

## City Of Renton Parking Citation System RFP Questions and Answers

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1) Who is the City's current enforcement provider?

[Answer] **Citation System** = Purchased from Duncan Parking Technologies, which is now a division of CivicSmart – *up for replacement*

**VRV Interface** = CodeSmart – *up for consideration*

**License Plate Reader (LPR) System** = Genetec – *the City will be keeping*

2) How many citations does the City issue each year?

[Answer] Approximately 4,600 violations have been issued annually through the current parking citation system (in some cases there are two per ticket).

3) What is the average fine for each citation and the penalty fine for each escalation period?

[Answer] \$45 Fine

\$15 Late penalty

4) What type of handheld units is the City currently using?

[Answer] AutoCITE X3

5) Does the City have a preference of a single unit issuance device to smart phone and Bluetooth printer combination?

[Answer] No. We are open to all options, however, per the Functional Requirement's "Equipment/Hardware" section, Officer devices, including printer, need to be portable and remain with the Officer (we don't want the Officer to have to print from within the vehicle).

6) Whether companies from Outside USA can apply for this? (like, from India or Canada)

[Answer] Yes.

7) Whether we need to come over there for meetings?

[Answer] It would be ideal to meet in person on occasions, but meeting in person is not strictly required.

8) Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

[Answer] Yes, it is OK for tasks needed to get the project completed to be performed outside of the US.

9) Can we submit the proposals via email?

[Answer] Yes.

10) RFP page 7, section 3.1.4 refers to integrating with your existing Genetec AutoVu system. Who maintains the Security Center server? Is it hosted by the City of Renton, Gentec or another integrator?

[Answer] AutoVu is hosted by the City of Renton and both the server and software are maintained by City staff.

11) RFP page 7, section 3.1.4, will you allow our LPR plug-in to be installed on the existing Security Center server?

[Answer] Yes, as long as the plug-in does not compromise the AutoVu software.

12) RFP page 7, section 3.1.5 mentions integration with the Washington Courts Data Exchange Vehicle Related Violations (VRV) system. Please provide the format specifications for this requirement.

[Answer] Information on integrating with/sending data to the Vehicle Related Violation (VRV) system can be found at:

- <https://dx.courts.wa.gov/index.cfm?fa=dx.displayServicePage&serviceName=VehicleRelatedViolations&item=/business/index.html>
- <https://dx.courts.wa.gov/index.cfm?fa=dx.displayServicePage&serviceName=VehicleRelatedViolations&item=technical/index.html>

13) F-5: Please provide an example of usage.

F-5	Ability to override data in fields with defaulted or imported date.	R
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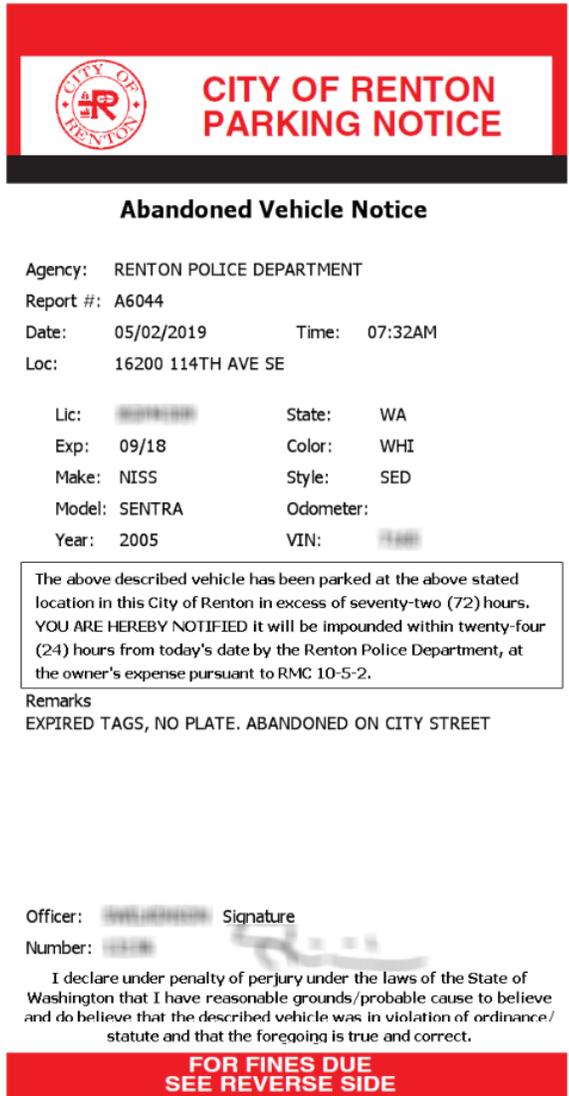
[Answer] That should have read "...imported data". The following are a few examples:

- The violation location may populate based on information from AutoVu, however, the Officer may want to change this (for instance, to a parking lot name).
- A defaulted Officer Remark may be a template that needs to be customized per ticket.
- The system may populate the Vehicle Color field, based on an integration with an outside system, however, the Officer may need to override/change the color if the vehicle has been painted a different color.

14) F-38: Please provide a sample of the abandon vehicle notice print design.

F-38	Ability to customize the abandon vehicle notice print design to meet Police requirements.	R
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[Answer] This is our current Abandoned Vehicle Notice, which is printed and left on the vehicle. We will take this opportunity to change the City Logo, the footer, as well as some of the wording in the explanation box. This notice is separate from the letter, which is printed and mailed to the registered owner.



15) F-39: Please provide a sample of the existing ticket artwork.

F-39	Pre-printed citation stock with Renton header and footer on the Front and instructional information on the back.	O
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[Answer] The first set of pictures is of our current ticket stock, both the front and back. We will take this opportunity to change the City Logo. The next set of pictures is a sample ticket.



**\*\*\*INFRACOIONS ONLY\*\*\*  
IMPORTANT - READ CAREFULLY**

This is a notice of parking infraction. A parking infraction is not a crime. The penalty for a parking infraction DOES NOT include a jail sentence but can include a monetary penalty. This notice represents a determination that you have committed this parking infraction and owe the appropriate penalty, unless you check box #3 below.

**YOU MUST RESPOND TO THIS NOTICE IN ONE OF THE WAYS LISTED BELOW WITHIN FIFTEEN (15) DAYS OF THE DATE THE NOTICE IS PERSONALLY SERVED OR, IF THE NOTICE IS SERVED BY MAIL, WITHIN 15 DAYS OF THE DATE THE NOTICE WAS MAILED. AFTER THIS TIME YOUR RIGHT TO A HEARING IS FORFEITED.**

PLEASE CHECK **ONE AND ONLY ONE** OF THE BOXES BELOW AND RETURN TO THE COURT IN PERSON OR BY MAIL OR RESPOND ONLINE WITHIN FIFTEEN (15) DAYS.  
A MAILED RESPONSE MUST BE MAILED NOT LATER THAN MIDNIGHT ON THE DAY THE RESPONSE IS DUE.

[ ] 1. I CHOOSE TO PAY THE MONETARY PENALTY AND HAVE ENCLOSED FULL PAYMENT OR PAY ONLINE AT WWW.RENTONWA.GOV/CP.  
You may be able to enter into a payment plan with the court under RCW46.63.110.

[ ] 2. I REQUEST A HEARING TO EXPLAIN THE CIRCUMSTANCES.\*  
If you agree that you committed the infraction but would like to explain the circumstances, the court will notify you in writing of the hearing date. You may not require witnesses to appear at the hearing, but they may attend voluntarily.

[ ] 3. I REQUEST A HEARING TO CONTEST THIS INFRACTION NOTICE.\*  
If you believe you did not commit the infraction, you may request a hearing. At the hearing the city must prove by a preponderance (more likely than not) of the evidence that you committed the infraction. You may require witnesses, including the officer who issued the notice, to appear at this hearing. The court will notify you in writing of the hearing date and how to request that witnesses be present.

\* HEARING REQUESTS CAN ALSO BE SUBMITTED ONLINE AT WWW.RENTONWA.GOV/HEARING.

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Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_  
Driver's License # \_\_\_\_\_ Date of Birth \_\_\_\_\_  
I PROMISE TO APPEAR \_\_\_\_\_ Your signature \_\_\_\_\_

FAILURE TO RESPOND TO THIS NOTICE OR FAILURE TO APPEAR AT ANY COURT HEARING YOU REQUESTED WILL RESULT IN ADDITIONAL MONETARY PENALTIES AND REFERRAL TO A COLLECTION AGENCY.

FAILURE TO RESPOND, APPEAR AT A HEARING YOU REQUESTED, OR PAY FOR PARKING INFRACTIONS MAY RESULT IN THE NON-RENEWAL OF YOUR MOTOR VEHICLE REGISTRATION.

MAKE CHECKS PAYABLE TO: RENTON MUNICIPAL COURT.

RENTON MUNICIPAL COURT  
1055 S. Grady Way  
Renton, Washington 98057  
Phone: 425-430-6550  
www.RentonWa.gov

**FOR FINES DUE  
SEE REVERSE SIDE**



# CITY OF RENTON PARKING NOTICE

Agency <b>RENTON POLICE DEPARTMENT</b>	Issue No. <b>D00017033</b>
Date <b>WED 06/14/2017 07:27AM</b>	Issue Date <b>06/14/2017</b>
Location 10800 SE 170TH ST	Issue Place RENTON, WA

**Infraction**

Violation #1: **46.61.570(A)10**  
PARKING IN PROHIBITED ZONE/AREA

Fine: \$45.00

Violation #2: **R10-10-3(F)**  
UNLICENSED VEHICLE PARKED ON STREET

Fine: \$45.00      Pay Online at <http://Rentonwa.gov/CP>

Amount Due: **\$90.00**      Due Date: 07/02/2017

**Vehicle**

License No. 88A1523	State WA	Exp 05/17	Permit PERMIT123
VIN 123456789012345678	Make ACUR	Model MDX	Year    Style    Color 1976    4D    BLK

**Remarks**

POSTED NO PARKING

UNLICENSED VEHICLE ON CITY STREET

Officer: SPOND  
Number: 06222      Signature

I declare under penalty of perjury under the laws of the state of Washington that I have reasonable grounds/probable cause to believe and do believe that the described vehicle was in violation of ordinance/statute and that the foregoing is true and correct.

**FOR FINES DUE  
SEE REVERSE SIDE**

### \*\*\*INFRACOIONS ONLY\*\*\* IMPORTANT - READ CAREFULLY

This is a notice of parking infraction. A parking infraction is not a crime. The penalty for a parking infraction DOES NOT include a jail sentence but can include a monetary penalty. This notice represents a determination that you have committed this parking infraction and owe the appropriate penalty, unless you check box #3 below.

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A MAILED RESPONSE MUST BE MAILED NOT LATER THAN MIDNIGHT ON THE DAY THE RESPONSE IS DUE.

- 1. I CHOOSE TO PAY THE MONETARY PENALTY AND HAVE ENCLOSED FULL PAYMENT OR PAY ONLINE AT WWW.RENTONWA.GOV/CP.  
You may be able to enter into a payment plan with the court under RCW46.63.110.
- 2. I REQUEST A HEARING TO EXPLAIN THE CIRCUMSTANCES.\*  
If you agree that you committed the infraction but would like to explain the circumstances, the court will notify you in writing of the hearing date. You may not require witnesses to appear at the hearing, but they may attend voluntarily.
- 3. I REQUEST A HEARING TO CONTEST THIS INFRACTION NOTICE.\*  
If you believe you did not commit the infraction, you may request a hearing. At the hearing the city must prove by a preponderance (more likely than not) of the evidence that you committed the infraction. You may require witnesses, including the officer who issued the notice, to appear at this hearing. The court will notify you in writing of the hearing date and how to request that witnesses be present.

\* HEARING REQUESTS CAN ALSO BE SUBMITTED ONLINE AT WWW.RENTONWA.GOV/HEARING.

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Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Driver's License # \_\_\_\_\_ Date of Birth \_\_\_\_\_

I PROMISE TO APPEAR \_\_\_\_\_ Your signature \_\_\_\_\_

FAILURE TO RESPOND TO THIS NOTICE OR FAILURE TO APPEAR AT ANY COURT HEARING YOU REQUESTED WILL RESULT IN ADDITIONAL MONETARY PENALTIES AND REFERRAL TO A COLLECTION AGENCY.

FAILURE TO RESPOND, APPEAR AT A HEARING YOU REQUESTED, OR PAY FOR PARKING INFRACOIONS MAY RESULT IN THE NON-RENEWAL OF YOUR MOTOR VEHICLE REGISTRATION.

MAKE CHECKS PAYABLE TO: RENTON MUNICIPAL COURT.

RENTON MUNICIPAL COURT  
1065 S. Grady Way  
Renton, Washington 98057  
Phone: 425-430-6550  
[www.RentonWa.gov](http://www.RentonWa.gov)

ET1903

16) F-50: Please provide VRV system integration documentation.

F-50	The following citation information must be sent to the Washington Court Data Exchange Vehicle Related Violations (VRV) system. Warnings and Abandoned Notices will not be sent over: <ul style="list-style-type: none"> <li>- Citation information</li> <li>- Citation image</li> <li>- Officer notes (not included on the citation)</li> <li>- Photos</li> </ul>
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[Answer] See the answer to question #12 above.

17) Please confirm that issuing violations to abandoned vehicles is being issued to the vehicle, rather than to an individual or property.

[Answer] Parking violations, including abandoned vehicles violations, are issued against the vehicle, however, the person ultimately responsible is the registered owner (RO). When PD is notified of an abandoned vehicle they will leave an "Abandoned Vehicle Notice" on the vehicle and at the end of the day, a letter is printed from the system and mailed to the registered owner. Several days later, if the vehicle is still there, a ticket/citation is issued (that info is sent to the Court) and the vehicle may be towed.

<b>Abandoned Vehicle Notice</b>	
Agency:	RENTON POLICE DEPARTMENT
Report #:	A6027
Date:	04/26/2019 Time: 12:24PM
Loc:	95 BURNETT AVE S
Lic:	WA
Exp:	02/18 Color: GRY
Make:	CHEV Style: SED
Model:	MAL Odometer:
Year:	2006 VIN: 6667
<p>The above described vehicle has been parked at the above stated location in this City of Renton in excess of seventy-two (72) hours. YOU ARE HEREBY NOTIFIED it will be impounded within twenty-four (24) hours from today's date by the Renton Police Department, at the owner's expense pursuant to RMC 10-5-2.</p>	
<p>Remarks EXPIRED TAGS, NO PLATE. ABANDONED ON CITY STREET</p>	
Officer:	[Signature]
Number:	[Signature]
<p>I declare under penalty of perjury under the laws of the State of</p>	

Agency	<b>RENTON POLICE DEPARTMENT</b>		Issue No.	<b>D00025755</b>	
Date	FRI 05/03/2019 07:09AM		Issue Date	05/03/2019	
Location	100 BURNETT AVE S		Issue Place	RENTON, WA	
<b>Infraction</b>					
Violation #1: <b>R10-10-3(F)</b> UNLICENSED VEHICLE PARKED ON STREET					
Fine: \$45.00					
Violation #2: <b>R10-10-14(A)</b> EXTENDED UNAUTHORIZED PARKING - MORE THAN 72 HOURS					
Fine: \$45.00 Pay Online at <a href="http://Rentonwa.gov/CP">http://Rentonwa.gov/CP</a>					
Amount Due: <b>\$90.00</b> Due Date: 05/21/2019					
<b>Vehicle</b>					
License No.	State	Exp			
	WA	02/18			
VIN	Make	Model	Year	Style	Color
	CHEV	MAL	2006	SED	GRY
<b>Remarks</b>					
UNLICENSED VEHICLE ON CITY STREET					
1ST CHECKED AT / 2ND CHECKED AT =					
04/26 1223 HRS 5/3 0708HRS					
<p>I declare under penalty of perjury under the laws of the state of</p>					

18) Please confirm in the VRV interface that citation images are required.

[Answer] Confirmed. However, our current tickets are on ticket stock with a preprinted header and footer on the front and preprinted instructions on the back. This preprinted information is not necessary to have on the ticket image. See sample of ticket image sent to the Court on the right.

Agency <b>RENTON POLICE DEPARTMENT</b>	Issue No. <b>D00025801</b>					
Date <b>MON 05/13/2019 09:24AM</b>	Issue Date <b>05/13/2019</b>					
Location 9442 S 196 PL	Issue Place RENTON, WA					
<b>Infraction</b>						
Violation #1: <b>46.61.570(A)1</b> DOUBLE PARKING						
Fine: \$45.00						
Pay Online at <a href="http://Rentonwa.gov/CP">http://Rentonwa.gov/CP</a>						
Amount Due: <b>\$45.00</b>	Due Date: 05/31/2019					
<b>Vehicle</b>						
License No. [REDACTED]	State WA	Exp 06/19	Make LEXS	Model ES	Style 4D	Color SIL
<b>Remarks</b>						
BLOCKING VEHICLE IN MIDDLE OF ROAD						
I declare under penalty of perjury under the laws of the state of Washington that I have reasonable grounds/probable cause to believe and do believe that the described vehicle was in violation of ordinance/statute and that the foregoing is true and correct.						

19) Please confirm that the Parking Citation System vendor will export citation data including images to the Courts as well as the City expects data to be imported from the Courts to the Parking Citation System.

[Answer] The transfer of data and images is one-way, however, the VRV system will send back a success or failure message. We need to be able to view this status either from within the Parking Citation System (preferably on the ticket's history/audit trail) or from the interface tool.

20) Please confirm if all payments and appeals will be through the Court rather than through the Parking Citation System customer portal?

[Answer] Confirmed. All payments, appeals and court scheduling are processed through the Court and the Court system.

a. If additionally through the Parking Citation System customer portal, does the City have a current relationship with an internet payment gateway (IPG)?

[Answer] n/a

21) Please confirm how many concurrent users will be required to access at any one time the Parking Citation System (not including enforcement officers)?

[Answer] For concurrent users, I do not see more than 2 or 3. (Other users would be the PD enforcement officers' supervisor, Court to confirm ticket transfer to the Court system, IT for support purposes and PD Staff Services to view historical records and possibly printing Abandoned Vehicle letters.)

22) How many parking tickets were issued last year?

[Answer] In 2018 4,623 valid violations and 261 voided violations were issued through the current parking citation system (in some cases there are two violations per ticket).

23) What was the revenue from these parking tickets?

[Answer] \$256,193 Total fines for those violations in 2018.

24) What was the collection percentage on these parking tickets?

[Answer] I am uncertain of this as collections and receipts are not processed through the current parking citation system and are out of scope of this RFP/project.

25) Will a daily file transfer of citation data to the Courts be acceptable?

[Answer] A daily transfer would be the minimum. We are hoping more frequently for those who come to pay at the Court on the same day the ticket was issued.

26) The RFP states that the system will be primarily used by two enforcement officers, does this mean the City is only looking for 2 hand held devices?

[Answer] The City will be purchasing a minimum of three (3) handheld devices. Two (2) for production use and at least one as a backup or spare.

27) How many abandoned vehicle notices were issued last year?

[Answer] 1,451 abandoned vehicle notices were issued in 2018.

28) 3.1.5 – Please clarify what format citation data and images need to be in for consumption by the Washington Courts Data Exchange VRV.

[Answer] See the answer to question #12 above.

29) Does the city intend to issue Abandoned Vehicle notices from a hand held device or are the hand written?

[Answer] They are currently issued from the same handheld device, and it is the intent of the new system to do the same.

30) Please explain the current process for issuing Abandoned Vehicle notices.

[Answer] See the answer to question #17 above.

31) Who is the Cities current vendor?

[Answer] See the answer to question #1 above.

32) Please submit a copy of a recent billing notice for the Cities current vendor.

I am including this invoice as it is the most recent full-year invoice.



**Duncan Parking Technologies, Inc.**  
**A Division of CivicSmart**  
**P.O. Box 2081**  
**Milwaukee, WI 53201-2081**

Invoice	INV02229
Date	09/01/2017
Page	1
Original SO	

**PLEASE USE REMITTANCE ADDRESS ABOVE**

**BILL TO:**

City of Renton Renton Police Department 1055 S Grady Way Renton, WA 98057 United States of America
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**SHIP TO:**

City of Renton Attn: Sergeant Keyes/Police Dept. 1055 S Grady Way Renton, WA 98057 United States of America P: +1 425-430-7561
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Purchase Order #	Customer ID	Tracking #	Shipping Method		Payment Terms		Salesperson
	REN0003		FED EX 2 DAY		NET 30		
Item Number	Description	Qty	UoM	Disc	Unit Price	Ext. Price	
AC MAINT - AUTOISSUE	AutoQTE Maintenance Contract - AutoISSUE Software SN# REN00003 9/1/2017 -> 8/31/2018	12	Month	\$0.00	\$52.50	\$630.00	
AC MAINT - USB	AutoQte Maintenance Contract- USB SN# 5858 9/1/2017 - 8/31/2018	12	Month	\$0.00	\$4.39	\$52.68	
AC MAINT - X3LTDI	AutoQte Maintenance Contract- X3LTDI SN# 89057 9/1/2017 -> 8/31/2018 SN# 89058 9/1/2017 -> 8/31/2018	24	Month	\$0.00	\$43.74	\$1049.76	
<b>Subtotal</b>						\$1,732.44	
<b>Misc</b>						\$0.00	
<b>Tax</b>						\$0.00	
<b>Freight</b>						\$0.00	
<b>Trade Discount</b>						\$0.00	
<b>Total</b>						\$1,732.44	

For Invoicing Questions, Phone (414) 877-5481 x1030  
 For Purchasing Inquiries, Phone (760) 688-1522  
 For Customer Service, Phone (800) 338-6226

33) Can you please provide a copy of your current citation, warning, and abandoned vehicle notice.

[Answer] For Citation – See the answer to question #15 above.

For Abandoned Vehicle Notice – See the answer to question #14 above.

Warning:

CITY OF RENTON				
	<b>CITY OF RENTON PARKING NOTICE</b>			
Agency <b>RENTON POLICE DEPARTMENT</b>	Issue No. <b>D00025539</b>			
Date <b>THU 05/16/2019 09:13AM</b>	Issue Date <b>05/16/2019</b>			
Location 5119 NE 10 PL	Issue Place RENTON, WA			
<b>Infraction - THIS IS A WARNING ONLY</b>				
Violation #1: <b>R10-10-3(F)</b> UNLICENSED VEHICLE PARKED ON STREET				
Fine: \$0.00				
Pay Online at <a href="http://Rentonwa.gov/CP">http://Rentonwa.gov/CP</a>				
Amount Due: <b>\$0.00</b>	Due Date:			
<b>Vehicle</b>				
License No. [REDACTED]	State WA	Exp 03/19	Style UT	Color BLK
	Make JEEP	Model WRG		
<b>Remarks</b>				
UNLICENSED VEHICLE ON CITY STREET				
EXPIRED 3/11/19				
Officer: Number: [REDACTED]	Signature 			
I declare under penalty of perjury under the laws of the state of Washington that I have reasonable grounds/probable cause to believe and do believe that the described vehicle was in violation of ordinance/statute and that the foregoing is true and correct.				
<b>FOR FINES DUE SEE REVERSE SIDE</b>				

34) How many people need access to the back office software to manage parking tickets?

[Answer] We have 2 enforcement officers and their supervisor. We may also want Court to have access but only to confirm ticket info and transfer to the Court system. PD Staff Services will need view access to historical records and possibly the ability to print Abandoned Vehicle letters. IT will need access for support purposes.