacts to ensure a smooth implementation and continued support for the term of the contract. These two team members will be the liaison to the client throughout the contract and will personally ensure the efficiency and efficacy of the entire system. Supporting the client's dedicated managers are a team of 30+ full stack software engineers; implementation specialists that have successfully supported more than 100 citation management installations; and a team of product support specialists, who are always on standby to assist the client with any technical issues. Passport prides itself on providing a superior customer experience for its clients from day 1 and will bring this level of dedication to each NCPA member as part of a long term partnership.

### Unmatched Pace of Innovation

---



Since the launch of its first product, Passport has been a market leader in innovation and creativity. Adhering to Lean and Agile principles, Passport has continually sought client feedback through formal feedback channels such as customer calls and cases as well as focus groups on large enterprise rollouts, and incorporated insights



gathered into its future innovation. Each feature and functionality is designed to meet the actual needs of the end user, be it the violator or municipality. This dedication to the client and innovation is what led to the creation of *Enforcement by Passport*.

*Enforcement by Passport* is a citation management solution that was wholly informed by parking enforcement officers and parking managers. The application streamlines the issuance process, incorporates GPS mapping, leverages other technologies, and improves the overall issuance experience, enabling payment to be made immediately after issuance. Cities will realize increased revenue, increased compliance, and expansive datasets.

Accompanying *Enforcement* in 2018 will be Passport's reimagined backend system: City Stack. City Stack will become the main analytics dashboard for the City's parking management in addition to being the control panel for parking operations. All data will be easily accessible, digestible, and manipulable for the City's exact needs. City Stack will build upon the extensive reporting capabilities already found in OpsMan and will be available for the City in the next year.

**Describe how your company will market this contract if awarded.**

As a current preferred vendor of NCPA for Mobile Payments for Parking, if awarded this contract, Passport will build upon its existing (and planned) efforts. Passport's Marketing team has incorporated NCPA into its "Products" page on its redesigned website, which will direct potential clients to the NCPA landing page (<https://passportinc.com/ncpa>), which will also be updated with Passport's new branding. Visiting the website will involve a Lead Generation form, which will capture email addresses and titles of interested prospects. Passport will then reach out to those interested clients to provide information on both NCPA and Passport's preferred vendor status.


Additionally, Passport is developing email campaigns, which will target new NCPA members. Based on the monthly updated list from NCPA, Passport will split the list into three categories: Current Clients, Warm Prospects, and Cold Prospects. Each category will receive a targeted email campaign, welcoming them to NCPA, informing them of Passport's status with NCPA, and directing them to contact Passport's Sales team.

To further market the award of this contract, Passport will also work closely with the NCPA to drive public relations efforts. Passport will publish a press release related to the award initially. Thereafter, Passport will work with NCPA to develop articles related to the partnership in industry-specific periodicals. Finally, at trade shows, Passport will include NCPA's logo and the landing page website on marketing collateral related to Passport's Citation Management Platform.




**ONE PLATFORM POWERS A COMPLETE PARKING SOLUTION**

Don't stop with mobile payments, modernize your permitting and enforcement operations.




**Parking<sup>SM</sup>** by Passport works hand in hand with Passport's permit solution, which automates digital permit issuance, waitlist management and more.

*[Learn more](#)*



Take your enforcement operations to the next level. Extend the benefits of the **Parking<sup>SM</sup>** app by connecting it with Passport's cloud-based enforcement system, which allows officers to enforce in real-time.

*[Learn more](#)*



**NCPA MEMBER?**

Skip the procurement process with Passport's NCPA preferred rates.

Get Started

Mockup of the NCPA banner on Passport's new website

As more clients sign contracts with Passport through this award, Passport will also create case studies about the success of those clients. Passport already includes its case study on the success of Asbury Park, NJ in most of its proposals and to all potential clients prior to their beginning a formal procurement process. (See Tab 10 for the full Case Study.) Passport will create more of these case studies and success stories to reach prospective clients and inform them about the time-saving benefits of joining and using NCPA to execute contracts.


In addition to marketing activities, Passport's industry-leading sales team is equipped with the information about how to contract through NCPA and actively engages in conversations with more than 2,600 agencies and Cities across the United States. The NCPA purchase process is Passport's Sales team's preferred contracting vehicle where an RFP is required on the City's end. Citation Management and LPR services represent a strategic initiative for Passport in 2018 and 2019 and anticipates an NCPA contract may be widely used, particularly for these services.

**Describe how you intend to introduce NCPA to your company.**

As a current NCPA preferred vendor, Passport is already introduced to NCPA. Each new hire is given trained on what NCPA is and how it can help expedite the sales process. Furthermore, Passport provides quarterly updates to the company about sales efforts targeted at NCPA members in the previous three months, while also working hand in hand with NCPA to facilitate the purchasing process with individual prospects as needed.

**Describe your firm's capabilities and functionality of your on-line catalog/ordering website.**

Passport's products are configured to meet the needs of each individual client using Operator Setting Systems, giving each client the feel of a custom product with the ease of an off the shelf



implementation. To accomplish this requires more consultation with each client, making an online catalog or ordering website impossible. Interested prospective clients can fill out a lead generation form, which will be sent to the Sales team for follow up.

**Describe your company's Customer Service Department (hours of operation, number of service centers, etc.)**

Passport provides technical support to its clients through the Client Success Team. This team, in addition to providing a dedicated Client Success Manager, includes a team of Product Support Specialists. The Product Support Specialists are all technically trained and work with the engineering team on a regular basis to fix minor bugs and problems. Technical Support is available 24/7. During business hours (8AM - 6PM EST), the Product Support Specialists will answer all calls and address all technical concerns. After hours, the City will contact an emergency number, which will be answered by a representative who will determine the severity of the problem and either triage or escalate the problem appropriately.

**Green initiatives**

- **As our business grows, we want to make sure we minimize our impact on the Earth's climate. We are taking every step we can to implement innovative and responsible environmental practices throughout NCPA to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort we ask respondents to provide their companies' environmental and/or green initiative.**

Passport's solutions are optimized for efficiency, which has a great added benefit of reducing each clients' carbon footprint. Passport is committed to improving every environment that it touches and, as such, it incorporates environmentally sage practices into its daily operations. By providing mobile solutions, Passport reduces the amount of paper necessary to track and report success, print receipts, and even leave citations. The paper that Passport recommends to issue citations is Appvion paper, which is associated with the Forest Stewardship Council Bonn Germany. Membership in this council requires that the company agrees to not be directly or indirectly involved in the following unacceptable activities:

- Illegal logging or the trade in illegal wood or forest products;
- Violation of traditional and human rights in forestry operations;
- Destruction of high conservation values in forestry operations;
- Significant conversion of forests to plantations or non-forest use; and
- Introduction of genetically modified organisms in forestry operations.

In addition to being sustainable, this paper is chemical proof, water proof, and fade proof, meaning that the cities only need to leave a single piece of paper as opposed to an envelope and paper. Each client may select which paper products they use in the printers, but Passport does strongly suggest the use of Appvion.

For issuance, Passport recommends the use of a Samsung Galaxy phone or Tablet and a Zebra Bluetooth printer. Samsung phones External Power Supplies have met the Level V rating on the International Efficiency Marking Protocol and have no-load power consumption that is below 0.15W. The Zebra wireless printer is backed up by lithium ion battery power, a low carbon alternative option that also limits the amount of electrical power needed to



manage the City's parking operations. In its other product lines, Passport is truly reducing the amount of waste by eliminating paper parking receipts with its *Parking* solution and eliminates paper transit tickets with its *Transit by Passport* platform.

Passport has been featured in Forbes's "Clean Technology is Good Business" article. The article looked at the need for businesses and municipalities to focus on promoting clean energy solutions as a strategy for growth and providing sustainable options to consumers. Passport is committed to providing solutions which create a more sustainable mobility environment, while delivering a best in class solution.

Internally, Passport has a recycling program of office paper, hard and soft plastic, glass containers, cardboard boxes, and aluminum cans. In 2017, when Passport headquarters moved to its new location, plastic utensils and place settings were largely replaced with silverware and glass place settings and two energy efficient dishwashers were installed. Finally, as a technology company that seeks to improve urban transportation, which puts a heavy emphasis on streamlining public and alternative transportation. Passport encourages its employees to use public transportation not only for the environmental benefits, but also as research to help improve the product. Additionally, Passport maintains a bike rack in the office to encourage employees to bike to work and eliminate concerns over storage and theft. Passport also keeps several bikes and scooters in the office for general use.



# PAYMENT CARD INDUSTRY DATA SECURITY STANDARD

## Compliance Certificate

This is to certify that A-LIGN has validated Passport Parking's compliance with the Payment Card Industry Data Security Standard ("PCI DSS") version 3.2.

On-site testing was performed in accordance with the guidance provided by the Payment Card Industry Security Standards Council ("PCI SSC") to determine that payment card data stored, processed or transmitted by Passport Parking was secured in accordance with the requirements of PCI DSS.

ROC date: 09/06/2017

AOC date: 09/06/2017

Issued by:

A handwritten signature in black ink that reads "Gene Geiger".

President, A-LIGN



Conditions of Use:

- This certificate is evidence of work performed by A-LIGN for the certificate holder and was not created by or required by the PCI SSC.
- This certificate is valid for one year from the Compliance Date.
- This certificate was issued at a point in time and does not guarantee or represent future compliance with the PCI DSS or the security of payment card data.
- This certificate does not warrant or guarantee to any party that the certificate holder is not susceptible to a data breach that may impact the security, confidentiality and integrity of the payment card data. As such, A-LIGN will not be liable to any party in the event of a breach.



# Site Data Protection (SDP) Program and PCI

## The Mastercard Compliant Service Provider List



A company's name appears on this Compliant Service Provider List if (i) Mastercard has received a copy of an Attestation of Compliance (AOC) by a Qualified Security Assessor (QSA) reflecting validation of the company being PCI DSS compliant and (ii) Mastercard records reflect the company is registered as a Service Provider by one or more Mastercard Customers. The date of the AOC and the name of the QSA are also provided. Each AOC is valid for one year. Mastercard receives copies of AOCs from various sources.

This Compliant Service Provider List is provided solely for the convenience of Mastercard Customers and any Customer that relies upon or otherwise uses this Compliant Service Provider list does so at the Customer's sole risk. While Mastercard endeavors to keep the list current as of the date set forth in the footer, Mastercard disclaims any and all warranties of any kind, including any warranty of accuracy or completeness or fitness for any particular purpose. Mastercard disclaims any and all liability of any nature relating to or arising in connection with the use of or reliance on the Compliant Service Provider List or any part thereof. Each Mastercard Customer is obligated to comply with Mastercard Rules and other Standards pertaining to use of a Service Provider.

As a reminder, an AOC by a QSA provides a "snapshot" of security controls in place at a point in time.

- Compliant Service Provider
- 1-60 Days Past AOC Due Date
- 61-90 Days Past AOC Due Date

Service Provider Name	Region	AOC Date	Assessor	DES V
Parkeon	Europe	07/31/2017	XMCO Partners	<input type="checkbox"/>
ParkingSoft, LLC	US	05/08/2017	Fortrex	<input type="checkbox"/>
Parkmobile, LLC (formerly Parkmobile USA, Inc.)	US	12/15/2016	Habif, Arogeti & Wynne, LLP	<input type="checkbox"/>
Passport Parking, Inc.	US	09/28/2016	A-Lign Security and Compliance Services	<input type="checkbox"/>
PatientPay	US	08/10/2017	A-Lign Security and Compliance Services	<input type="checkbox"/>
Patron Manager, LLC	US	03/31/2017	Optiv Security Inc.	<input type="checkbox"/>
PAY.ON AG	Europe	06/22/2016	Adsigno AG	<input type="checkbox"/>
Payair Technologies AB	Europe	03/31/2017	24 Solutions AB	<input type="checkbox"/>
PayByPhone Technologies, Inc.	Canada	11/28/2016	Kirkpatrick Price, Inc. dba Raven Eye	<input type="checkbox"/>
PayClip, Inc.	US	09/15/2016	K3DES LLC	<input type="checkbox"/>
PayConnexion – JP Morgan Chase	US	04/04/2017	Experis Finance US LLC	<input type="checkbox"/>
Paycorp Holdings Ltd. (ATM Solutions, Drawcard, EFTPOS)	MEA	10/28/2016	Bravecraft (Pty) Ltd	<input type="checkbox"/>
Paydesign (formerly Digital Check, Inc.)	Asia Pacific	12/28/2016	International Certificate Authority of Mgt	<input type="checkbox"/>
Paydiant Inc. (Paypal)	US	12/08/2016	Payment Software Company (PSC)	<input type="checkbox"/>
Payer Financial Services AB	Europe	09/28/2016	Sentor Managed Security Services	<input type="checkbox"/>
PayEx Holding AB (formerly PayEx Solutions AS (Payex IPSP))	Europe	10/14/2016	Advantio Limited	<input type="checkbox"/>
PayFabric (Nodus Technologies, Inc.)	US	11/17/2016	Dara Security	<input type="checkbox"/>
PayGate (Pty) Ltd	MEA	11/25/2016	Sysnet Ltd.	<input type="checkbox"/>



Home

Learn More

Search Service Providers

### PassportParking, Inc

CHARLOTTE NC, U.S.A.  
Website: www.passportparking.com  
Email:



Passport is North America's leading mobile technology company specializing in enterprise business applications and payments for the public and private sector.

*Disclaimer: All brand names and logos are the property of their owners and are used on this website for identification purposes only. The use of such brand names and logos does not imply product endorsement. Secure technology notation is self-reported by the company and not independently verified by Visa.*

**Agents DBA:**

PassportParking, Inc

**Profile**

Technology:

Participation History: 3 years

Region of Operation: U.S.,CAN

**Validation Details**

Service Provider Type	Validation Type	Services	Valid Through Date	Assessor
AGENT	PCI DSS	<ul style="list-style-type: none"> <li>Payment Gateway/Switch</li> <li>Payment Processing: Internet / e-commerce</li> </ul>	Sep 30, 2017	Price and Associates CPAs, LLC, dba A-LIGN

REGISTRY LAST UPDATE: SEPTEMBER 23, 2017





## TAB 5: PRODUCTS AND SERVICES/SCOPE

Respondent shall perform and provide these products and/or services under the terms of this agreement. The supplier shall assist the end user with making a determination of their individual needs.

The following is a list of suggested (but not limited to) Parking Products and Services categories. List all categories along with manufacturer that you are responding with:

### Parking Enforcement Products

Provide a general description of the proposed parking enforcement solutions offered and complete the relevant sections below.

*All pricing listed in Tab 7.*

- **Enforcement System Software.** Provide a description and pricing for the enforcement system offered, as well as any associated solution components or devices. If any ongoing fees apply, please specify and provide pricing.

Passport's Citation Management Platform ("*Enforcement* by Passport") delivers a flexible and dynamic solution to the City's parking system, allowing the City to easily take advantage of cloud-based software technology to streamline services, reduce time and cost, and increase collection rates. *Enforcement* by Passport is a cloud-based, SaaS solution that is accessible from any internet-connected device. The platform is broken down into several components: Issuance, Processing, Collections, and Reporting. Each component is seamlessly integrated with the others, providing real time data collection and retrieval. Additionally, Passport's suite of products is all built on an open Application Program Interface ("API"), which means that it is capable of integrating with any other software provider within the City's ecosystem.

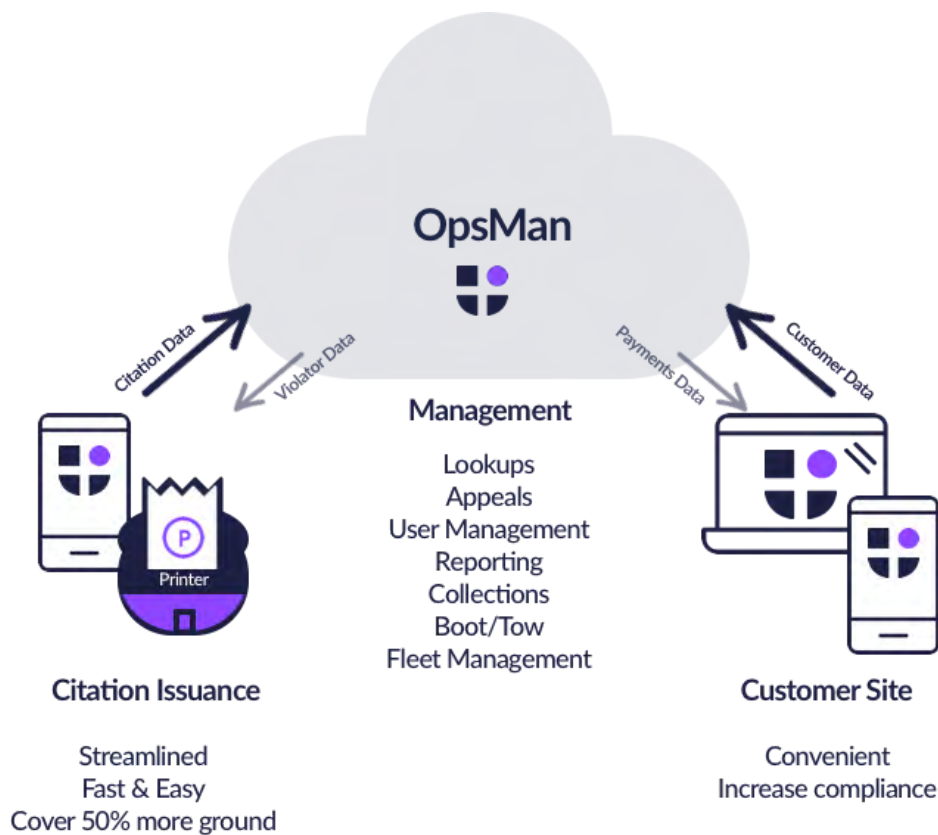
*Enforcement's* front-end application ("OpsMan Mobile") is a native Android application that is available for free on the Google Play store, which will be used by enforcement officers to issue citations. In less than 2.5 seconds the enforcement officer will be able to enter a license plate number ("LPN"), check whether the vehicle is illegally parked, and begin a new citation. Passport is able to streamline this process so much by using dynamic lookups of each LPN, checking each character against a continually updated database. Prior to issuing the citation, OpsMan Mobile will double check the LPN against the most recent database to confirm that a parking session has not been initiated during the issuance process. Once issued, all citation data will be pushed to the cloud-hosted database and be made available to both the violator for payment and the City for tracking in real time.

Using Passport's proprietary payment portal, Resolve My Citation ("RMCPay"), the violator will have immediate access to pay for their citation -- even receiving an email update upon issuance, if this feature is activated. RMCPay is PCI-DSS (v. 3.2) Level 1 certified and keeps all personally identifiable and confidential information secure, tokenizing and storing credit card data in a separate, isolated database. If the violator doesn't have access to the internet either through their phone or a computer, is impaired, or prefers not to use RMCPay, Passport also offers an interactive voice recognition service ("IVR") for payment. The IVR system allows the violator to call a toll-free number and use the number pad to access and pay their citation. Similar to RMCPay, at the end of the process the violator will be



asked to confirm their purchase and have both the citation and convenience fees clearly communicated to them.

Accompanying *Enforcement* is Passport's backend system: Operator Management ("OpsMan"). OpsMan will become the main analytics dashboard for the City's parking management in addition to being the control board for parking operations. OpsMan aggregates data from all front end interfaces (OpsMan Mobile, RMCPay, and IVR system), which is accessible in real time for enforcement, analytics, and management. Included in OpsMan are Passport's exclusive reports: Officer Routing and Citation Heat Mapping. These two reports allow the City to track where each of their enforcement officers are currently, the routes they have walked, and which areas of the City incur the highest percentage of citations. The reports are updated in real-time and can be used to look back at past days to analyze trends and predict future progress.



In addition to providing the *Enforcement* platform, Passport is also a payments company, allowing it to facilitate all payment processing. As a merchant processor, Passport handles the electronic payment transactions for the City. Passport will obtain sales information from RMCPay, receive authorization and funds from the issuing banks, and send payment to the City. Passport is on the national registries of both Visa and Mastercard as a merchant service provider and undergoes annual PCI-DSS compliance audits.

As a merchant processor, Passport also offers gateway services, which can either be bundled with its merchant processing services or used in conjunction with the City's existing merchant processor. Gateways are an e-commerce application service that authorizes payments between the City and the parker. Gateways enable the City to process multiple transaction types (credit cards, debit cards, PayPal, ACH, Apple Pay, Android Pay, etc...) in real time. The gateway also offers protection by



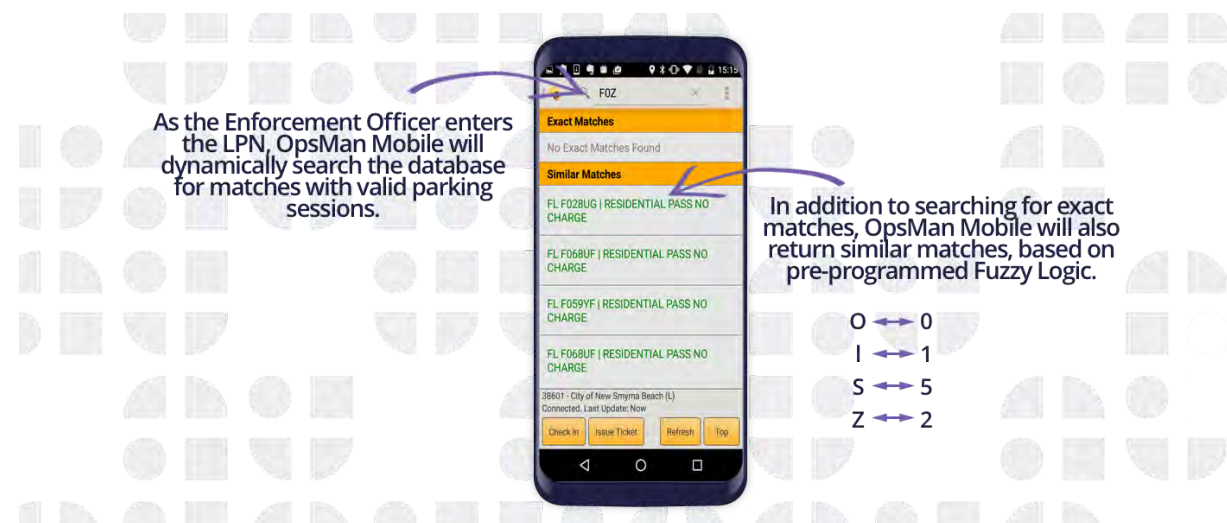
encrypting credit card data. Passport’s gateway services tokenize the credit card data and transfer it using secure socket layers, providing additional security. Passport’s gateway facilitates three merchant services functions: authorization, settling, and reporting while limiting fraud. The City may opt to use any of the 15+ gateways that Passport is integrated with, but in order to offer Apple and Android Pay, the City will need to be on Passport’s gateway and must use a compatible merchant processor.

## User Experience

### OpsMan Mobile

Once the system has been built by Passport’s Service Delivery team, the City’s parking enforcement officers will be provided with a unique username and password to access OpsMan Mobile. Once logged in for the first time, the enforcement officers will then update their passwords, which can be reset at any time by the City’s main administrator or by Passport. Each time the enforcement officer is on duty, they will sign into OpsMan Mobile with these unique credentials. Once logged in, every citation issued by that enforcement officer will have the officer’s name, badge number, and signature auto-populated on each citation, reducing the number of steps required to issue a citation.

From the main screen, the enforcement officer will walk their regular beat, entering in the LPN of each vehicle in the zone. Each LPN is checked against the master database of all valid parking sessions, which Passport pulls from meter, pay station, and mobile payment providers in real-time.<sup>1</sup> Passport utilizes dynamic lookups within its system, which check each character against the database, eliminating all valid sessions that don’t contain the same array. To account for human error, Passport also uses Fuzzy Matching when an officer enters the LPN. Fuzzy Matching uses character replacement to show exact LPN matches and also matches where the character has been replaced. For instance, if the LPN is “OAZ L5Z” and the enforcement officer mistakenly types an “O” instead of “0,” Passport’s Fuzzy Matching system will account for this common mistake and return all LPNs with an active session that begin either “OAZ” or “0AZ.” The Fuzzy Matching system accounts for common mistakes when using O and 0; I and 1; S and 5; and Z and 2.



<sup>1</sup> Where possible given the provider’s ability to send such data.



If the LPN does not match any valid sessions within Passport's database, the enforcement officer will be prompted to issue a citation. When the officer is on the correct page, Passport will again check the database to see if the LPN is associated with a known scofflaw. At the bottom of the first screen, OpsMan Mobile will display the number of unpaid citations associated with the LPN, which may impact the fine amount or the type of citation issued, depending on City rules and regulations.

When issuing a citation, the LPN will be populated based on the officer's previous search. The state of registration will be automatically populated as the state of issuance, but can easily be changed using a drop down menu. The officer will then enter the other required fields, which will be configured to the City during implementation. Passport maintains options for almost all possible data points, but has also allowed for the City to add custom fields, if needed. Once all fields have been filled out, Passport will automatically double check the LPN against the database of valid sessions to ensure there was no payment, then enforcement officer will be required to confirm the citation and either select "Print," "Update," "Reissue," or "Void," as appropriate.

In zones that allow free parking for a set period of time, enforcement officers can use OpsMan Mobile to electronically chalk each vehicle and receive updates about timing. To electronically chalk a vehicle, the enforcement officer will select "Chalking," then enter the LPN, the cross streets<sup>2</sup>, and a time limit for the vehicle. This data will be stored in the cloud and accessible by any officer, so if another enforcement officer comes across the same vehicle and enters the LPN, they will see that it was chalked 35 minutes ago, for example, in a 30 minute free zone. That second officer will be prompted to issue a ticket for that vehicle. If a citation is required, the chalking information will also be printed on the issued citation, strengthening the City's argument on appeal.

If the enforcement officer does not have access to the internet while walking their route, they will still be able to issue and print citations. Once the officer regains a connection to the internet, all issued citations will be batch uploaded to the cloud and be accessible on OpsMan. Even if the citations were not uploaded when the violator received the citation and would like to pay immediately, they will be able to do so using Skeleton Citations (see *supra*).

## OpsMan

The City will have complete control over who may access the backend system and even control what functions and reports can be accessed based on the role or individual within OpsMan. The City will have at least one main administrator, who will manage all other accounts including account creation, access control, and password resets. The City may designate whomever it wants to serve as a Main Administrator, but that person will have complete access to the entire system and so should be someone in a position of trust.

During implementation, Passport will work with the City to determine who should be an administrator (or main administrator) and what levels of access each role or individual should have. Once this is agreed upon, Passport will setup all administrator and provide a list of usernames and passwords for each administrator. Once logged in, the administrator will change their password to something unique and secure. After implementation, the Main Administrator will have access to reset administrators' passwords and adjust access to reports and dashboards, as needed.

---

<sup>2</sup> Chalking can be based on either cross streets, a specific address, or the entire zone.

## Login

Administrators will go to <https://ppprk.com/apps/opsman> to access the OpsMan. From there, they will use their unique username and assigned password to login. On the first login, the administrator will be prompted to change their password to a secure alphanumeric password. The default configuration is an eight character password containing one numeric character, though this can be customized by the City to require a specific length, special characters, numbers, upper and lower case requirements, and a set expiration date. Once logged in, the administrator will have a main toolbar that will help them to easily navigate through the portal. The number of available tabs on the toolbar will be dependent on the number of Passport products purchased by the City. Assuming just *Enforcement* by Passport was purchased, the administrator will see five tabs: Monitor, Reports, Ticketing, Users, and Scofflaw.

## Monitoring

Clicking on “Monitoring” will open a drop down menu of either “Monitor” or “Live Feed.” Monitor will open a page with all valid parking sessions in the City. For each session, there will be the space number (or LPN), how much time is left on the session, and the status. The status will be either NE for Near Expiration, AS for Active Space, PF for Paid by Free, and UO for Unpaid by Occupied. Using filters, the administrator will be able to focus on a specific zone or set of zones, as needed.



“Live Feed” will return a map of the City with each of the City’s enforcement officers depicted by a separate color. As the officer’s walk their route, the system will track in real-time where they are and where they have been. The City will be able to select individual officers and see their movements throughout the day, filtered by the last hour, last three hours, or last six hours.

## Reports

The Reports tab allows the administrator to run predefined, ad hoc, and custom reports on the data collected by *Enforcement*. *Enforcement* aggregates all data related to the issuance, processing, adjudication, and collection of citations and available integrations within the City’s parking operations. OpsMan comes preloaded with financial, ticketing, and administrative reports, though all reports and raw data may be exported to Excel for further analysis.





Using the Reports tab, the administrator will be able to select a predefined report, such as Daily Citation Payments. Using filters, the administrator will select the zone or zones as well as the relevant dates. After clicking “Submit” OpsMan will return a report with a line-item summary at the top and a bar graph below. The summary will tally up the total Number of Citation Payments, Citation Payment Revenue, and Average Payment Amount for the time period selected. The bar graph will show the daily revenue collected. By hovering over a particular bar within the graph, a popup box will show the total revenue and number of transactions for that day. When downloaded to Excel, this report breaks down the data in the initial summary by day for further analysis.

Passport’s most popular report for *Enforcement* is its Ticket Density report. This report returns a heat map of citations issued. Each report can be filtered by the zone and dates as well as specific times, officers, citation types, and status of the citation (paid, unpaid, partially paid, voided, or accepted appeal). On the returned report, the color spectrum goes from a light green to a deep red, depicting least dense to most dense. Combining this report with the officer routing report can be used to adjust each officer’s route to either increase compliance with parking regulations or increase revenue, depending on the City’s goals.

Heat map of citation density in area



Filter By:

- Zone
- Date
- Time
- Officer
- Citation Type
- Status of Citation:  
Paid / Unpaid

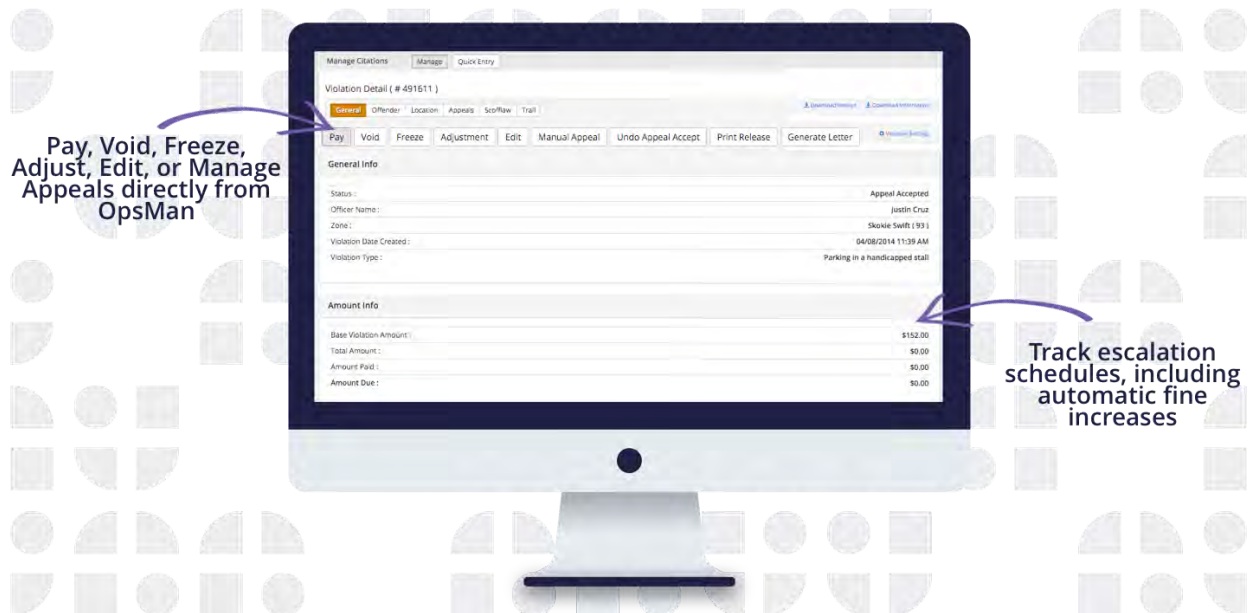
Passport is constantly iterating and updating its products, including the reporting functions in OpsMan. If the City requires a report that is not already created, Passport will work with the City to develop that report and, if it provides utility to other clients, will make the report available to other clients. Similarly, if other clients request a report with high utility, it will be made available to the City through regular updates.

## Ticketing

From the “Ticketing” tab, the administrator will be able to manage the entire citation management program. By clicking on “Ticketing” there will be a drop down menu with options including “Write a Citation,” “Manage Citation,” “Void Queue,” “Violation Types,” “Settings,” and “Appeals.” Write a Citation allows an administrator to write a citation without downloading OpsMan Mobile. This is

most often used by police officers who don't usually enforce parking regulations, but needs to write a citation and print it from their in-car printer.

"Manage Citation" allows the City to lookup specific citations or a group of citations issued by a specific officer and see a complete file on each citation. By clicking on a specific citation, the administrator will see the general information about the citation (where it was issued, by whom, total fine amount, total paid, LPN, vehicle make and type) as well as all associated pictures. This detailed view will also return information about the offender, including last known address, the exact location where the citation was issued, any appeals, whether the LPN is eligible to be classified as a scofflaw, and a full audit train related to that citation.



The "Void Queue" will return a full list of all citations that were voided after issuance. "Violation Type" allows the administrator to add, edit, or delete types of citations and their associated fines. From the "Settings" drop down menu, the City will be able to make adjustments to the overall system, including to Citations, Chalking, Street Names, Common Notes, Void Types, Common Appeal Responses, and Custom Fields.

The "Appeals" drop down menu will give the City increased control over the adjudication of parking citations. Process Appeals returns a list of all citations that have been appealed through RMCPay, the appeal reason, the appeal date, and a description of the action. By clicking on an individual appeal, the administrator will be able to view the full citation detail and respond to the appeal. The administrator can accept or decline the appeal or adjust the fine amount. To streamline this process, OpsMan has a drop down list of Common Appeal Responses. Once the response is selected or written the administrator may attach any supporting attachments and change the status of the appeal. Each action will be stored with the citation for future use and reporting by the City.

The Appeal Follow Up selection, allows administrators to respond to appeals that were received through other channels, including emails. Processed Appeals returns a complete list of all of the appealed citations that have already been processed. Process Hearing Requests allows the City adjudicator to see which appeals have requested hearings for tracking and scheduling.



## Users

Clicking on “Users” will return a drop down menu with “Roles” and “Users.” “Users” is only accessible to a Main Administrator and will be used to create a user, edit access to OpsMan, reset a password, or delete an account. The Main Administrator can filter based on the Role or search for an individual administrator.

The “Roles” page allows the Main Administrator to change OpsMan access for an entire role. During implementation and thereafter in account creation, the Main Administrator will assign a role to each user. Based on those roles, the Main Administrators can set access controls. Commonly defined roles include “Accounting” and “Customer Support.”

## Scofflaw

Clicking “Scofflaw” returns a drop down menu of Boot and Tow and Export Scofflaw. Export Scofflaw allows the City to quickly export a complete list of all Scofflaw offenders in either CSV, Excel, or LPR format. Boot and Tow allows administrators to search Scofflaws by name, LPN, Boot/Tow cross streets, make and model, or Boot/Two number. This will return the Scofflaw’s name, LPN, make and model, total outstanding fine, and the total number of citations associated with that violator. By clicking on an individual violator’s name, the administrator will see a complete list of all outstanding citations, update the status to Towed, Boot to Tow, Impounded, Disposed, Released, and Outstanding. To assist this program, Passport recommends giving limited administrative access to OpsMan to boot and tow companies, allowing them to see which vehicles need to be booted or towed, where they are, and updating when the vehicle has been released.

## Behind the Scenes

While the City is managing its parking operations from OpsMan, the system will be diligently working behind the scenes. OpsMan will automatically escalate fines according to the City’s escalation schedules and mail out delinquency notifications on the appropriate dates. As citations approach an escalation milestone day, OpsMan will generate a delinquency notification from a preset template and mail the letter to the violator to arrive on the date of escalation. The City can customize as many letter templates as necessary to meet the escalation schedule. Each letter is triggered by different dates and will automatically adjust each fine. Passport maintains an integration with every state DMV through NLETS, which allows it to find the address on file for each registered vehicle owner, regardless of the state. OpsMan will continue to mail notifications until payment is made or state rules dictate that additional intervention is required.

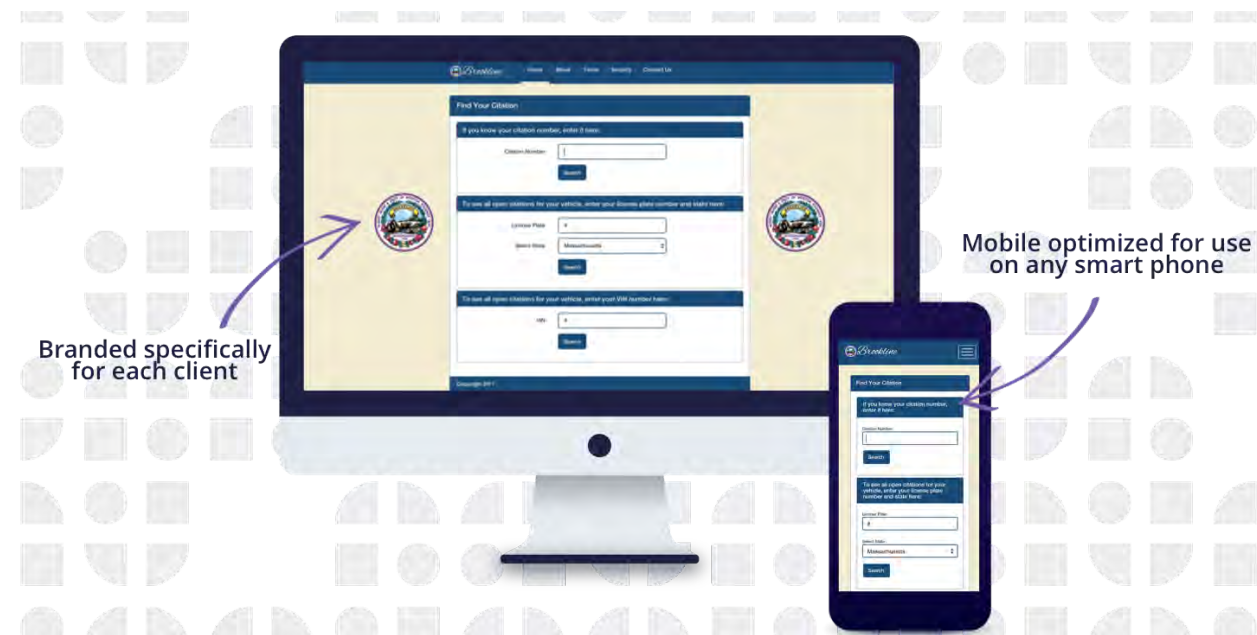
## *RMCPay*

Passport’s solution not only offers the City a best-in-class citation issuance platform, it also provides an extremely convenient end user experience. After a parker is issued a citation, they become a violator, at which point they have two options: appeal the citation or pay the citation. Passport’s Resolve my Citation (“RMCPay”) feature allows the violator a single platform to accomplish both of those tasks.

When a violator receives a citation, they will go to the City-branded RMCPay website to pay or appeal the citation. The violator will lookup their citation based on either the citation number 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 look up a single citation. Once a full list of all



outstanding citations is returned, the violator will select which citation(s) they want to either pay or appeal.



To pay a citation, the violator will click “Pay Citation,” which will return a payment form. To ease the payment process, Passport autofills certain data fields, such as state, based on the state of issuance. The violator is able to pay their citation using a credit or debit card. When paying for their citation, the violator can also opt into receiving email alerts if and when they receive another citation. To appeal a citation, the violator will click “Appeal” instead of “Pay Citation.” On the Appeal page, the violator will be asked to enter a reason for the appeal, provide an argument, and upload supporting documentation. Once a violator submits their appeal, it will be available for processing in real time. The violator will be able to check the status of their appeal at any time by visiting RMCPay.

*In 2018, OpsMan will be upgraded to a more robust dynamic analytics tool, City Stack -- stay tuned for more information!*

## Enforcement Features

### *Skeleton Citations*

Violators usually cannot pay their citations until the citation has been entered into a computer system -- for Passport, this is OpsMan -- but what happens when there is a lag between issuance and entry such as with handwritten citations or if the enforcement officer does not have internet connectivity? Passport has created a feature that allows violator to pay these citations, called Skeleton Citations, during that lag time. After a handwritten citation is issued, the violator will still be able to search for their citation in RMCPay using the citation number. This search will return a text box, informing the violator that the citation has not yet been entered into the system, but that the violator may apply a payment towards their citation now. To apply a payment towards the citation before it is posted, the violator will enter the citation number, LPN, registration state, and select the citation type from a drop down menu. The system will auto-populate the amount of the fine based on the citation type selected, allowing the violator to fully reconcile their account.



## *Harvester*

During the transition to *Enforcement* by Passport, there will be a number of outstanding citations that will need to remain in the collection process. To facilitate this process, Passport uses its proprietary collection software: Harvester Citation Collection (“Harvester”). Harvester aggregates legacy citations and pulls the registered owner’s address from the DMV and other vehicle registration data sources. These sources will skip trace the current address of a vehicle owner that received a citation in a different state with a different home address at a different point in time. Once the address is obtained, the system will automatically mail out a delinquency notice to the owner. If the citation is still unpaid, Harvester will continue sending notifications, in accordance with local ordinances, until the citation is paid, the delinquency requires state intervention, or Harvester determined the vehicle owner to be unreachable. This innovation allows the City to recover unpaid citations, prevent collection letters from being sent to the wrong person, and only share revenue for citations that are successfully collected. Using Harvester, cities have seen an 20%+ increase in collection of delinquent citations, which have otherwise been abandoned.

## *Permitting*

In addition to offering an efficient way to issue parking citations throughout the City, *Enforcement* by Passport also accommodates digital permits. Passport’s Digital Permitting Platform allows cities to manage their residential, guest, and employee permits through the same back office (OpsMan) and same payment portal (RMCPay). Applicants will apply for permits online, which will be tied to their license plate numbers, and may take effect immediately or following verification by the City. If verification is required, the Digital Permitting Platform allows applicants to upload documentation demonstrating their residency, employment, or other standard. Once the City has verified the applicant’s status an email will be automatically sent to the applicant, informing them that they can pay for their permit and begin using it immediately.

Passport designed its Digital Permitting Platform to streamline the application process, reducing the number of in-office visits and making enforcement easy and efficient. As permits are tied to LPNs, enforcing permitting is exactly the same as enforcing metered parking in an LPN-based environment and can be automated with the use of LPR cameras. Implementing Passport’s suite of products, including *Parking* and *Permitting* will greatly improve the City’s parking management system and provide a more enjoyable user experience for its parkers.

- **Handheld Enforcement Computers**

- **All-in-one Handheld Enforcement Computer and Printer Solution. Provide a description and pricing for each configuration of integrated “all-in-one” handheld computer and printer device offered, as well as any associated parts or equipment. If any ongoing fees apply, please specify and provide pricing.**



For clients who prefer a single issuance unit, Passport has adapted OpsMan Mobile to run on Two Technologies’ N5 series of devices. The N5 series are handheld computer models that run Android operating systems and include a hot-swappable battery option. Passport offers its Enforcement Platform on the N5 Print and N5 Scan. The N5 Scan has the same functionality as the N5 Print and also the ability to scan 1D and 2D barcodes. The scanner uses Adaptus 6.0 technology with white illumination that scans at a rate of 60 frames per second.

The Android contained in the N5 unit operates on a 5.0 OS and sports a 5.7” Super AMOLED display. The touchscreens are multi-touch capacitive and rain resistant. Both single-unit issuance devices exteriors are MIL-STD 810G and IP65 certified, meaning that they can withstand most climatic conditions and are “dust tight,” making them impenetrable to water, even in immersion. The integrated 3” thermal printer prints directly on Thermal paper. Each roll can print 60 citations. In addition to the integrated printer, the N5 series also has a built-in magnetic stripe and smart card reader. The battery is lithium ion 3,200 mAh and there is an optional, hot-swappable 2,500 mAh lithium ion battery.

The integrated camera is 13MP (4128 x 3096 pixels). The rear camera features autofocus, an LED flash, dual shot, simultaneous HD video and image recording, allowing the parking enforcement officer to take as many pictures as necessary of the violative vehicle. The camera also supports geo-tagging, touch focus, and panoramic pictures. With the N5s Passport is able to configure each clients’ platform to store and/or print as many pictures as necessary onto the citation. Any pictures printed on the citation itself will also be available in OpsMan for later use.

- **Two-Part Handheld Enforcement Computer and Printer Solution.** Provide a description and pricing for each configuration of two-part handheld computer and printer device offered, as well as any associated parts or equipment. If any ongoing fees apply, please specify and provide pricing.



OpsMan Mobile is available on any Android device and may be downloaded from the Google Play store, free of charge. The City may use any mobile device with an Android 4.4+ operating system. Passport highly recommends the use of Samsung Galaxy Note 7 and up or the Samsung Galaxy S suite of products, S4 and up. The Galaxy Note 7 is an Android smartphone with glass front and back panels in an aluminum frame with a curved 5.7" Super AMOLED (active-matrix organic light-emitting diode) display with Quad HR resolution. This display gives the phone a higher refresh rate and reduces the response time to less than a millisecond, while also consuming less power. The Samsung Note series has a better battery life than most smartphones due to its larger size. The Note 7 has a 3,500mAh non-removable battery with fast-charging capabilities.

The camera on the Note 7 has a 12MP dual-pixel sensor with optical image stabilisation and an f/1.7 aperture. The camera on the S7 is one of the best available on the market currently. Additionally, the Note 7 has a 5MP front camera sensor, also with an f/1.7 aperture. This high quality camera will make it much easier for parking enforcement officers to take multiple pictures of each vehicle, which can be stored with the citation on OpsMan and/or printed directly onto the citation.

In order to print the citations, Passport recommends the use of Zebra's ZQ320 Bluetooth printer. Zebra's ZQ300 series of mobile printers have class-leading battery power, durability, and easy remote management. 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. Zebra's patented technology reduces battery power consumption by calculating and delivering the exact amount of power required to provide the highest quality printing. 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 does need to be recharged, Zebra offers a rack-based backroom charging station that can accommodate all of the City's devices at once. Additionally, printers can be charged using an AC-to-USB power adapter.

Alternatively, the City may re-use their existing Android smart phones with their new citation management system. If the City exercises this option, Passport will still set up the existing phones, downloading the OpsMan Mobile application and establishing a connection between the Android and Bluetooth printer.

- **Citation Paper Stock and Envelopes.** Provide a description and pricing for citation paper stock and envelopes in various sizes, colors, and paper specifications. Please specify any minimum purchase quantities or pricing for bulk purchases.

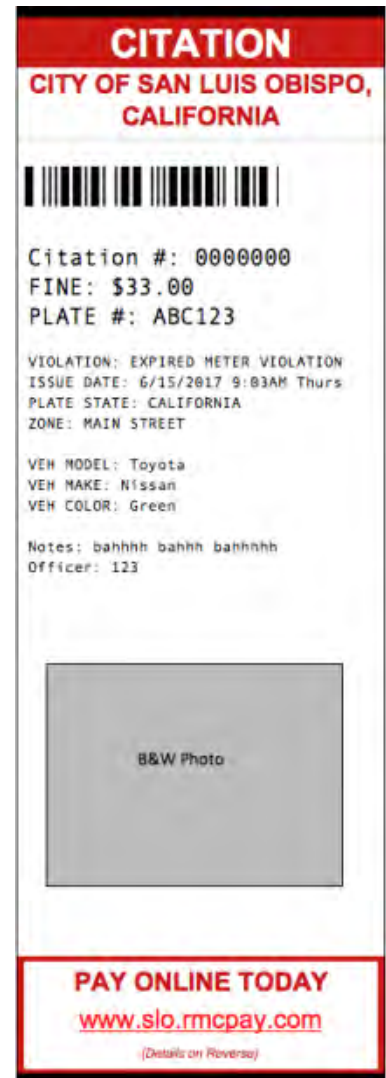
For the Zebra ZQ320 printers, Passport offers three options of paper: Blank paper, Polythermal Blank Paper, and Custom Pre-Printed Paper. The Blank Paper allows for single-sided printing and is not waterproof, so it also requires an envelope. This paper also does not offer pre-perforation for set citation sizes. Each roll can print approximately 75 citations per roll.

The polythermal paper is Appvion PolyTherm synthetic base paper that is water and environmentally resistant. The PolyTherm line of paper is Appvion's most durable product and replaces the need for an envelope when leaving a citation. Appvion is FSC Chain of Custody certified for their support of responsible forest management. When used in the Zebra printer, each PolyTherm roll allows for single-sided printing, is 100% waterproof, and can print approximately 75 citations per roll.

Passport's highest level of paper is its Custom Pre-Printed paper. The paper is also Appvion PolyTherm paper and, as such, does not require an envelope when issuing a citation. Unlike the blank PolyTherm, however, the custom paper can accommodate double sided printing and is perforated for exact citation size. This paper will be customized with the City's watermark or logo to add more assurance to the violator in the validity of the citation.

Regardless of the paper used, Passport will customize the front of the citation to include the City's name, the RMC Pay website, the values that need to be printed, the layout, barcodes, the number of photos that need to be printed, and other stylistic requirements. If using the customized pre-printed paper, the City may also choose to customize the back of the citation, including information related to payment options and the appeals process.

For the N5 devices, Passport uses a smaller size of the Appvion PolyTherm paper. Similar to the custom paper, this paper can accommodate double-sided printing, is perforated, and is 100% waterproof, so no envelope is needed when issuing a citation. However, because this is a slightly smaller roll in order to fit the device, it prints approximately 60 citations per roll.





- **Accessories.** Provide a description and pricing for any additional accessories including but not limited to charging devices, carrying options, spare/replacement parts, etc.

The Zebra ZQ320 can be outfitted with a number of accessories, 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 as opposed to attaching it to a belt. Additionally, Passport can provide a number of charging options including a car charger and charger rack, which charges up to 5 printers at one time.

The City may purchase accessories for the N5 units to make them easier to carry. The N5 Blet Case attaches either to the officer's belt or can be carried over the shoulder. Additionally, the Neck Strap allows the officer to carry the unit over their shoulder to free their hands and not add additional weight to their belts.

## Miscellaneous and Special Solutions

**Provide a description and pricing for any additional or special equipment, systems or services, including custom integration or development work.**



Passport's Enforcement solution was designed to improve the efficiency of municipal parking operations from issuance to appeals. Each feature of the platform 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.

There are a number of LPR providers in the market, with whom Passport can integrate due to its open API. However, in Passport's opinion there is a clear leader: Genetec, as provided by one of its most well respected Premium Partners, PCS Mobile. What distinguishes Genetec from the rest of the market is its superior technology. Genetec's SharpX ALPR Camera is an IP-based automatic LPR camera designed for mobile and fixed applications. It boasts high resolution and integrated illumination in a very compact form, allowing the SharpX to capture more license plates in a variety of conditions and at high speeds. Each processing unit can support up to four cameras, providing maximum coverage and high accuracy in parking applications.

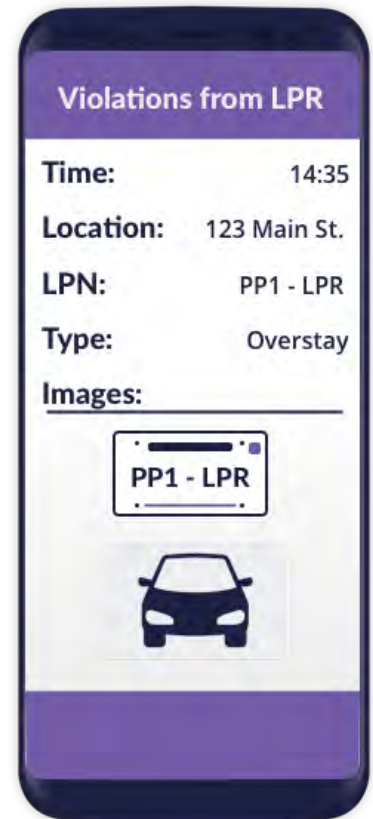
The processing unit (AutoVu) manages all key software, translating plate images into digital plate reads. The processor uses 1 or 2 Intel Atom processors per processing unit. Each processor is compact, ruggedized, shock resistant, and mounted on the trunk of each vehicle so as not to take up space in 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.

Partnering with PCS Mobile, Passport expanded upon this integration to not only notify an operator when a citation should be issued, but also pulling data from the AutoVu system to pre-populate

citations 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, 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 to patrol the area until the LPR software determines that a vehicle is in violation. The integration allows the LPR system to monitor for violations related to nonpayment, invalid permit, and overstaying a free time limit on a parking space. When the LPR system determines that a vehicle is in violation, the driver must verify the plate number scanned to the image of the LPN. If the LPNs match, then the officer will hit "Enforce" from the laptop.

After the enforcement officer hits "Enforce," Genetec will drop the XML file with violation data (including all metadata and images) on a Passport hosted SFTP directory. Using an file transfer protocol ("FTP") scanning process when a new file is detected, OpsMan Mobile will issue an API call to recall the XML file. When Passport receives the XML file from the API call, it will be parsed and stored on Passport's cloud. OpsMan Mobile will then broadcast the new LPR violation to all OpsMan Mobile users. The LPR violation will be listed in a side menu of OpsMan Mobile titled "Violations from LPR." 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 vehicle from a list of scanned LPR violations. Once selected, OpsMan Mobile will automatically redirect the officer to the Citation Issuance page, where all available information has been pre-populated. The issuing officer will then fill in the remaining fields to issue the citation. Once issued, that violation will be removed from the universal "Violations from LPR" list. Additionally, if no officer issues a citation for the LPR Violations, those violations will be removed from the list after 12 hours.







## TAB 8: VALUE ADDED PRODUCTS AND SERVICES

### Service Offering

Passport Labs, Inc.. (“Passport”) transforms the way cities manage their operations. For more than seven years, the fintech company has delivered robust mobile technology solutions to more than 400 municipalities and public transportation agencies throughout North America and Europe. Passport has routinely improved its clients operational efficiencies while providing a convenient solution to increase transparency between the public entity and its constituents. Like all of Passport’s products, its mobile ticketing solution is the result of crowdsourced feedback from actual clients, which is constantly iterating and evolving. Passport’s mobile ticketing platform began as a true private label solution, that was configured for each agency, complete with a unique name and color scheme, but using a tested UI/UX, which allowed Passport to implement each solution in 90 days on average. The latest iteration of the mobile ticketing platform is a complementary service geared towards smaller agencies that is cost effective, while providing the same core featureset.

This new product, *Transit by Passport* is a single log-in application that allows the rider to select from specific agencies within the Passport portfolio, based on their geographic location. Once selected, the rider will have the same UI/UX of every other agency within the application, providing a uniform experience creates brand loyalty and comfort with the application, which helps to retain riders across all agencies. *Transit by Passport* was designed specifically for smaller, regional transit agencies, but is an effective mobile ticketing solution for all agencies, regardless of size. The full platform provided by Passport consists of the front end application, *Transit by Passport*, a mobile-optimized website, a robust backend management tool (Operator Management or OpsMan), and a secure payment processing engine.

*Transit by Passport’s* front-end application is a native application that is available for free on the Google Play and Apple App stores, which will be used by riders to purchase, activate, or store fare products. In four clicks, the rider will purchase a mobile ticket by identifying the correct agency, adding fare type to their cart, and opting to activate or store the fare in their wallet. Prior to completing their purchase, the rider will be asked to confirm their purchase and choose to either activate or store the ticket in the app’s ticket manager. To complete the transaction, the rider will use either a debit or credit card, PayPal account, Apple Pay, Android Pay, Visa Checkout, or a dedicated wallet. If the rider adds more than one payment method to their account, they will be asked to select a default payment method, which will streamline the purchasing process. After the fare has been activated, the rider will be able to see when their ticket expires, when it was activated, and access all ticket details.

While Apple and Android control 98.2% of the smartphone market<sup>19</sup>, there are still 1.8% of the population who will not be able to download the native application in the Google Play or Apple App stores. To accommodate these users, Passport has developed a mobile optimized companion website, which mimics the *Transit by Passport* application. This website is accessible on any internet-connected device and provides the same user experience, allowing riders to purchase and activate a mobile ticket via smartphone or tablet. Additionally, the website is a convenient way for riders to manage their account from laptops or desktop computers.

---

<sup>19</sup> Sarah, Perez, *iOS and Samsung market share now tied in the US*, TechCrunch, October 13, 2017, <https://techcrunch.com/2017/10/13/ios-and-samsung-market-share-now-tied-in-the-u-s/>



If the rider doesn't have a bank account or prefers to use cash to purchase tickets, Passport has two solutions available in the market, both of which allow the rider to pay for their tickets in cash and receive the funds in their closed-loop wallet on Passport's application. The first option involves a partnership with PayNearMe, which is available at many CVS Pharmacies and 7-11s across the country. The other solution allows riders to visit the Agency's offices to add funds to their wallet. This second option is currently live in Charlotte, North Carolina and makes it very easy for riders to add funds when they are already at the transportation depot.

Accompanying *Transit by Passport* is Passport's backend system: Operator Management ("OpsMan"). OpsMan will become the main analytics dashboard for the Agency's transit operation management in addition to being the control board for mobile transit operations. OpsMan aggregates data from all front end interfaces (native application and mobile-optimized website), which is accessible in real time for analytics and management. Included in OpsMan is Passport's Fare Builder, which is able to handle the most complex rates imaginable, including distance-based fares. All data will be easily accessible, digestible, and manipulable for the Agency's exact needs.

In addition to providing the *Transit by Passport* platform, Passport is also a payments company, allowing it to facilitate all payment processing. As a merchant processor, Passport handles the electronic payment transactions for the Agency. Passport will obtain sales information from the application, receive authorization and funds from the issuing banks, and send payment to the Agency. Passport is on the national registries of both Visa and Mastercard as a merchant service provider and undergoes annual PCI-DSS compliance audits.

As a merchant processor, Passport also offers gateway services, which can either be bundled with its merchant processing services or used in conjunction with the Agency's existing merchant processor. Gateways are an e-commerce application service that authorizes payments between the Agency and the rider. Gateways enable the Agency to process multiple transaction types (credit cards, debit cards, PayPal, ACH, Apple Pay, Android Pay, etc...) in real time. The gateway also offers protection by encrypting credit card data. Passport's gateway services tokenize the credit card data and transfer it using secure socket layers, providing additional security. Passport's gateway facilitates three merchant services functions: authorization, settling, and reporting while limiting fraud. The Agency may opt to use any of the 15+ gateways that Passport is integrated with, but in order to offer Apple and Android Pay, the Agency will need to be on Passport's gateway and must use a compatible merchant processor.

## User Experience

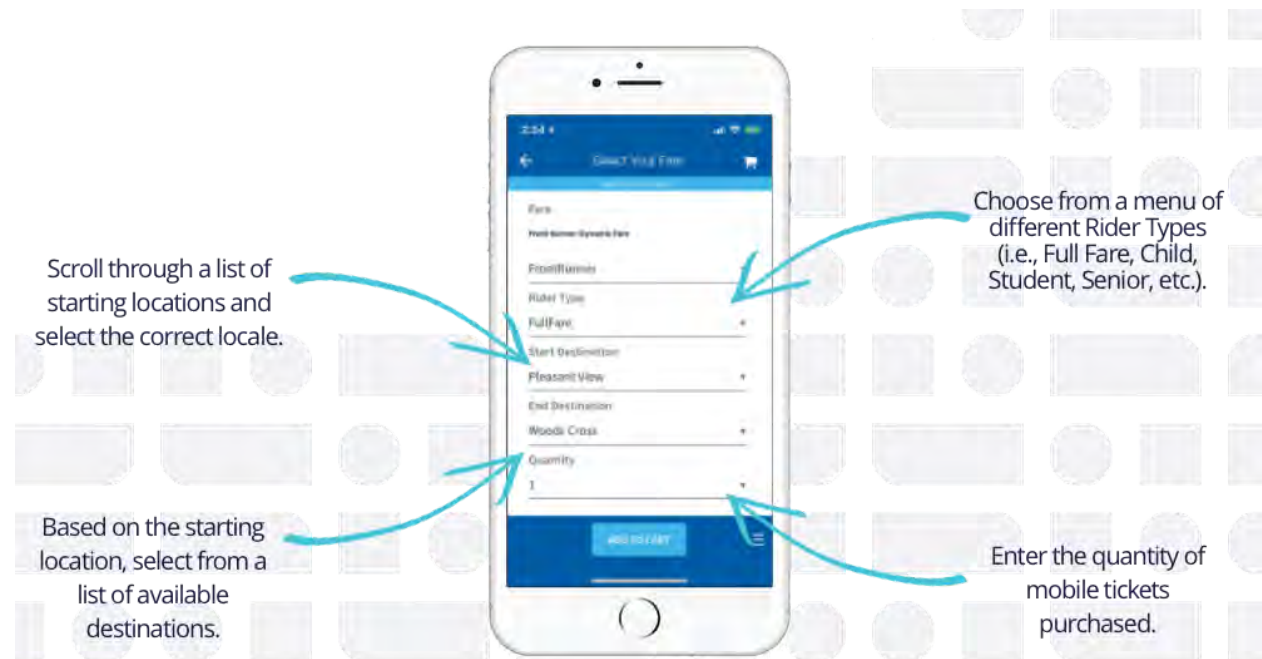
### *Transit*

Once the rider registers for an account, she will be ready to purchase and use her first mobile ticket. Passport revamped its user flow with *Transit by Passport*, which standardizes the user experience and makes the process much more enjoyable. Whether the rider is eligible for a reduced fare or not, purchasing the first ticket takes only 4 steps, 5 if the ticket is electronically validated:

**Select Agency:** *Transit by Passport* was designed to provide a single application, with a standard user experience, that serves multiple agencies. Each Agency that purchases *Transit by Passport* to

provide mobile ticketing services will be added to the same application. If the rider has location services enabled, the application will automatically filter the available agencies based on their geographic proximity.

**Select Fare:** After the rider has selected the Agency, they will be presented with a list of available fare types. This list is *only* the Agency's potential fare types, including both fixed and distance-based fares. The rider will select the Fare Type and quantity, then add that fare to their cart. For distance-based fares, the rider will select their rider type (adult, child, senior, student, etc...), start destination, end destination, and quantity, then add the fare to their card.



Distance based fares only.

**Add Payment:** After selecting all necessary fares, the rider will click on the shopping cart icon in the upper right hand corner. On this page, the rider will see a breakdown of the fares purchased. The first time the rider uses *Transit by Passport* to purchase a mobile ticket, she will be required to enter payment information prior to completing the purchase. Passport accepts payment in the form of credit and debit cards, PayPal, dedicated wallet, and Apple and Android Pay.<sup>20</sup> To enter a new credit or debit card, the rider can either manually enter the card number, zip code, and expiration date or she can take a picture of the credit card with her smartphone. This will capture the credit card number and expiration date. Then, the rider only needs to enter the zip code for payment. All cards can be given a unique nickname to easily distinguish between multiple cards, such as corporate and personal.

If the rider only has one payment method stored, this will be her default payment method for all future purchases. However, if the rider has multiple payment methods stored, she will have the option to designate one method as the "default." Default payment settings can be changed at any time, including on the confirmation page.

<sup>20</sup> In order to implement Apple and Android Pay, the City must use Passport as their Gateway provider and have a merchant processing service that is compatible with these electronic wallets.



**Confirm Purchase/Activate Ticket:** Once the rider has selected the fare type, destination (if applicable), quantity, and added payment, she will be returned to the shopping cart page. At the bottom of the page, there is a circle with an option to “Use Ticket(s) Now.” If this circle is checked, the fare will be activated upon purchase, if it is left unchecked, the fare will transfer to the rider’s Ticket Wallet for future use. Regardless of the decision made, the rider will click “Pay Now.” Once clicked, *Transit by Passport* requires that she confirm the session and the choice to activate the ticket now or later. The confirmation page clearly shows the transaction number, ticket number, start time, end time, ticket fee, and total due. By confirming the purchase, the transaction is completed and the mobile ticket is either ready to be used or saved in the wallet. Once activated, the rider must use her ticket prior to the activation expiration, which is configurable to the needs of the Agency. An activated ticket may be validated in one of two ways: visually or electronically.

### Either:

**Visual Validation:** Each active ticket has four animated security features and one static security features for visual validation. Each mobile ticket is composed of two pages, which the rider will flip through for visual validation. Both pages contain the time since activation and the current date and time, as pulled from Passport’s servers, which remains in the same location to ease the inspector’s experience. On the first page there is a alphanumeric demarcation of the fare type, a written description of the fare type, the fare cost, the expiration time, and a live button for “Ticket Details.” During implementation, the Agency will select a unique color and alphanumeric abbreviation to accompany each fare type. The name of the fare type will also appear below the color block as well as the cost of the fare. The second page contains a dynamic QR code.

To visually inspect the mobile ticket, the inspector will verify that the current date and time are correct, which includes the seconds, providing an easily viewed visual trigger. As this information is pulled from Passport’s servers and adjusted to local time, the rider cannot change the time on her phone or take a video of the ticket to try and evade paying the transit fare and reuse an old ticket. The time since activation counts up from the time that the rider hit “Use Ticket” in seconds. If the Counting up from the time of activation also prevents the rider from activating the ticket at the last second when they see an inspection officer.

On the first page, the inspector will look for the right fare type, as graphically and verbally represented. The expiration time is a clock that counts down to the time of expiration. This countdown can be configured to milliseconds, to provide a third dynamic element, making visual inspection easier. The “Ticket Details” button is a further fail safe, in the event the inspector believes that the rider is trying to evade fare or that the ticket is otherwise not valid. This button will bring up a pop-up box that shows the transaction number, ticket ID, start and end date and time, total tickets fee, and total fee.



The second page of the ticket contains a dynamic QR code, which changes every second. There is no other information contained on this page that provides insight into the ticket's validity, except for the visible changing of the QR code. This serves as a further deterrent for fare evasion. As the ticket is two pages, a screenshot will not be sufficient to fake a ticket. Furthermore, the four dynamic elements, makes a video of the ticket obvious to detect. Finally, by pulling data from Passport's servers, the rider is prevented from adjusting any settings on their own phone to try and trick the inspector. If the rider has purchased multiple tickets at one time, there will be multiple tickets in the activation screen, which are represented by white dots at the bottom of the screen.

**Electronic Validation:** Electronic validation is not necessary to a secure mobile ticketing solution, but it does provide better insight into the system. Electronic validation allows the Agency to better understand riders' behaviors. These behaviors are captured by Passport and available for the Agency's use within OpsMan's reporting feature. The tickets are *exactly the same* as for visual validation, allowing the Agency to easily add electronic validation as a second phase of the mobile ticketing solution, without disrupting operations or the rider's user experience. Passport currently provides two different options for electronic validation: onboard and handheld.





Onboard Validators: To accommodate all agencies, Passport is hardware agnostic and works diligently to fit into each agency's existing environment. In its work with other agencies, Passport has developed integrations with Parkeon and Access-IS that have proven to be effective, which is why Passport highly recommends their use in other agencies. These integrations are available in three markets.

Specifically, Passport has developed proprietary validation software for Access-IS VAL 100 and Parkeon Axio Touch onboard validators. Both validators are capable of using NFC technology to scan the dynamic QR code on the mobile ticket, which provides visual and auditory feedback via LED and beeps, respectively, to indicate the ticket's validity. If the ticket is invalid, the system will provide a reason for the failure. Using passback logic, Passport's validation software prevents a validated ticket from being reused, reducing the occurrences of fare evasion and fraud within the system. Once the ticket is scanned, Passport will gather and store all data related to the ticket and the location of its validation. All data will be available in real-time within OpsMan for queries, reports, and management. If the validator does not have WIFI connectivity, it will still be operable, and will batch upload validation attempts and upload them to the backend system when connectivity is regained.

Handheld Validators: Using the same passback technology, Passport has created a handheld version, using Android devices. The handheld validators are not available on iOS because only Android allows third party applications to access to NFC. Using the camera on the Android smartphone, the inspector will scan the dynamic QR code on the second page of the ticket. After scanning the ticket, the handheld validator will provide visual and auditory feedback as to the ticket's validity. Similar to onboard validation, if the ticket is not valid, a reason is clearly provided. For instance, if the QR code has been scanned too many times within a set timeframe or if the ticket has been blacklisted by the Agency.

## *OpsMan*

The Agency will have complete control over who may access the backend system and even control what functions and reports can be accessed based on the role or individual within OpsMan. The Agency will have at least one main administrator, who will manage all other accounts including account creation, access control, and password resets. The Agency may designate whomever it wants to serve as a Main Administrator, but that person will have complete access to the entire system and so should be someone in a position of trust.

During implementation, Passport will work with the Agency to determine who should be an administrator (or main administrator) and what levels of access each role or individual should have. Once this is agreed upon, Passport will setup all administrator and provide a list of usernames and passwords for each administrator. Once logged in, the administrator will change their password to something unique and secure. After implementation, the Main Administrator will have access to reset administrators' passwords and adjust access to reports and dashboards, as needed.



## Login

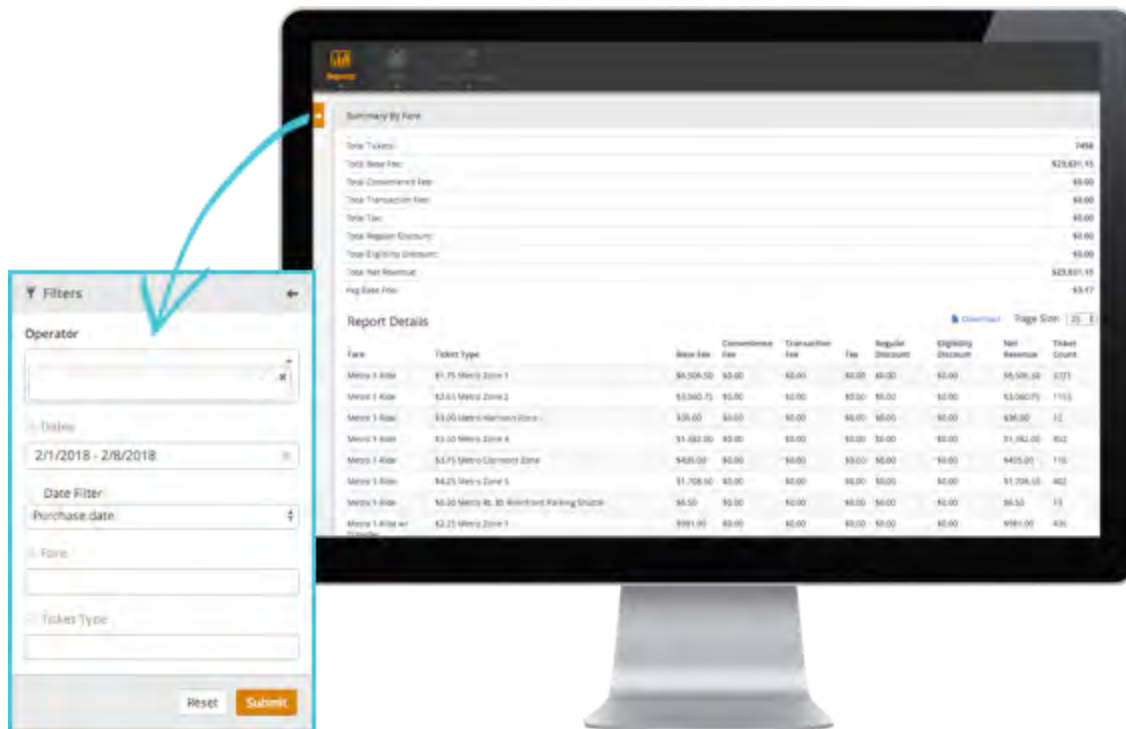
Administrators will go to <https://ppprk.com/apps/opsman> to access the OpsMan. From there, they will use their unique username and assigned password to login. On the first login, the administrator will be prompted to change their password to a secure alphanumeric password. The default configuration is an eight character password containing one numeric character, though this can be customized by the Agency to require a specific length, special characters, numbers, upper and lower case requirements, and a set expiration date. Once logged in, the administrator will have a main toolbar that will help them to easily navigate through the portal. The number of available tabs on the toolbar will be dependent on the number of Passport products purchased by the Agency. Assuming just *Parking* by Passport was purchased, the administrator will see five tabs: Monitoring, Reports, Users, Wallet, and Customer Support.

## Reports

The Reports tab allows the administrator to run predefined, ad hoc, and custom reports on the data collected by *Transit*. *Transit by Passport* aggregates all data related to the purchase, activation, and validation of mobile tickets within the Agency's transit operations. OpsMan comes preloaded with financial, customer, and administrative reports, though all reports and raw data may be exported to Excel for further analysis.

Using the Reports tab, the administrator will be able to select a predefined report, such as Summary by Fare. Using filters, the administrator will select the relevant dates and specific fare and ticket types. After clicking "Submit" OpsMan will return a report with a line-item summary at the top and a more detailed breakdown of the available fares and ticket types below. The summary will tally up the total Number of Tickets, Total Base Fees, Total Transaction Fees, Total Tax, Total Regular Discount, Total Eligibility Discount, Total New Revenue, and the Average Base Fee for the time period selected. The report details will break out each fare type (1-day, single ride, 30 day pass, etc.). Within each Fare, there are specific Ticket Types for the Agency, including the total base fee collected, tax, discount, new revenue, and ticket count. When downloaded to Excel, this report allows the Agency to run further analysis and create pivot tables.

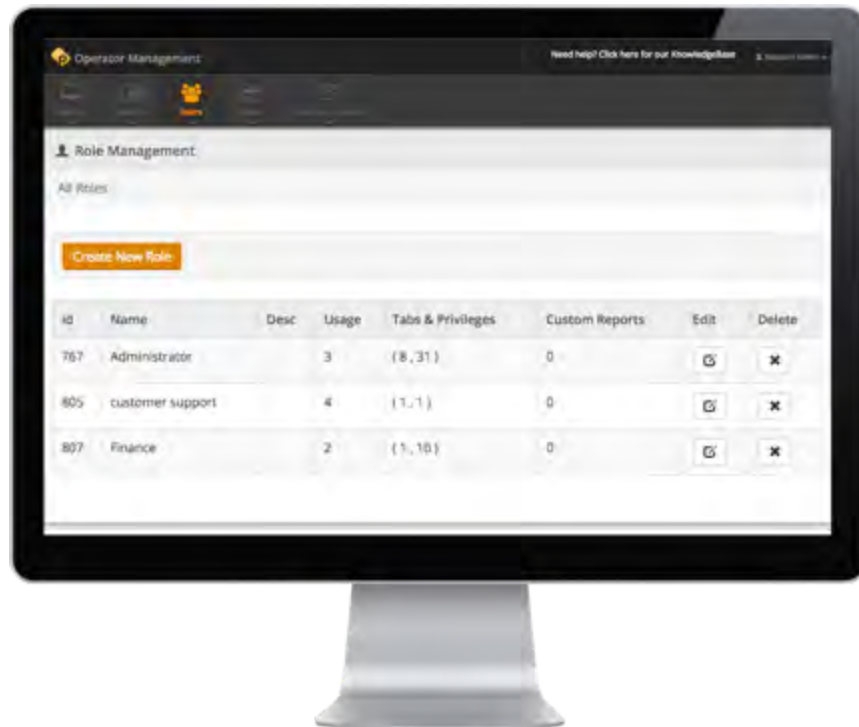




Passport is constantly iterating and updating its products, including the reporting functions in OpsMan. If the Agency requires a report that is not already created, Passport will work with the Agency to develop that report and, if it provides utility to other clients, will make the report available to other clients. Similarly, if other clients request a report with high utility, it will be made available to the Agency through regular updates.

## Users

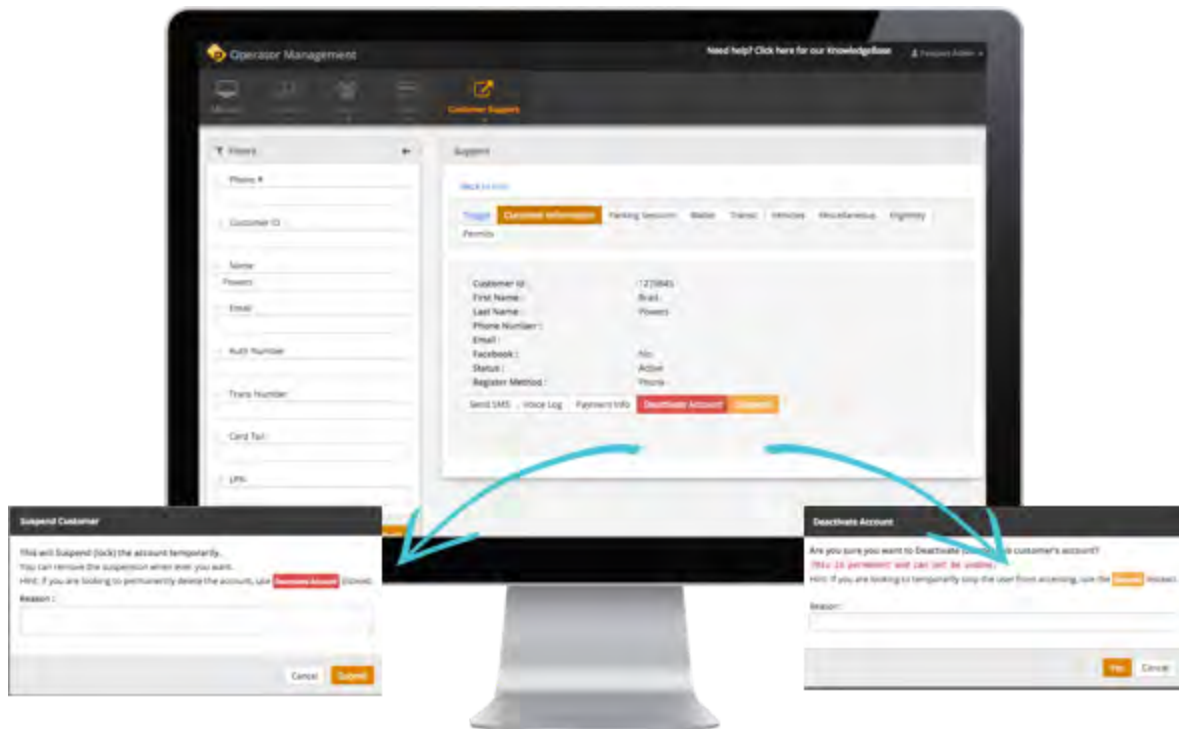
Clicking on "Users" will return a drop down menu with "Roles" and "Users." "Users" is only accessible to a Main Administrator and will be used to create a user, edit access to OpsMan, reset a password, or delete an account. The Main Administrator can filter based on the Role or search for an individual administrator.



The “Roles” page allows the Main Administrator to change OpsMan access for an entire role. During implementation and thereafter in account creation, the Main Administrator will assign a role to each user. Based on those roles, the Main Administrators can set access controls. Commonly defined roles include “Accounting” and “Customer Support.”

### Customer Support

The Customer Support Tab allows administrators to look up a rider’s account by either the phone number, name, email address, or transaction number. Once the rider is identified, the administrator may pull up that rider’s profile, which will show all customer information, including how the rider registered for their account, whether they have an attached Facebook account, and the phone number and email address used to register.



From the main “Customer Information” section, the administrator will be able to deactivate or suspend a rider’s account based on misuse, fraud, or other business rules. Suspending an account temporarily blocks a rider from using *Transit by Passport*, whereas deactivating the account will permanently delete that rider’s profile. Using tabs at the top of the rider’s profile, the administrator will be able to deep dive into every fare purchase, wallet transactions, failed card authorizations, and create a customer service ticket. The administrator will never have full access to the rider’s payment method, only a four digit tail in keeping with PCI-DSS regulations.

## Transit Features

### *Fare Advantage Program*

Passport has developed a Fare Advantage Program that allows agencies, businesses, government entities, and universities to digitally provide discounted fare programs to their riders. The Fare Advantage Program enables the Agency to effectively distribute rider discounts, which are redeemable directly from the rider’s *Transit* account. This program was designed to provide a valuable service to its riders, while streamlining the Agency’s operations: eliminating printing costs, reducing trips to the Agency’s office, and eliminating on-board verification of eligibility. In the Fare Advantage Program, each eligible rider’s account will be tied to an eligibility code, which the Agency will distribute to their riders. The eligibility status can either be verified by the rider herself (i.e., senior discounts require proof of age) or by a third party (i.e., student fares are confirmed by the University). Once the rider inputs her unique code, that rider’s account will be tied to that eligibility status, giving her access to both full price and reduced priced fares.

## Gift Tickets

*Transit by Passport* allows the Agencies and operators to gift tickets to specific riders. Using OpsMan, the Agency is able to reward specific riders with free fares. The gifted mobile ticket can either be activated or inactive when it is gifted, requiring that the rider use it immediately or can hold on the gift. Once gifted, the ticket will appear in the rider's application either active under "Transit Active Sessions," or inactive in the Ticket Wallet. Agencies typically gift tickets to riders who have either accidentally activated a ticket too early, have transferred phones, or have had a bad experience with either the Agency or the app.

## Special Events Tickets

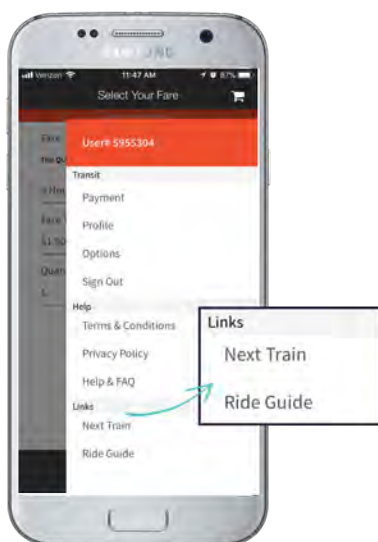
Using the backend management portal, OpsMan, the Agency will be able to generate coupon codes, which will give riders access to special events passes. Passport has configured event rates for a number of its clients, including the Greater Cleveland Regional Transit Authority ("GCRTA"), Southwest Ohio Regional Transit Authority ("SORTA") and the Miami-Dade Transit ("MDT"). In Cleveland, Passport built a pilot program for GCRTA, which was set to launch in July. It was important to the City that the mobile ticketing product was available for the Republican National Convention, allowing visitors to take advantage of the city's newest technology. Not only did Passport launch the app ahead of schedule, the initial launch of the application included special passes for those riders attending the RNC.

In Cincinnati, Passport has repeatedly partnered with the Agency to provide special event passes to attend the city's new art festival, BLINK. The festival followed the route of the Cincinnati Bell Connector, which offers mobile ticketing through Passport. Passport offered special event fares to BLINK attendees and saw a huge increase in sales during the 4 day festival. Passport offered similar event tickets to encourage use of public transportation during Oktoberfest Zinzinnati in September.

To celebrate the launch of MDT's mobile ticketing application, EasyCard, the Agency offered free tickets to the first 2,017 riders of the new year. Passport configured the system to count the number of tickets sold and adjust the rate accordingly.

## External Links

In every transit agency it is important for a technology provider to understand there are aspects of the environment that need to be readily accessible. These aspects come in the form of system announcements, real-time information, and other various informative websites. With this understanding, Passport built its application to allow agencies to add external links within the Menu section of their agency-specific application. These external links are unique to each individual agency and will only be visible once the rider has selected the agency they will be interacting with. This has proven to be particularly beneficial for agencies that have already spent the money to create an externally facing real-time bus information application. Passport can provide links to companies like RouteShout, Avail, Doublemap, and more.






In Detroit, for example, the streetcar QLine had existing methods, which helped riders use the transportation system throughout the city: Next Train and Ride Guide. Within the mobile ticketing solution provided by Passport, the agency wanted to make this information easily available to the rider, so it was included as an external link within the application’s Menu. Passport will work with the Agency to understand what external links are most relevant to riders and implement a reasonable amount of external links so as not to impact the user experience. The links are known as “deep links,” meaning that they will open automatically to the relevant page within either the website or application. If the rider doesn’t already have the external application, they will be directed to that application’s page within the Google Play or Apple App stores.

## TAB 9: REQUIRED DOCUMENTS

### Clean Air and Water Act & Debarment Notice

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h)), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations

Potential Vendor	<u>Passport Labs, Inc.</u>
Print Name	<u>Khristian Gutierrez</u>
Address	<u>128 S. Tryon Street, Ste. 2200</u>
City, State, Zip	<u>Charlotte, North Carolina 28202</u>
Authorized signature	 <u></u>
Date	<u>February 20, 2018</u>





## **Contractor Requirements**

### **Contractor Certification Contractor's Employment Eligibility**

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statues of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed

#### **Fingerprint & Background Checks**

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed

#### **Business Operations in Sudan, Iran**

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

Authorized signature

Date

February 20, 2018



**Antitrust Certification Statements (Tex. Government Code § 2155.005)**

I affirm under penalty of perjury of the laws of the State of Texas that:

- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
- (2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
- (3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and
- (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company name	<u>Passport Labs, Inc.</u>
Address	<u>128 S. Tryon Street, Ste. 2200</u>
City/State/Zip	<u>Charlotte, North Carolina 28202</u>
Telephone No.	<u>(704) 837-8066</u>
Fax No.	<u>(888) 804-1783</u>
Email address	<u>RFP@passportinc.com</u>
Printed name	<u>Khristian Gutierrez</u>
Position with company	<u>Chief Revenue Officer</u>
Authorized signature	



## **FEMA Standard Terms and Conditions Addendum for Contracts and Grants**

If any purchase made under the Master Agreement is funded in whole or in part by Federal Emergency Management Agency ("FEMA") grants, Contractor shall comply with all federal laws and regulations applicable to the receipt of FEMA grants, including, but not limited to the contractual procedures set forth in Title 44 of the Code of Federal Regulations, Part 13 ("44 CFR 13").

In addition, Contractor agrees to the following specific provisions:

- 1) Pursuant to 44 CFR 13.36(i)(1), University is entitled to exercise all administrative, contractual, or other remedies permitted by law to enforce Contractor's compliance with the terms of this Master Agreement, including but not limited to those remedies set forth at 44 CFR 13.43.
- 2) Pursuant to 44 CFR 13.36(i)(2), University may terminate the Master Agreement for cause or convenience in accordance with the procedures set forth in the Master Agreement and those provided by 44 CFR 13.44.
- 3) Pursuant to 44 CFR 13.36(i)(3)-(6)(12), and (13), Contractor shall comply with the following federal laws:
  - a. Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Executive Order 11375 of October 13, 1967, and as supplemented in Department of Labor ("DOL") regulations (41 CFR Ch. 60);
  - b. Copeland "Anti-Kickback" Act (18 U.S.C. 874), as supplemented in DOL regulations (29 CFR Part 3);
  - c. Davis-Bacon Act (40 U.S.C. 276a-276a-7) as supplemented by DOL regulations (29 CFR Part 5);
  - d. Section 103 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-30) as supplemented by DOL regulations (29 CFR Part 5);
  - e. Section 306 of the Clean Air Act (42 U.S.C. 1857(h), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15); and
  - f. Mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L.94-163, 89 Stat. 871).
- 4) Pursuant to 44 CFR 13.36(i)(7), Contractor shall comply with FEMA requirements and regulations pertaining to reporting, including but not limited to those set forth at 44 CFR 40 and 41.
- 5) Pursuant to 44 CFR 13.36(i)(8), Contractor agrees to the following provisions regarding patents:
  - a. All rights to inventions and/or discoveries that arise or are developed, in the course of or under this Agreement, shall belong to the participating agency and be disposed of in accordance with the participating agencies policy. The participating agency, at its own discretion, may file for patents in connection with all rights to any such inventions and/or discoveries.
- 6) Pursuant to 44 CFR 13.36(i)(9), Contractor agrees to the following provisions, regarding copyrights:
  - a. If this Agreement results in any copyrightable material or inventions, in accordance with 44 CFR 13.34, FEMA reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, for Federal Government purposes:
    - 1) The copyright in any work developed under a grant or contract; and
    - 2) Any rights of copyright to which a grantee or a contractor purchases ownership with grant support.
- 7) Pursuant to 44 CFR 13.36(i)(10), Contractor shall maintain any books, documents, papers, and records of the Contractor which are directly pertinent to this Master Agreement. At any time during normal business hours and as often as the participating agency deems necessary, Contractor shall permit participating agency, FEMA, the Comptroller General of United States, or any of their duly authorized representatives to inspect and photocopy such records for the purpose of making audit, examination, excerpts, and transcriptions.
- 8) Pursuant to 44 CFR 13.36(i)(11), Contractor shall retain all required records for three years after FEMA or participating agency makes final payments and all other pending matters are closed. In addition, Contractor shall comply with record retention requirements set forth in 44 CFR 13.42.



## **Required Clauses for Federal Assistance provided by FTA**

### **ACCESS TO RECORDS AND REPORTS**

Contractor agrees to:

- a) Maintain all books, records, accounts and reports required under this Contract for a period of not less than three (3) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until Public Agency, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.
- b) Permit any of the foregoing parties to inspect all work, materials, payrolls, and other data and records with regard to the Project, and to audit the books, records, and accounts with regard to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination.

*FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts. Reference 49 CFR 18.39 (i)(11).*

### **CIVIL RIGHTS / TITLE VI REQUIREMENTS**

- 1) Non-discrimination. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
- 2) Equal Employment Opportunity. The following Equal Employment Opportunity requirements apply to this Contract:
  - a. Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 et seq., and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of this Project. Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue.
  - b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective



employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue.

- c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.
  - d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.
- 3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.
  - 4) Sanctions of Non-Compliance. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.


*Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.*

#### **DISADVANTAGED BUSINESS PARTICIPATION**

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "*Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*", therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

- 1) Non-Discrimination Assurances. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).



- 
- 2) Prompt Payment. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.
  - 3) DBE Program. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

#### **ENERGY CONSERVATION REQUIREMENTS**

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

#### **FEDERAL CHANGES**

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Contract between public agency and the FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

#### **INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS**

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT, as set forth in the most current FTA Circular 4220.1F, dated November 1, 2008, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to perform any act, fail to perform any act, or refuse to comply with any public agency requests that would cause public agency to be in violation of the FTA terms and conditions.

#### **NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES**

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.





*Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.*

#### **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS**

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

*Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.*



## State Notice Addendum

Pursuant to certain state notice provisions the following public agencies and political subdivisions of the referenced public agencies are eligible to access the contract award made pursuant to this solicitation. Public agencies and political subdivisions are hereby given notice of the foregoing request for proposal for purposes of complying with the procedural requirement of said statutes:

Nationwide: [http://www.usa.gov/Agencies/Local\\_Government/Cities.shtml](http://www.usa.gov/Agencies/Local_Government/Cities.shtml)

Other States: Cities, Towns, Villages, and Boroughs

<p><b>No.</b></p> <p><b>Cities, Towns, Villages and Boroughs in Oregon</b></p> <p>1 CEDAR MILL COMMUNITY LIBRARY</p> <p>2 CITY COUNTY INSURANCE SERVICES</p> <p>3 CITY OF ADAIR VILLAGE</p> <p>4 CITY OF ALBANY</p> <p>5 CITY OF ASHLAND</p> <p>6 CITY OF ASTORIA OREGON</p> <p>7 CITY OF AUMSVILLE</p> <p>8 CITY OF AURORA</p> <p>9 CITY OF BEAVERTON</p> <p>10 CITY OF BOARDMAN</p> <p>11 CITY OF BURNS</p> <p>12 CITY OF CANBY</p> <p>13 CITY OF CANNON BEACH OR</p> <p>14 CITY OF CANYONVILLE</p> <p>15 CITY OF CENTRAL POINT POLICE DEPARTMENT</p> <p>16 CITY OF CLATSKANIE</p> <p>17 CITY OF COBURG</p> <p>18 CITY OF CONDON</p> <p>19 CITY OF COOS BAY</p> <p>20 CITY OF CORVALLIS</p> <p>21 CITY OF COTTAGE GROVE</p> <p>22 CITY OF CRESWELL</p> <p>23 CITY OF DALLAS</p> <p>24 CITY OF DAMASCUS</p> <p>25 CITY OF DUNDEE</p> <p>26 CITY OF EAGLE POINT</p> <p>27 CITY OF ECHO</p> <p>28 CITY OF ESTACADA</p> <p>29 CITY OF EUGENE</p> <p>30 CITY OF FAIRVIEW</p> <p>31 CITY OF FALLS CITY</p> <p>32 CITY OF GATES</p> <p>33 CITY OF GEARHART</p> <p>34 CITY OF GERVAIS</p> <p>35 CITY OF GOLD HILL</p> <p>36 CITY OF GRANTS PASS</p> <p>37 CITY OF GRESHAM</p> <p>38 CITY OF HAPPY VALLEY</p> <p>39 CITY OF HILLSBORO</p> <p>40 CITY OF HOOD RIVER</p> <p>41 CITY OF JOHN DAY</p> <p>42 CITY OF KLAMATH FALLS</p> <p>43 CITY OF LA GRANDE</p> <p>44 CITY OF LAKE OSWEGO</p> <p>45 CITY OF LAKESIDE</p> <p>46 CITY OF LEBANON</p> <p>47 CITY OF MALIN</p> <p>48 CITY OF MCMINNVILLE</p> <p>49 CITY OF MEDFORD</p> <p>50 CITY OF MILL CITY</p> <p>51 CITY OF MILLERSBURG</p> <p>52 CITY OF MILWAUKIE</p> <p>53 CITY OF MORO</p>	<p>54 CITY OF MOSIER</p> <p>55 CITY OF NEWBERG</p> <p>56 CITY OF NORTH PLAINS</p> <p>57 CITY OF OREGON CITY</p> <p>58 CITY OF PHOENIX</p> <p>59 CITY OF PILOT ROCK</p> <p>60 CITY OF PORT ORFORD</p> <p>61 CITY OF PORTLAND</p> <p>62 CITY OF POWERS</p> <p>63 CITY OF REDMOND</p> <p>64 CITY OF REEDSPORT</p> <p>65 CITY OF RIDDLE</p> <p>66 CITY OF SALEM</p> <p>67 CITY OF SANDY</p> <p>68 CITY OF SANDY</p> <p>69 CITY OF SCAPPOOSE</p> <p>70 CITY OF SEASIDE</p> <p>71 CITY OF SHADY COVE</p> <p>72 CITY OF SHERWOOD</p> <p>73 CITY OF SPRINGFIELD</p> <p>74 CITY OF ST. PAUL</p> <p>75 CITY OF STAYTON</p> <p>76 CITY OF TIGARD, OREGON</p> <p>77 CITY OF TUALATIN, OREGON</p> <p>78 CITY OF WARRENTON</p> <p>79 CITY OF WEST LINN/PARKS</p> <p>80 CITY OF WILSONVILLE</p> <p>81 CITY OF WINSTON</p> <p>82 CITY OF WOOD VILLAGE</p> <p>83 CITY OF WOODBURN</p> <p>84 CITY OF YACHATS</p> <p>85 FLORENCE AREA CHAMBER OF COMMERCE</p> <p>86 GASTON RURAL FIRE DEPARTMENT</p> <p>87 GLADSTONE POLICE DEPARTMENT</p> <p>88 HOUSING AUTHORITY OF THE CITY OF SALEM</p> <p>89 KEIZER POLICE DEPARTMENT</p> <p>90 LEAGUE OF OREGON CITIES</p> <p>91 MALIN COMMUNITY PARK AND RECREATION DISTRICT</p> <p>92 METRO</p> <p>93 MONMOUTH - INDEPENDENCE NETWORK</p> <p>94 PORTLAND DEVELOPMENT COMMISSION</p> <p>95 RAINIER POLICE DEPARTMENT</p> <p>96 RIVERGROVE WATER DISTRICT</p> <p>97 SUNSET EMPIRE PARK AND RECREATION</p> <p>98 THE NEWPORT PARK AND RECREATION CENTER</p> <p>99 TILLAMOOK PEOPLES UTILITY DISTRICT</p> <p>100 TUALATIN VALLEY FIRE &amp; RESCUE</p> <p>101 WEST VALLEY HOUSING AUTHORITY</p> <p><b>No. Counties and Parishes</b></p> <p>1 ASSOCIATION OF OREGON COUNTIES</p> <p>2 BENTON COUNTY</p> <p>3 CLACKAMAS COUNTY DEPT OF TRANSPORTATION</p> <p>4 CLATSOP COUNTY</p> <p>5 COLUMBIA COUNTY, OREGON</p> <p>6 COOS COUNTY HIGHWAY DEPARTMENT</p> <p>7 CROOK COUNTY ROAD DEPARTMENT</p>
--	---



8	CURRY COUNTY OREGON
9	DESCHUTES COUNTY
10	DOUGLAS COUNTY
11	GILLIAM COUNTY
12	GILLIAM COUNTY OREGON
13	GRANT COUNTY, OREGON
14	HARNEY COUNTY SHERIFFS OFFICE
15	HOOD RIVER COUNTY
16	HOUSING AUTHORITY OF CLACKAMAS COUNTY
17	JACKSON COUNTY HEALTH AND HUMAN SERVICES
18	JEFFERSON COUNTY
19	KLAMATH COUNTY VETERANS SERVICE OFFICE
20	LAKE COUNTY
21	LANE COUNTY
22	LINCOLN COUNTY
23	LINN COUNTY
24	MARION COUNTY , SALEM, OREGON
25	MORROW COUNTY
26	MULTNOMAH COUNTY
27	MULTNOMAH COUNTY
28	MULTNOMAH LAW LIBRARY
29	NAMI LANE COUNTY
30	POLK COUNTY
31	SHERMAN COUNTY
32	UMATILLA COUNTY, OREGON
33	UNION COUNTY
34	WALLOWA COUNTY
35	WASCO COUNTY
36	WASHINGTON COUNTY
37	YAMHILL COUNTY
1	BOARD OF WATER SUPPLY
2	COUNTY OF HAWAII
3	MAUI COUNTY COUNCIL
<b>No.</b>	<b>Higher Education</b>
1	BIRTHINGWAY COLLEGE OF MIDWIFERY
2	BLUE MOUNTAIN COMMUNITY COLLEGE
3	CENTRAL OREGON COMMUNITY COLLEGE
4	CHEMEKETA COMMUNITY COLLEGE
5	CLACKAMAS COMMUNITY COLLEGE
6	COLUMBIA GORGE COMMUNITY COLLEGE
7	GEORGE FOX UNIVERSITY
8	KLAMATH COMMUNITY COLLEGE DISTRICT
9	LANE COMMUNITY COLLEGE
10	LEWIS AND CLARK COLLEGE
11	LINFIELD COLLEGE
12	LINN-BENTON COMMUNITY COLLEGE
13	MARYLHURST UNIVERSITY
14	MT. HOOD COMMUNITY COLLEGE
15	MULTNOMAH BIBLE COLLEGE
16	NATIONAL COLLEGE OF NATURAL MEDICINE
17	NORTHWEST CHRISTIAN COLLEGE
18	OREGON HEALTH AND SCIENCE UNIVERSITY
19	OREGON UNIVERSITY SYSTEM
20	PACIFIC UNIVERSITY
21	PORTLAND COMMUNITY COLLEGE
22	PORTLAND STATE UNIV.
23	REED COLLEGE
24	ROGUE COMMUNITY COLLEGE
25	SOUTHWESTERN OREGON COMMUNITY COLLEGE
26	TILLAMOOK BAY COMMUNITY COLLEGE
27	UMPQUA COMMUNITY COLLEGE
28	WESTERN STATES CHIROPRACTIC COLLEGE
29	WILLAMETTE UNIVERSITY
1	ARGOSY UNIVERSITY
2	BRIGHAM YOUNG UNIVERSITY - HAWAII
3	COLLEGE OF THE MARSHALL ISLANDS
4	RESEARCH CORPORATION OF THE UNIVERSITY OF HAWAII
5	UNIVERSITY OF HAWAII AT MANOA
<b>No.</b>	<b>K - 12</b>
1	ARCHBISHOP FRANCIS NORBERT BLANCHET SCHOOL
2	BAKER COUNTY SCHOOL DIST. 16J - MALHEUR ESD

3	BAKER SCHOOL DISTRICT 5-J
4	BANDON SCHOOL DISTRICT
5	BANKS SCHOOL DISTRICT
6	BEAVERTON SCHOOL DISTRICT
7	BEND / LA PINE SCHOOL DISTRICT
8	BEND-LA PINE SCHOOL DISTRICT
9	BROOKING HARBOR SCHOOL DISTRICT NO.17-C
10	CANBY SCHOOL DISTRICT
11	CANYONVILLE CHRISTIAN ACADEMY
12	CASCADE SCHOOL DISTRICT
13	CASCADES ACADEMY OF CENTRAL OREGON
14	CENTENNIAL SCHOOL DISTRICT
15	CENTRAL CATHOLIC HIGH SCHOOL
16	CENTRAL POINT SCHOOL DISTRICT NO. 6
17	CENTRAL SCHOOL DISTRICT 13J
18	CLACKAMAS EDUCATION SERVICE DISTRICT
19	COOS BAY SCHOOL DISTRICT
20	COOS BAY SCHOOL DISTRICT NO.9
21	COQUILLE SCHOOL DISTRICT 8
22	COUNTY OF YAMHILL SCHOOL DISTRICT 29
23	CRESWELL SCHOOL DISTRICT
24	CROSSROADS CHRISTIAN SCHOOL
25	CULVER SCHOOL DISTRICT NO.
26	DALLAS SCHOOL DISTRICT NO. 2
27	DAVID DOUGLAS SCHOOL DISTRICT
28	DAYTON SCHOOL DISTRICT NO.8
29	DE LA SALLE N CATHOLIC HS
30	DESCHUTES COUNTY SD NO.6 - SISTERS SD
31	DOUGLAS COUNTY SCHOOL DISTRICT 116
32	DOUGLAS EDUCATION SERVICE DISTRICT
33	DUFUR SCHOOL DISTRICT NO.29
34	ELKTON SCHOOL DISTRICT NO.34
35	ESTACADA SCHOOL DISTRICT NO.108
36	FOREST GROVE SCHOOL DISTRICT
37	GASTON SCHOOL DISTRICT 511J
38	GEN CONF OF SDA CHURCH WESTERN OR
39	GLADSTONE SCHOOL DISTRICT
40	GLENDALE SCHOOL DISTRICT
41	GLIDE SCHOOL DISTRICT NO.12
42	GRANTS PASS SCHOOL DISTRICT 7
43	GREATER ALBANY PUBLIC SCHOOL DISTRICT
44	GRESHAM-BARLOW SCHOOL DISTRICT
45	HARNEY COUNTY SCHOOL DIST. NO.3
46	HARNEY EDUCATION SERVICE DISTRICT
47	HEAD START OF LANE COUNTY
48	HERITAGE CHRISTIAN SCHOOL
49	HIGH DESERT EDUCATION SERVICE DISTRICT
50	HOOD RIVER COUNTY SCHOOL DISTRICT
51	JACKSON CO SCHOOL DIST NO.9
52	JEFFERSON COUNTY SCHOOL DISTRICT 509-J
53	JEFFERSON SCHOOL DISTRICT
54	KLAMATH FALLS CITY SCHOOLS
55	LA GRANDE SCHOOL DISTRICT
56	LAKE OSWEGO SCHOOL DISTRICT 7J
57	LANE COUNTY SCHOOL DISTRICT 4J
58	LANE COUNTY SCHOOL DISTRICT 69
59	LEBANON COMMUNITY SCHOOLS NO.9
60	LINCOLN COUNTY SCHOOL DISTRICT
61	LINN CO. SCHOOL DIST. 95C - SCIO SD
62	LOST RIVER JR/SR HIGH SCHOOL
63	LOWELL SCHOOL DISTRICT NO.71
64	MARION COUNTY SCHOOL DISTRICT 103 - WASHINGTON ES
65	MCMINNVILLE SCHOOL DISTRICT NO.40
66	MEDFORD SCHOOL DISTRICT 549C
67	MITCH CHARTER SCHOOL
68	MOLALLA RIVER ACADEMY
69	MOLALLA RIVER SCHOOL DISTRICT NO.35
70	MONROE SCHOOL DISTRICT NO.1J
71	MORROW COUNTY SCHOOL DISTRICT
72	MT. ANGEL SCHOOL DISTRICT NO.91
73	MT.SCOTT LEARNING CENTERS
74	MULTISENSORY LEARNING ACADEMY



75 MULTNOMAH EDUCATION SERVICE DISTRICT  
76 MYRTLE POINT SCHOOL DISTRICT NO.41  
77 NEAH-KAH-NIE DISTRICT NO.56  
78 NESTUCCA VALLEY SCHOOL DISTRICT NO.101  
79 NOBEL LEARNING COMMUNITIES  
80 NORTH BEND SCHOOL DISTRICT 13  
81 NORTH CLACKAMAS SCHOOL DISTRICT  
82 NORTH SANTIAM SCHOOL DISTRICT 29J  
83 NORTH WASCO CTY SCHOOL DISTRICT 21 - CHENOWITH  
84 NORTHWEST REGIONAL EDUCATION SERVICE DISTRICT  
85 NYSSA SCHOOL DISTRICT NO. 26  
86 ONTARIO MIDDLE SCHOOL  
87 OREGON TRAIL SCHOOL DISTRICT NO.46  
88 OUR LADY OF THE LAKE SCHOOL  
89 PHILOMATH SCHOOL DISTRICT  
90 PHOENIX-TALENT SCHOOL DISTRICT NO.4  
91 PORTLAND ADVENTIST ACADEMY  
92 PORTLAND JEWISH ACADEMY  
93 PORTLAND PUBLIC SCHOOLS  
94 RAINIER SCHOOL DISTRICT  
95 REDMOND SCHOOL DISTRICT  
96 REEDSPORT SCHOOL DISTRICT  
97 REYNOLDS SCHOOL DISTRICT  
98 ROGUE RIVER SCHOOL DISTRICT NO.35  
99 ROSEBURG PUBLIC SCHOOLS  
100 SALEM-KEIZER PUBLIC SCHOOLS  
101 SCAPPOOSE SCHOOL DISTRICT 1J  
102 SEASIDE SCHOOL DISTRICT 10  
103 SEVEN PEAKS SCHOOL  
104 SHERWOOD SCHOOL DISTRICT 88J  
105 SILVER FALLS SCHOOL DISTRICT  
106 SIUSLAW SCHOOL DISTRICT  
107 SOUTH COAST EDUCATION SERVICE DISTRICT  
108 SOUTH LANE SCHOOL DISTRICT 45J3  
109 SOUTHERN OREGON EDUCATION SERVICE DISTRICT  
110 SOUTHWEST CHARTER SCHOOL  
111 SPRINGFIELD SCHOOL DISTRICT NO.19  
112 STANFIELD SCHOOL DISTRICT  
113 SWEET HOME SCHOOL DISTRICT NO.55  
114 THE CATLIN GABEL SCHOOL  
115 TIGARD-TUALATIN SCHOOL DISTRICT  
116 UMATILLA-MORROW ESD  
117 VERNONIA SCHOOL DISTRICT 47J  
118 WEST HILLS COMMUNITY CHURCH  
119 WEST LINN WILSONVILLE SCHOOL DISTRICT  
120 WHITEAKER MONTESSORI SCHOOL  
121 YONCALLA SCHOOL DISTRICT NO.32  
1 CONGREGATION OF CHRISTIAN BROTHERS OF HAWAII, INC.  
2 EMMANUAL LUTHERAN SCHOOL  
3 HANAHAU'OLI SCHOOL  
4 HAWAII TECHNOLOGY ACADEMY  
5 ISLAND SCHOOL  
6 KAMEHAMEHA SCHOOLS  
7 KE KULA O S. M. KAMAKAU  
8 MARYKNOLL SCHOOL  
9 PACIFIC BUDDHIST ACADEMY  
**No. Nonprofit & Other**  
1 211INFO  
2 ACUMENTRA HEALTH  
3 ADDICTIONS RECOVERY CENTER, INC  
4 ALLFOURONE/CRESTVIEW CONFERENCE CTR.  
5 ALVORD-TAYLOR INDEPENDENT LIVING SERVICES  
6 ALZHEIMERS NETWORK OF OREGON  
7 ASHLAND COMMUNITY HOSPITAL  
8 ATHENA LIBRARY FRIENDS ASSOCIATION  
9 BARLOW YOUTH FOOTBALL  
10 BAY AREA FIRST STEP, INC.  
11 BENTON HOSPICE SERVICE  
12 BETHEL CHURCH OF GOD  
13 BIRCH COMMUNITY SERVICES, INC.  
14 BLACHLY LANE ELECTRIC COOPERATIVE  
15 BLIND ENTERPRISES OF OREGON

16 BONNEVILLE ENVIRONMENTAL FOUNDATION  
17 BOYS AND GIRLS CLUBS OF PORTLAND METROPOLITAN AREA  
18 BROAD BASE PROGRAMS INC.  
19 CANBY FOURSQUARE CHURCH  
20 CANCER CARE RESOURCES  
21 CASCADIA BEHAVIORAL HEALTHCARE  
22 CASCADIA REGION GREEN BUILDING COUNCIL  
23 CATHOLIC CHARITIES  
24 CATHOLIC COMMUNITY SERVICES  
25 CENTER FOR RESEARCH TO PRACTICE  
26 CENTRAL BIBLE CHURCH  
27 CENTRAL CITY CONCERN  
28 CENTRAL DOUGLAS COUNTY FAMILY YMCA  
29 CENTRAL OREGON COMMUNITY ACTION AGENCY NETWORK  
30 CHILDEPEACE MONTESSORI  
31 CITY BIBLE CHURCH  
32 CLACKAMAS RIVER WATER  
33 CLASSROOM LAW PROJECT  
34 COAST REHABILITATION SERVICES  
35 COLLEGE HOUSING NORTHWEST  
36 COLUMBIA COMMUNITY MENTAL HEALTH  
37 COMMUNITY ACTION ORGANIZATION  
38 COMMUNITY ACTION TEAM, INC.  
39 COMMUNITY CANCER CENTER  
40 COMMUNITY HEALTH CENTER, INC  
41 COMMUNITY VETERINARY CENTER  
42 CONFEDERATED TRIBES OF GRAND RONDE  
43 CONSERVATION BIOLOGY INSTITUTE  
44 CONTEMPORARY CRAFTS MUSEUM AND GALLERY  
45 CORVALLIS MOUNTAIN RESCUE UNIT  
46 COVENANT CHRISTIAN HOOD RIVER  
47 COVENANT RETIREMENT COMMUNITIES  
48 DECISION SCIENCE RESEARCH INSTITUTE, INC.  
49 DELIGHT VALLEY CHURCH OF CHRIST  
50 DOGS FOR THE DEAF, INC.  
51 DOUGLAS ELECTRIC COOPERATIVE, INC.  
52 EAST HILL CHURCH  
53 EAST SIDE FOURSQUARE CHURCH  
54 EAST WEST MINISTRIES INTERNATIONAL  
55 EDUCATIONAL POLICY IMPROVEMENT CENTER  
56 ELMIRA CHURCH OF CHRIST  
57 EMERALD PUD  
58 EMMAUS CHRISTIAN SCHOOL  
59 EN AVANT, INC.  
60 ENTERPRISE FOR EMPLOYMENT AND EDUCATION  
61 EUGENE BALLET COMPANY  
62 EUGENE SYMPHONY ASSOCIATION, INC.  
63 EUGENE WATER & ELECTRIC BOARD  
64 EVERGREEN AVIATION MUSEUM AND CAP. MICHAEL KING.  
65 FAIR SHARE RESEARCH AND EDUCATION FUND  
66 FAITH CENTER  
67 FAITHFUL SAVIOR MINISTRIES  
68 FAMILIES FIRST OF GRANT COUNTY, INC.  
69 FANCONI ANEMIA RESEARCH FUND INC.  
70 FARMWORKER HOUSING DEV CORP  
71 FIRST CHURCH OF THE NAZARENE  
72 FIRST UNITARIAN CHURCH  
73 FORD FAMILY FOUNDATION  
74 FOUNDATIONS FOR A BETTER OREGON  
75 FRIENDS OF THE CHILDREN  
76 GATEWAY TO COLLEGE NATIONAL NETWORK  
77 GOAL ONE COALITION  
78 GOLD BEACH POLICE DEPARTMENT  
79 GOOD SHEPHERD COMMUNITIES  
80 GOODWILL INDUSTRIES OF LANE AND SOUTH COAST COUNTIES  
81 GRANT PARK CHURCH  
82 GRANTS PASS MANAGEMENT SERVICES, DBA  
83 GREATER HILLSBORO AREA CHAMBER OF COMMERCE  
84 HALFWAY HOUSE SERVICES, INC.  
85 HEARING AND SPEECH INSTITUTE INC  
86 HELP NOW! ADVOCACY CENTER  
87 HIGHLAND HAVEN



88	HIGHLAND UNITED CHURCH OF CHRIST	160	PLANNED PARENTHOOD OF SOUTHWESTERN OREGON
89	HIV ALLIANCE, INC	161	PORT CITY DEVELOPMENT CENTER
90	HOUSING AUTHORITY OF LINCOLN COUNTY	162	PORTLAND ART MUSEUM
91	HOUSING AUTHORITY OF PORTLAND	163	PORTLAND BUSINESS ALLIANCE
92	HOUSING NORTHWEST	164	PORTLAND HABILITATION CENTER, INC.
93	INDEPENDENT INSURANCE AGENTS AND BROKERS OF OREGON	165	PORTLAND SCHOOLS FOUNDATION
94	INTERNATIONAL SOCIETY FOR TECHNOLOGY IN EDUCATION	166	PORTLAND WOMENS CRISIS LINE
95	INTERNATIONAL SUSTAINABLE DEVELOPMENT FOUNDATION	167	PREGNANCY RESOUCE CENTERS OF GRETER PORTLAND
96	IRCO	168	PRINGLE CREEK SUSTAINABLE LIVING CENTER
97	JASPER MOUNTAIN	169	PUBLIC DEFENDER SERVICES OF LANE COUNTY, INC.
98	JUNIOR ACHIEVEMENT	170	QUADRIPLIGICS UNITED AGAINST DEPENDENCY, INC.
99	KLAMATH HOUSING AUTHORITY	171	REBUILDING TOGETHER - PORTLAND INC.
100	LA CLINICA DEL CARINO FAMILY HEALTH CARE CENTER	172	REGIONAL ARTS AND CULTURE COUNCIL
101	LA GRANDE UNITED METHODIST CHURCH	173	RELEVANT LIFE CHURCH
102	LANE ELECTRIC COOPERATIVE	174	RENEWABLE NORTHWEST PROJECT
103	LANE MEMORIAL BLOOD BANK	175	ROGUE FEDERAL CREDIT UNION
104	LANECO FEDERAL CREDIT UNION	176	ROSE VILLA, INC.
105	LAUREL HILL CENTER	177	SACRED HEART CATHOLIC DAUGHTERS
106	LIFEWORX NW	178	SAIF CORPORATION
107	LIVING WAY FELLOWSHIP	179	SAINT ANDREW NATIVITY SCHOOL
108	LOAVES & FISHES CENTERS, INC.	180	SAINT CATHERINE OF SIENA CHURCH
109	LOCAL GOVERNMENT PERSONNEL INSTITUTE	181	SAINT JAMES CATHOLIC CHURCH
110	LOOKING GLASS YOUTH AND FAMILY SERVICES	182	SALEM ALLIANCE CHURCH
111	MACDONALD CENTER	183	SALEM ELECTRIC
112	MAKING MEMORIES BREAST CANCER FOUNDATION, INC.	184	SALMON-SAFE INC.
113	METRO HOME SAFETY REPAIR PROGRAM	185	SCIENCEWORKS
114	METROPOLITAN FAMILY SERVICE	186	SE WORKS
115	MID COLUMBIA COUNCIL OF GOVERNMENTS	187	SECURITY FIRST CHILD DEVELOPMENT CENTER
116	MID-COLUMBIA CENTER FOR LIVING	188	SELF ENHANCEMENT INC.
117	MID-WILLAMETTE VALLEY COMMUNITY ACTION AGENCY, INC	189	SERENITY LANE
118	MORNING STAR MISSIONARY BAPTIST CHURCH	190	SEXUAL ASSAULT RESOURCE CENTER
119	MORRISON CHILD AND FAMILY SERVICES	191	SEXUAL ASSAULT RESOURCE CENTER
120	MOSAIC CHURCH	192	SHELTERCARE
121	NATIONAL PSORIASIS FOUNDATION	193	SHERIDAN JAPANESE SCHOOL FOUNDATION
122	NATIONAL WILD TURKEY FEDERATION	194	SHERMAN DEVELOPMENT LEAGUE, INC.
123	NEW AVENUES FOR YOUTH INC	195	SILVERTON AREA COMMUNITY AID
124	NEW BEGINNINGS CHRISTIAN CENTER	196	SISKIYOU INITIATIVE
125	NEW HOPE COMMUNITY CHURCH	197	SMART
126	NEWBERG FRIENDS CHURCH	198	SOCIAL VENTURE PARTNERS PORTLAND
127	NORTH BEND CITY- COOS/URRY HOUSING AUTHORITY	199	SOUTH COAST HOSPICE, INC.
128	NORTHWEST FOOD PROCESSORS ASSOCIATION	200	SOUTH LANE FAMILY NURSERY DBA FAMILY RELIEF NURSE
129	NORTHWEST LINE JOINT APPRENTICESHIP & TRAINING COMMITTEE	201	SOUTHERN OREGON CHILD AND FAMILY COUNCIL, INC.
130	NORTHWEST REGIONAL EDUCATIONAL LABORATORY	202	SOUTHERN OREGON HUMANE SOCIETY
131	NORTHWEST YOUTH CORPS	203	SPARC ENTERPRISES
132	OCHIN	204	SPIRIT WIRELESS
133	OHSU FOUNDATION	205	SPONSORS, INC.
134	OLIVET BAPTIST CHURCH	206	SPOTLIGHT THEATRE OF PLEASANT HILL
135	OMNIMEDIX INSTITUTE	207	SPRINGFIELD UTILITY BOARD
136	OPEN MEADOW ALTERNATIVE SCHOOLS, INC.	208	ST VINCENT DE PAUL
137	OREGON BALLET THEATRE	209	ST. ANTHONY CHURCH
138	OREGON CITY CHURCH OF THE NAZARENE	210	ST. ANTHONY SCHOOL
139	OREGON COAST COMMUNITY ACTION	211	ST. MARYS OF MEDFORD, INC.
140	OREGON DEATH WITH DIGNITY	212	ST. VINCENT DEPAUL OF LANE COUNTY
141	OREGON DONOR PROGRAM	213	STAND FOR CHILDREN
142	OREGON EDUCATION ASSOCIATION	214	STAR OF HOPE ACTIVITY CENTER INC.
143	OREGON ENVIRONMENTAL COUNCIL	215	SUMMIT VIEW COVENANT CHURCH
144	OREGON MUSUEM OF SCIENCE AND INDUSTRY	216	SUNNYSIDE FOURSQUARE CHURCH
145	OREGON PROGRESS FORUM	217	SUNRISE ENTERPRISES
146	OREGON REPERTORY SINGERS	218	SUSTAINABLE NORTHWEST
147	OREGON STATE UNIVERSITY ALUMNI ASSOCIATION	219	TENAS ILLAHEE CHILDCARE CENTER
148	OREGON SUPPORTED LIVING PROGRAM	220	THE EARLY EDUCATION PROGRAM, INC.
149	OSLC COMMUNITY PROGRAMS	221	THE NATIONAL ASSOCIATION OF CREDIT MANAGEMENT-OREGON, INC.
150	OUTSIDE IN	222	THE NEXT DOOR
151	OUTSIDE IN	223	THE OREGON COMMUNITY FOUNDATION
152	PACIFIC CASCADE FEDERAL CREDIT UNION	224	THE SALVATION ARMY - CASCADE DIVISION
153	PACIFIC FISHERY MANAGEMENT COUNCIL	225	TILLAMOOK CNTY WOMENS CRISIS CENTER
154	PACIFIC INSTITUTES FOR RESEARCH	226	TILLAMOOK ESTUARIES PARTNERSHIP
155	PACIFIC STATES MARINE FISHERIES COMMISSION	227	TOUCHSTONE PARENT ORGANIZATION
156	PARALYZED VETERANS OF AMERICA	228	TRAILS CLUB
157	PARTNERSHIPS IN COMMUNITY LIVING, INC.	229	TRAINING EMPLOYMENT CONSORTIUM
158	PENDLETON ACADEMIES	230	TRI-COUNTY HEALTH CARE SAFETY NET ENTERPRISE
159	PENTAGON FEDERAL CREDIT UNION		





- 231 TRILLIUM FAMILY SERVICES, INC.
- 232 UMPQUA COMMUNITY DEVELOPMENT CORPORATION
- 233 UNION GOSPEL MISSION
- 234 UNITED CEREBRAL PALSY OF OR AND SW WA
- 235 UNITED WAY OF THE COLUMBIA WILLAMETTE
- 236 US CONFERENCE OF MENONNITE BRETHREN CHURCHES
- 237 US FISH AND WILDLIFE SERVICE
- 238 USAGENCIES CREDIT UNION
- 239 VERMONT HILLS FAMILY LIFE CENTER
- 240 VIRGINIA GARCIA MEMORIAL HEALTH CENTER
- 241 VOLUNTEERS OF AMERICA OREGON
- 242 WE CARE OREGON
- 243 WESTERN RIVERS CONSERVANCY
- 244 WESTERN STATES CENTER
- 245 WESTSIDE BAPTIST CHURCH
- 246 WILD SALMON CENTER
- 247 WILLAMETTE FAMILY
- 248 WILLAMETTE VIEW INC.
- 249 WOODBURN AREA CHAMBER OF COMMERCE
- 250 WORD OF LIFE COMMUNITY CHURCH
- 251 WORKSYSTEMS INC
- 252 YOUTH GUIDANCE ASSOC.
- 253 YWCA SALEM
- 1 ALOCHOLIC REHABILITATION SVS OF HI INC DBA HINA MAUKA
- 2 ALOHACARE
- 3 AMERICAN LUNG ASSOCIATION
- 4 BISHOP MUSEUM
- 5 BUILDING INDUSTRY ASSOCIATION OF HAWAII
- 6 CTR FOR CULTURAL AND TECH INTERCHNG BETW EAST AND WEST
- 7 EAH, INC.
- 8 EASTER SEALS HAWAII
- 9 GOODWILL INDUSTRIES OF HAWAII, INC.
- 10 HABITAT FOR HUMANITY MAUI
- 11 HALE MAHAOLU
- 12 HAROLD K.L. CASTLE FOUNDATION
- 13 HAWAII AGRICULTURE RESEARCH CENTER
- 14 HAWAII EMPLOYERS COUNCIL
- 15 HAWAII FAMILY LAW CLINIC DBA ALA KUOLA
- 16 HONOLULU HABITAT FOR HUMANITY
- 17 IUPAT, DISTRICT COUNCIL 50
- 18 LANAKILA REHABILITATION CENTER INC.
- 19 LEEWARD HABITAT FOR HUMANITY
- 20 MAUI COUNTY FCU
- 21 MAUI ECONOMIC DEVELOPMENT BOARD
- 22 MAUI ECONOMIC OPPORTUNITY, INC.
- 23 MAUI FAMILY YMCA
- 24 NA HALE O MAUI
- 25 NA LEI ALOHA FOUNDATION
- 26 NETWORK ENTERPRISES, INC.
- 27 ORI ANUENUE HALE, INC.
- 28 PARTNERS IN DEVELOPMENT FOUNDATION
- 29 POLYNESIAN CULTURAL CENTER
- 30 PUNAHOU SCHOOL
- 31 ST. THERESA CHURCH
- 32 WAIANAEE COMMUNITY OUTREACH
- 33 WAILUKU FEDERAL CREDIT UNION
- 34 YMCA OF HONOLULU

**No. Special/Independent Districts**

- 1 BAY AREA HOSPITAL DISTRICT
- 2 CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
- 3 CENTRAL OREGON IRRIGATION DISTRICT
- 4 CHEHALEM PARK AND RECREATION DISTRICT
- 5 CITY COUNTY INSURANCE SERVICES
- 6 CLEAN WATER SERVICES
- 7 COLUMBIA 911 COMMUNICATIONS DISTRICT
- 8 COLUMBIA RIVER PUD

- 9 DESCHUTES COUNTY RFPD NO.2
- 10 DESCHUTES PUBLIC LIBRARY SYSTEM
- 11 EAST MULTNOMAH SOIL AND WATER CONSERVANCY
- 12 GASTON RURAL FIRE DEPARTMENT
- 13 GLADSTONE POLICE DEPARTMENT
- 14 GLENDALE RURAL FIRE DISTRICT
- 15 HOODLAND FIRE DISTRICT NO.74
- 16 HOODLAND FIRE DISTRICT #74
- 17 HOUSING AUTHORITY AND COMMUNITY SERVICES AGENCY
- 18 KLAMATH COUNTY 9-1-1
- 19 LANE EDUCATION SERVICE DISTRICT
- 20 LANE TRANSIT DISTRICT
- 21 MALIN COMMUNITY PARK AND RECREATION DISTRICT
- 22 MARION COUNTY FIRE DISTRICT #1
- 23 METRO
- 24 METROPOLITAN EXPOSITION-RECREATION COMMISSION
- 25 MONMOUTH - INDEPENDENCE NETWORK
- 26 MULTONAH COUNTY DRAINAGE DISTRICT #1
- 27 NEAH KAH NIE WATER DISTRICT
- 28 NW POWER POOL
- 29 OAK LODGE WATER DISTRICT
- 30 OR INT'L PORT OF COOS BAY
- 31 PORT OF ST HELENS
- 32 PORT OF UMPQUA
- 33 REGIONAL AUTOMATED INFORMATION NETWORK
- 34 RIVERGROVE WATER DISTRICT
- 35 SALEM AREA MASS TRANSIT DISTRICT
- 36 SANDY FIRE DISTRICT NO. 72
- 37 SUNSET EMPIRE PARK AND RECREATION
- 38 THE NEWPORT PARK AND RECREATION CENTER
- 39 THE PORT OF PORTLAND
- 40 TILLAMOOK PEOPLES UTILITY DISTRICT
- 41 TUALATIN HILLS PARK AND RECREATION DISTRICT
- 42 TUALATIN VALLEY FIRE & RESCUE
- 43 TUALATIN VALLEY WATER DISTRICT
- 44 UNION SOIL & WATER CONSERVATION DISTRICT
- 45 WEST MULTNOMAH SOIL AND WATER CONSERVATION DISTRICT
- 46 WEST VALLEY HOUSING AUTHORITY
- 47 WILLAMALANE PARK AND RECREATION DISTRICT
- 48 YOUNGS RIVER LEWIS AND CLARK WATER DISTRICT

**No. State Agencies**

- 1 BOARD OF MEDICAL EXAMINERS
- 2 OFFICE OF MEDICAL ASSISTANCE PROGRAMS
- 3 OFFICE OF THE STATE TREASURER
- 4 OREGON BOARD OF ARCHITECTS
- 5 OREGON CHILD DEVELOPMENT COALITION
- 6 OREGON DEPARTMENT OF EDUCATION
- 7 OREGON DEPARTMENT OF FORESTRY
- 8 OREGON DEPT OF TRANSPORTATION
- 9 OREGON DEPT. OF EDUCATION
- 10 OREGON LOTTERY
- 11 OREGON OFFICE OF ENERGY
- 12 OREGON STATE BOARD OF NURSING
- 13 OREGON STATE POLICE
- 14 OREGON TOURISM COMMISSION
- 15 OREGON TRAVEL INFORMATION COUNCIL
- 16 SANTIAM CANYON COMMUNICATION CENTER
- 17 SEIU LOCAL 503, OPEU
- 1 ADMIN. SERVICES OFFICE
- 2 HAWAII CHILD SUPPORT ENFORCEMENT AGENCY
- 3 HAWAII HEALTH SYSTEMS CORPORATION
- 4 SOH- JUDICIARY CONTRACTS AND PURCH
- 5 STATE DEPARTMENT OF DEFENSE
- 6 STATE OF HAWAII
- 7 STATE OF HAWAII
- 8 STATE OF HAWAII, DEPT. OF EDUCATION



## TAB 10: APPENDICES

### Implementation Plan

Implementing *Enforcement* by Passport will be driven by two teams at Passport: Client Success and Service Delivery. Client Success is comprised of Client Success Managers, Product Support Specialists, and Customer Support Representatives, who will all be available to the City from the point of contract execution to expiration. The Service Delivery team is made up of Project Managers and Implementation Specialists, whose sole responsibility it is to quickly and efficiently launch products for clients. The Implementation Specialists will work diligently behind the scenes to build rates, establish integrations, and test the system, while the Project Manager works directly with each City and its stakeholders. The City's dedicated Project Manager will develop a tailored Project Plan outlining all milestones, deliverables, and roles and responsibilities of each key stakeholder both internally and externally with quality control and testing throughout.

Passport developed an implementation process that is quick, easy, transparent, and has successfully launched Passport's Citation Management Solution in more than 400 locations in a timely manner. To keep the process lean, Passport maintains active integrations with 30+ software providers in the parking, enforcement, and transit industries as well as 15 major merchant processors. Using this process, Passport is able to launch its *Enforcement* platform in 70 days from contract execution on average. Passport designed its process to be dynamic and flexible, while still controlling for quality. The project is laid out into smaller pieces, which can be dynamically implemented as the City provides Passport with necessary information. The faster the City can return required forms, provide contact information, and approve steps, the faster the system can be implemented -- oftentimes in under 70 days!

To keep the City on track, the dedicated Project Manager will hold weekly calls with City stakeholders, providing updates, asking questions, or generally pushing the project to the finish line. With Passport, the City receives a dedicated team that is always available to the City to answer questions, take feedback, adjust the system, fix bugs, brainstorm ideas, and ensure that the City is getting exactly what it expects.

Implementation will be split into four categories: Discovery, Setup, Training, and Launch. Only discovery and launch have dependencies built into them. In Discovery, the City will be asked to fill out an Information Request Form, which covers all pertinent aspects of the current parking environment, including providing contact information for representatives at other service providers (meters, pay stations, LPR, etc.). The only other dependency occurs in the Launch stage -- ***Passport will not launch a product without the City's express approval.*** Throughout the process, Passport will continually ask for feedback and approval and this last step should be a simple decision, but still one that should and will be made by the City alone.

The following is a complete breakdown of each stage, with average time frames. Again, these time frames are subject to change, based on the Scope Alignment Meeting and the City's timing requirements, and, like any good partnership, can only be improved by open and effective communication.



## Discovery

10 Days

Milestone	Passport	Client	Description
Kick-off & Project Foundation Training	✓	✓	<p>30 minute meeting to welcome the City to the Passport family, review the onboarding process, and walk through baseline product training.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Client Success Manager</li> <li>• Sales Executive</li> <li>• Dedicated Project Manager</li> </ul>
Complete Information Request Form		✓	<p>This form gives Passport a complete understanding of the detailed specifics of the parking environment as it exists at the time of contract execution.</p> <p>This is one of only two dependencies in Passport's implementation process. This form <b>must</b> be completed prior to the Scope Alignment Meeting.</p>
Scope Alignment Meeting	✓	✓	<p>1 hour meeting to review the Info Request form and define the scope of work. Topics of discussion include delinquency notices, merchant processing, and necessary integrations.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Client Success Manager</li> <li>• Dedicated Project Manager</li> <li>• Implementation Specialist</li> <li>• Client Lifecycle Marketing Manager</li> </ul>
Determine Target Launch Date	✓	✓	<p>Based on the Information Request Form, Scope Alignment Meeting, and the City's timing needs, Passport will set a Target Launch Date.</p> <p>Passport Team Members:</p>



- Dedicated Project Manager
- Implementation Specialist



# Setup

60-80 Days

Stage	Milestone	Passport	Client	Description
Data Flow	Confirm Data Flow	✓	✓	<p>During the Scope Alignment Meeting, necessary integrations will be discussed, including what brand of pay stations/meters are used and how paid parking spaces are enforced. In order to make this step seamless, the City will be asked to provide contact information for each 3rd party vendor.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> </ul>
	Finalize Integration Details			<p>Passport will work alongside 3rd party vendors (pay stations, meters, enforcement providers, LPR technology) to set up an integration for each 3rd party, allowing data to flow smoothly between it and Passport.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> </ul>
	Complete Integration Testing	✓		<p>Once the integrations have been configured, Passport will test the integration using in-house consultants Quilmont in conjunction with crowdsourced testing software.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> <li>• Quilmont QA Testing</li> </ul>
	Approve Data Flow		✓	<p>Once Passport has thoroughly tested the integration, the City will be given access to a non-production</p>



Funds Processing	Confirm Gateway Provider	✓	✓	<p>environment to perform its own testing. Once satisfied with the integration, the City will sign off on the integration.</p> <p>During contracting, the City will select their Merchant of Record. During the Scope Alignment Meeting this will be confirmed and Passport will ask for contact information for the City's Merchant Processor and Gateway.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> </ul>
	Provide Merchant Details		✓	<p>If Passport is the Merchant Processor and Gateway, this stage can be skipped.</p> <p>If Passport is not the Merchant Processor and Gateway, the City will be asked to provide credentials for a Card Not Present Account that has been set up for the mobile payment parking sessions. Once the provider is confirmed, passport will provide a list of required credentials.</p>
	Confirm Successful Test Transaction	✓		<p>After credentials are input to the system, Passport will run a few test transactions to ensure the integration works.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> </ul>
	Approve Fund Processing		✓	<p>After Passport has thoroughly tested the merchant processing integration, the City will be asked to provide written confirmation that the funds from the test transactions are available in its bank account.</p>
Citation Configuration	Complete Citation Buildout	✓		<p>Using the Information Request Form, Passport will build the citation environment. The environment includes the types of citations available, the fines associated with each, the escalation schedules, and the actual form that each officer will fill out when issuing a citation.</p>



				<p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> </ul>
	Perform Citation Testing	✓	✓	<p>After the environment is built, both Passport and the City will have time to test the new platform. Passport will run diagnostic testing and quality assurance, while the City will test the platform by issuing dummy citations.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> <li>• Quality Assurance Engineers</li> </ul>
	Approve Citation Configuration		✓	<p>After testing is complete, the City will be asked to give written approval of the citation environment.</p>
Build RMCPay	Setup Website	✓		<p>Using the logo and color schemes provided in the Information Request Form, the City will customize the base RMCPay website to the City's branding.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• Implementation Specialists</li> <li>• Citation Management Software Engineers</li> </ul>
	Approve Website Design		✓	<p>When the website is built, the City will be asked to approve the design in writing.</p>
Delinquency Notification Configuration	Letter Template	✓	✓	<p>Passport will provide the City with a template for the delinquency notifications. The baseline Passport template has been extensively tested to increase compliance and direct the violator to the RMCPay website. The City may edit the content of the letter, leaving the formatting in tact to the extent possible.</p>

If the City requires an integration with its court system, that integration will be built and tested at this time.



	Approved Template to Engineers	✓	<p>Passport Team Members:</p> <ul style="list-style-type: none"><li>• Dedicated Project Manager</li></ul> <p>Once the City has provided edits, which are then made, and the letter template is approved, Passport will pass the template to its engineering team. The Citation Management Engineers will build the templated letter into the City's OpsMan portal to be automatically generated at points of escalation. The Engineers will build in a series of formulas to alert the system which letter to send at each interval of time.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"><li>• Dedicated Project Manager</li><li>• Software Engineers</li></ul>
	Setup letter Dissemination in OpsMan	✓	<p>After the letter template has been built into OpsMan, Passport's Service Delivery team will configure the system to the City's escalation schedule, using the algorithms built by the engineers.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"><li>• Dedicated Project Manager</li><li>• Implementation Specialists</li></ul>
Legacy Citation Transition	Write Test Script	✓	<p>Passport's Engineers will write a test script to transfer the City's citations. The script will account for how many citations are outstanding, how many unique citation codes are contained in those outstanding citations, and how those outstanding citations will fit into the new Citation Management Platform.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"><li>• Citation Management Software Engineers</li></ul>
	Test Transition	✓	<p>With the transition script written, Passport will test a sample batch of outstanding citations. After the script is run, Passport will cross check the sample batch from the old system to the new. The transferred data will be pushed to a non-production environment.</p>





Passport Team Members:

- Dedicated Project Manager
- Implementation Specialists
- Citation Management Software Engineers
- Quality Assurance Engineers

Full Transition

✓

Two days before the Go-Live date, Passport will transfer all outstanding citations over to the new system. This will transfer all data up to the date of the transfer. Once the new system is live, Passport will then transfer the data from the two day transfer over to the new system. All data will be transferred without any lossage.

Passport Team Members:

- Dedicated Project Manager
- Implementation Specialists
- Citation Management Software Engineers



Milestone	Passport	Client	Description
Confirm Training Schedule	✓	✓	<p>Once a majority of the milestones have been completed and the Target Launch Date is confirmed, Passport will set up a time to train the City. Depending on what was agreed upon in contracting, this will either be remote or in-person.</p> <p>In-person training is not any more effective than remote training and does cost extra.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Client Success Manager</li> </ul>
Complete Training Preparation	✓		<p>Prior to the training session, the City's Dedicated Client Success Manager will provide detailed instructions to the City on how to</p>



best prepare for the session, including who should be present, the amount of time it will take, and any required hardware (i.e., computers with wifi connectivity and smartphones).

Passport Team Members:

- Dedicated Client Success Manager

Training

✓

✓

Passport will host a 1 hour training session with any City employees who will interact with the new *Parking* system. Passport recommends training all parking staff (operator managers, operators, and the press team), anyone responsible for adjudication of parking and traffic citations, city accountants, the police technology chief, and parking enforcement manager all be present for training.

Passport Team Members:

- Dedicated Client Success Manager

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

Complete Hands-on Assignment

✓

After training, Passport will provide a hands-on assignment for City staff to complete to test everyone’s comprehension of the system. Passport will continue to work with the City until all key staff members feel comfortable with the system prior to launch.

Passport Team Members:

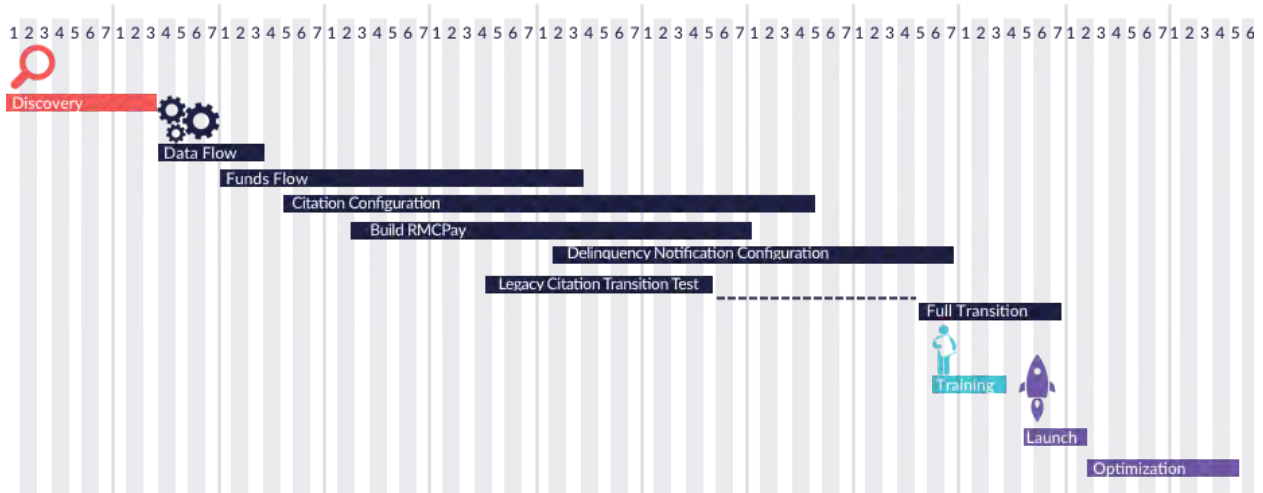
- Dedicated Client Success Manager

 **Launch** 10 Days

Milestone	Passport	Client	Description
Provide Final Launch Approval		✓	<p>Prior to launch, Passport will send a Launch Approval Email to the City seeking written approval of the system.</p> <p>The system will not launch without the City's written approval.</p>
System Launch	✓		<p>The system will be moved from a non-production to production environment, press releases will be published, and the launch marketing campaign will kick off.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Project Manager</li> <li>• <i>Parking</i> Engineer Team Lead</li> </ul>
Post Launch Statistics	✓		<p>1 week after launch, the Client Success Manager will provide a statistics dashboard to the City. This dashboard will show the City's statistics during its first week of launch (utilization, users, etc...) and show benchmarks of other similarly situated Cities after the same time period. The Client Success Manager will work with the City to understand what this data means and how to leverage it for continued growth.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Client Success Manager</li> </ul> <p>The City may decide to increase its marketing package at this stage, which will be appended to the contract.</p>
Client Effort Score Survey		✓	<p>After launch, the City will receive a survey to rate its satisfaction with the onboarding process. Passport is always seeking to improve this process and wants the City's candid opinion on ways to improve each client's experience.</p> <p>Passport Team Members:</p> <ul style="list-style-type: none"> <li>• Dedicated Client Success Manager</li> </ul>



The following is a typical Gantt chart for Passport's implementation timeline. As the process is more dynamic than chronological, each client's Gantt chart differs based on when information is turned over to Passport. This chart is based on a 10 week implementation.





### New Asheville parking citation management partnership has new payment system

## Enforcement officers now using real-time platform for more accurate enforcing

February 12, 2018

Got a parking ticket? Here's information you need to know.

Passport Parking has partnered with the City of Asheville on a new parking citation management system.

Since 2012, the City has offered on-street parking payment through the PassportParking® app, a mobile pay platform. Now the company will also integrate its online parking citation system, one that provides more accuracy and convenience, integrating both the mobile pay and citation management systems together on the same platform.

People who get parking tickets still have the option to pay in person at the Asheville Parking Services office, 45 Wall St. But online payment is an easier option for many and you can even post an appeal on the platform, if you wish.

With Passport's citation management platform, City parking enforcement officers can efficiently issue citations using wireless handheld devices and Bluetooth printers. They can also monitor parking, conduct digital chalking and upload pictures of violations in real time. The real-time data transfer functionality allows parking administrators to access citation information immediately upon ticket issuance through Passport's back office platform. The new system also has a built-in Scofflaw violation tool to provide officers with immediate repeat offender information.



"It made sense for us to combine Passport's mobile pay system with its citation management technology to equip our on-street enforcement officers and our parking administrators with better tools and more accurate data," said Asheville Parking Services Manager Harry Brown. "Our goal is to improve how we make data-driven decisions and that begins with using state-of-the-art technology for a seamless account of what's happening in our city."

With the platform, the City not only has the ability to track enforcement officers in real-time, it can pull ticket density reports and analyze parking patterns to continuously improve parking.

"We're excited to integrate our citation management platform with our mobile pay solution for the City of Asheville," said Kelsey Owens, sales executive at Passport.

The City of Hickory and Town of Davidson both use the Passport enforcement management system. Find more information at [www.passportinc.com/citationmanagement](http://www.passportinc.com/citationmanagement).



## Passport Debuts In-App Citation Payment Platform

Passport's Park Omaha will be first to take advantage of the technology

March 8, 2016  
Emily Wilson

CHARLOTTE, NC (PRWEB)

Receiving parking tickets can be frustrating, but paying them doesn't have to be. Passport is the first software company to offer a single solution for parking payments and in-app parking citation payments, combining in one app the entire parking ecosystem. The new capability further enhances the industry-leading solution for parking and is being offered for the first time within Park Omaha, a parking payment app created specifically for the City of Omaha. With the Park Omaha app, users can find, pay, extend and manage parking. The latest update allows customers the capability of paying any parking violation directly from the app.

ParkOmaha was the first-ever private label mobile application for parking. "We chose to partner with Passport because of their flexible technology and ability to build a product that fits our needs. Years later, they are continuing to evolve with new innovation and make parking easier," said Kenneth Smith, City Parking Manager. Omaha continues to pioneer the parking experience for residents with the new native citation payment feature. When a user receives a parking citation, they can download the Park Omaha app, find their citation, and pay or appeal directly from the app. To help avoid citations, users can pay with the Park Omaha app and extend their sessions directly from their smartphone. "Our enterprise software offers the flexibility to tailor features specifically for client's needs. Providing an in-app citation payment feature was important to the City and allows users a convenient way to resolve their parking violation quickly," said Brad Powers, CTO at Passport. "We've created a better experience by providing an end-to-end solution for parking in Omaha. Users can now manage everything in one place"

Cities around the world are adopting mobile payment technology for parking, transportation, and now additional municipal payments. Passport provides payment technology to cities, universities, private operators, and transit agencies throughout North America. Passport clients are experiencing enhanced speed in their operation and up to 20% increases in online payment compliance for citation management.

"Our extensible platform allows us to add useful functionality that meets user demands. It also creates multiple entry points for the app, whether parking for the first time--or receiving your first parking ticket," said Brad Powers. "We are trying to make the entire downtown experience easier to manage and navigate."

Passport offers citation management services to clients through a secure online payment portal and can easily integrate with existing hardware and software providers. As part of Passport's commitment to innovation, the company released this in-app enhanced functionality for iOS and Android devices.

### About Passport

Passport is the industry-leading mobile payments company specializing in integrated urban mobility solutions. The company provides feature rich software platforms that offer parking and transit agencies a more effective and efficient way to manage their operations and serve their customers. Passport's smart city solution includes multimodal options by creating an all app solution for public transit riders and parkers. Passport's mobile payment systems are deployed in over 1,000 locations in 47 states and provinces across the US and Canada, with clients such as Chicago, Toronto, and Boston.

Headquartered in Charlotte, NC, Passport is backed by a highly respected group of investors, including Grotech Ventures and Relevance Capital. For more information, please visit <http://www.gopassport.com>





## Portland parking tickets go digital, smartphone app coming

September 26, 2017  
Harry David

PORTLAND — Parking tickets entered the digital age Sept. 22 with the introduction of an electronic citation management program.

"City parking enforcement officers have the ability to efficiently issue citations using wireless hand-held devices and Bluetooth printers, rather than manually writing tickets," city spokeswoman Jessica Grondin said in a Sept. 21 press release.

The devices, provided by Passport, also eliminate the need to manually enter citations into the city database, Grondin said.

She said staff write about 120,000 citations annually, and the new devices will also allow uploading of pictures of violations, better monitoring of parking, and digital "chalking" that tracks how long vehicles are parked.

"With the implementation of Passport's state-of-the-art citation management technology, we are able to ease the flow of information between our on-street enforcement officers and our parking administrators," city Parking Manager John Peverada said in the press release.

Grondin said the city will also be launching a smartphone app that allows people to check the time they have left at parking meters, add time, and make payments from their handheld devices. The new program also allows citations to be paid online at [www.portlandparkingtickets.com](http://www.portlandparkingtickets.com).

The city has been looking into a digital platform for handling citations for several years. In February 2016, 10 companies responded to a request for proposals to provide devices to 12 parking control officers. The RFP required devices that could handle as many as 100 citations per day.

The city allocated \$70,000 for a conversion to digital in the fiscal year 2015 budget. The funding was held up as part of an overall spending freeze that year.

According to its website, Passport also provides parking citation management services for Boston, Cincinnati, Detroit, and Austin, Texas.

# Parking

by Passport

## Asbury Park Case Study

The Passport and NCPA partnership helped a beach town bring mobile to its parking operations



**Asbury Park, NJ** is a popular vacation destination for New York and New Jersey residents. The city's historical boardwalk, concert offerings, and a plethora of bars and restaurants attract visitors and residents year round. While Asbury Park had implemented another mobile parking solution in 2012, the city knew it could enhance the user experience for its parkers and enforcement officers. The city was seeking a mobile payment parking solution that would support its strategy to create a better parking experience for residents, employees and visitors.



*I think mobile payment parking is the way of the future and if we can make that as easy as possible, it will be more cost effective for communities, and the end result is a better user experience.*

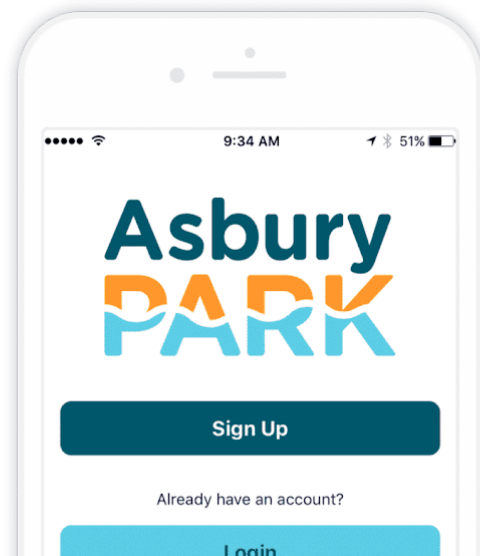
Michael Manzella, Transportation Manager, City of Asbury Park

- 3X MORE** utilization rate within 3 months
- 6 WEEKS** from contract signature to launch

### WITH PASSPORT

With the Asbury PARK mobile application, powered by Passport, the city was able to create a better user experience and subsequently tripled utilization in the first three months since launch.

Pay station and permit data was integrated into Passport's mobile monitoring app and its back-end management platform to help enforcement officers and administrators manage parking citations.



V0917

## THE SOLUTION



### Quick Implementation & NCPA partnership

Passport and Asbury Park teams worked together to quickly implement a branded parking solution to meet the city's fast-approaching Memorial Day Weekend deadline. A primary contributor to the fast project implementation was Asbury Park's National Cooperative Purchasing Alliance (NCPA) membership, which eliminated a time-consuming RFP process. Passport is the preferred mobile payments partner from NCPA, enabling NCPA members like Asbury Park to quickly and cost-effectively procure and roll out its mobile payment solution. The city was able to avoid having to go through a lengthy RFP process but still received a competitive price for the application. From initial introduction to app launch, the entire implementation process took less than three months.

To learn more about the NCPA and Passport partnership benefits go to [www.passportinc.com/ncpa](http://www.passportinc.com/ncpa)

*In a word, [the implementation process was] phenomenal...I knew [our timeline] was going to be aggressive...the result was nothing short of fantastic. Major kudos to the [Passport] implementation team. We had weekly calls, there was constant communication... Really, above and beyond customer service.*

Michael Manzella,  
Transportation Manager,  
City of Asbury Park



### Branded Application

With Passport, Asbury Park was able to create a branded application with a customized name and logo, creating a cohesive experience for the users of its app. Passport dedicated a marketing and design team to create branding elements like the logo and color palette, develop marketing elements like signage and brochures, and execute a PR plan to launch the app.



### Ease of Use

The Asbury PARK app also has features that the city's prior app lacked and that citizens desired: multiple payment options, email receipts, reminders and alerts for session expiration, and the ability to extend sessions remotely.



### Uptime and Reliability

Through Passport's mobile enforcement tool, Asbury Park field officers have access to real-time data and visibility into all payment types, so they can be confident in the system, connectivity, and data they receive while enforcing— an issue that impacted citation accuracy in the past with the previous vendor.



### Accurate, Real-Time Data

With Passport's back-end reporting platform, administrators are able to monitor daily transactions and financial reports, as well as research individual transactions, which allows them to fully understand their parking operations at all times. The app is seamlessly integrated with the city's meters and permits systems, and showcases real-time data which allows officers to see if a parker has paid through the app, a meter, or a permit to ensure accurate citation issuance.

To learn more about our mobile payments for parking solution, contact us today.

[passportinc.com](http://passportinc.com)  
[sales@passportinc.com](mailto:sales@passportinc.com)  
© 2017 Passport. All rights reserved.