

1. Council Meeting Agenda

Documents:

02-20-18 FINAL REVISED FINAL AGENDA.PDF

2. Council Meeting Packet

Documents:

FEBRUARY 20TH COUNCIL PACKET.PDF

3. Council Action Minutes

Documents:

ACTION MINUTES 02-20-18.PDF



Revised – 2/20/18

**CITY OF YPSILANTI
REGULAR COUNCIL MEETING
CITY COUNCIL CHAMBERS – ONE SOUTH HURON ST.
YPSILANTI, MI 48197
TUESDAY, FEBRUARY 20, 2018
7:00 p.m.**

I. CALL TO ORDER –

II. ROLL CALL –

Council Member Bashert	P A	Council Member Robb	P A
Mayor Pro-Tem Brown	P A	Council Member Vogt	P A
Council Member Murdock	P A	Mayor Edmonds	P A
Council Member Richardson	P A		

III. INVOCATION –

IV. PLEDGE OF ALLEGIANCE –

"I pledge allegiance to the flag, of the United States of America, and to the Republic for which it stands, one nation, under God, indivisible, with liberty and justice for all."

V. AGENDA APPROVAL –

VI. INTRODUCTIONS –

VII. PRESENTATIONS –

VIII. AUDIENCE PARTICIPATION –

IX. REMARKS BY THE MAYOR –

X. PUBLIC HEARINGS -

XI. CONSENT AGENDA –

Resolution No. 2018-028

1. Resolution No. 2018-029, approving minutes of February 6, 2018.
2. Resolution No. 2018-030, approving appointment of Craig Hupy to the Tax Review Board.
3. Resolution No. 2018-031, supporting House Bill 4362 to require the State to reimburse local taxing units for the state's portion of taxes created by the disabled veterans property tax exemption.

XII. RESOLUTIONS/MOTIONS/DISCUSSIONS –

1. Resolution No. 2018-032, directing the City Manager and/or his designee to release a Request for Proposals for traffic engineering services for Road Diet Capacity Analysis along Huron Street, Hamilton Street, Washtenaw Avenue and Michigan Avenue.
2. Resolution No. 2018-033, awarding Parking Ticket Services contract to Complus Data Innovations, (CDI) Inc.

3. Resolution No. 2018-034, approving extension of the Ozone House purchase agreement.
4. Resolution No. 2018-035, approving extension of 220 N. Park purchase agreement.
5. Resolution No. 2018-036, approving Rental Inspection Fee Schedule.
6. Resolution No. 2018-037, approving change to Rental Pre-Payment Policy.
7. Resolution No. 2018-038, approving appointments to the Streets Capital Improvements Program Committee.
8. Resolution No. 2018-039, recommending activation of the Snow Emergency Ordinance.
9. Resolution No. 2018-026, adopting 2018-19 Council Goals and Budget Priorities.

XIII. LIAISON REPORTS –

- A. SEMCOG Update
- B. Washtenaw Area Transportation Study
- C. Urban County
- D. Ypsilanti Downtown Development Authority
- E. Eastern Washtenaw Safety Alliance
- F. Friends of Rutherford Pool
- G. Housing Equity Leadership Team
- H. Economic Development Coordinating Committee

XIV. COUNCIL PROPOSED BUSINESS –

XV. COMMUNICATIONS FROM THE MAYOR –

Nominations:

Ethics Commission

Steven Landstrom – term expiration: 2/1/2023
716 Stanley St.
Ypsilanti, MI 48198

Elizabeth Currans – term expiration: 2/1/2023
915 Woods Dr.
Ypsilanti, MI 48197

Police Advisory Commission

Daquann Harrison (Ward 2)
1118 N. Huron River Dr. #3
Ypsilanti, MI 48198

Gail Wolkoff (Ward 2)
1728 Whittier Rd.
Ypsilanti, MI 48197

Heather Freeling (Ward 1)
422 S. Huron St.
Ypsilanti, MI 48197

Bill Riccobono (Ward 3)
503 Roosevelt Blvd.
Ypsilanti, MI 48197

Kathleen McCormick (Ward 1)
407 Ainsworth Cir.
Ypsilanti, MI 48197

Andy Fanta (Ward 2) **(Added)**
1221 Westmoorland St
Ypsilanti, MI 48197

Sustainability Commission

Bryan Foley
425 Ainsworth Circle
Ypsilanti, MI 48197

XVI. COMMUNICATIONS FROM THE CITY MANAGER –

XVII. COMMUNICATIONS –

- Police Staffing Recommendations
- Fire Staffing Recommendations

XVIII. AUDIENCE PARTICIPATION –

XIX. REMARKS FROM THE MAYOR –

Recycling Work Session scheduled for Wednesday, February 21, 2018 at 7:00 p.m. at Spark East, 215 W. Michigan Ave.

XX. CLOSED SESSION –

Resolution No. 2018-040 - Closed session to discuss collective bargaining strategy pursuant to MCL 15.268(c) and an attorney's opinion pursuant to MCL 15.268(e).

XXI. BUSINESS FROM CLOSED SESSION –

1. ~~Approval of 2017-2020 AFSCME Collective Bargaining Agreement~~ **(Removed)**
2. Approval of 2017-2020 COAM Collective Bargaining Agreement

XXII. ADJOURNMENT –

Resolution No. 2018-041, adjourning the City Council meeting.



Revised – 2/20/18

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Council Member Richardson	P A		

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XXI. BUSINESS FROM CLOSED SESSION –

1. ~~Approval of 2017-2020 AFSCME Collective Bargaining Agreement~~ **(Removed)**
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XXII. ADJOURNMENT –

Resolution No. 2018-041, adjourning the City Council meeting.



Resolution No. 2018-028
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

That the following items be approved:

1. Resolution No. 2018-029, approving minutes of February 6, 2018.
2. Resolution No. 2018-030, approving appointment of Craig Hupy to the Tax Review Board.
3. Resolution No. 2018-031, supporting House Bill 4362 to require the State to reimburse local taxing units for the state's portion of taxes created by the disabled veterans property tax exemption.

OFFERED BY: _____

SUPPORTED BY: _____

YES: NO: ABSENT: VOTE:



Resolution No. 2018 - 029
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

THAT the minutes of February 6, 2018 be approved.

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:



**CITY OF YPSILANTI
REGULAR COUNCIL MEETING
CITY COUNCIL CHAMBERS – ONE SOUTH HURON ST.
YPSILANTI, MI 48197
TUESDAY, FEBRUARY 6, 2018
7:00 p.m.**

I. CALL TO ORDER –

The meeting was called to order at 7:03 p.m.

II. ROLL CALL –

Council Member Bashert	Present	Council Member Robb	Present
Mayor Pro-Tem Brown	(7:05) Present	Council Member Vogt	(7:31) Present
Council Member Murdock	Present	Mayor Edmonds	Absent
Council Member Richardson	Present		

Council Member Murdock moved, seconded by Council Member Bashert to excuse the absence of Mayor Edmonds.

On a voice vote, the motion carried, and the absence was excused.

III. INVOCATION –

Council Member Richardson asked all to stand for a moment of silence.

IV. PLEDGE OF ALLEGIANCE –

"I pledge allegiance to the flag, of the United States of America, and to the Republic for which it stands, one nation, under God, indivisible, with liberty and justice for all."

V. AGENDA APPROVAL –

Council Member Bashert moved, seconded by Council Member Richardson to approve the agenda.

Council Member Murdock expressed disappointment that public safety was not on the agenda. Mayor Pro-Tem Brown replied public safety is number five under Section XII.

On a voice vote, the motion carried, and the agenda was approved.

VI. INTRODUCTIONS –

Mayor Pro-Tem Brown introduced the following individuals; City Manager Darwin McClary, Assistant City Attorney Dan DuChene, City Planner Bonnie Wessler, City Attorney John Barr, City Clerk Frances McMullan, and DPS Director Stan Kirton.

VII. PRESENTATIONS –

VIII. AUDIENCE PARTICIPATION –

1. Kyle Hunter, 430 S. Adams, stated it is imperative that a Council recognize housing as a human right. He believes it is a widely held belief but is not expressed in the city code.
2. Dave Strenski, 323 Oak St., thanked Council for their support for solar power throughout the city. He is in support of the passage of Resolution No. 2018-025, to install adequate solar equipment to power the entire DPS Administrative Office Building.
3. Amber Fellows, Ward 3 Resident, stated she spoke with Judy Kramer regarding an investigation against her. She was informed by Ms. Kramer she was not aware of the investigation. Through conversations with Ms. Kramer informed her of her impression that Ms. Fellows was a person of high authority. What she found from the memo is the investigation was bogus. She expressed concern over the housing insecure living in the city.
4. Anthony Morgan, 210 N. River St. #3, stated Ypsilanti has several communities; business, homeless, student, etc... but when discussing Ypsilanti as a community they are considered one community, which is not the case. He asked what the consequence of so few individuals, or organizations owning such a large percentage of the city is. There is very little signage regarding gun laws.
5. Desiree Simmons, 407 Charles, encouraged everyone to read about the history of Ypsilanti, and use that to help form policy.

IX. REMARKS BY THE MAYOR –

— Mayor Pro-Tem Brown thanked everyone for speaking.

Council Member Richardson thanked Mr. Strenski for the work he has done toward solar power in the city.

X. PUBLIC HEARINGS -

XI. CONSENT AGENDA –

Resolution No. 2018-019

1. Resolution No. 2018-020, approving minutes of January 9, January 23, and January 25, 2018.

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

THAT the minutes of January 9th, January 23rd, and January 25th, 2018 be approved.

2. Resolution No. 2018-021, approving Ordinance No. 1301, Adaptive Reuse Planned Unit Development (PUD) for Ypsilanti Performance Space for 218 N Adams. **(Second Reading)**

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

That an ordinance to approve an Adaptive Reuse Planned Unit Development (PUD) for Ypsilanti Performance Space, 218 N Adams be approved on Second and Final Reading.

3. Resolution No. 2018-022, approving appointment of Susan Melke to Police Advisory Commission.

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

THAT, the following individuals be appointed to the City of Ypsilanti Boards and Commissions as indicated below:

<u>NAME</u>	<u>BOARD</u>	<u>EXPIRATION</u>
Susan Melke 330 Chidester, #409 Ypsilanti, MI 48197	Police Advisory Commission	February 1, 2021

OFFERED BY: Council Member Robb

SECONDED BY: Council Member Bashert

On a voice vote, the motion carried, and the Consent Agenda was approved.

XII. RESOLUTIONS/MOTIONS/DISCUSSIONS –

1. Resolution No. 2018-023, allowing MMFLA Permits to be transferred from one entity to another and allow staff to waive any irregularities or incompleteness with the application by an existing facility.

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, The City has been previously licensing medical marijuana facilities under Chapter 7 of the Code of Ordinances; and

WHEREAS, The licenses issued by the City under the Code of Ordinances are non-transferrable; and

WHEREAS, in accordance with the adoption of the Medical Marijuana Facilities Licensing Act, City Council adopted Ordinance No. 1298 to amend this chapter of the Code of Ordinances; and

WHEREAS, the amended language of the Code provides that licensees may apply for a permit for operation on February 1, 2018, all others may apply on March 1, 2018; and

WHEREAS, it is possible under state law that facilities currently operating may have to cease operation if they do not apply to the state by February 15, 2018; and

WHEREAS, A City-issued permit is required to be submitted for a complete application to the State; and

WHEREAS, there has been an overwhelming request from those facilities currently operating in the City to be ultimately licensed by the State to a different entity; and

WHEREAS, there is no provision in the amended ordinance that specifically prohibits the transfer of an issued permit to another; and

WHEREAS, there is a clear attachment of the permit application procedure in the persons that make up the ownership of an entity and a City interest in reviewing and investigating the same; and

WHEREAS, the City Council has communicated a desire in maintaining the current status-quo with regard to medical marijuana businesses in the City;

NOW, THEREFORE, BE IT RESOLVED THAT permits ultimately issued by the City may be transferred from one entity to another so long as there are no persons with an ownership interest in the transferee entity that do not have an ownership interest in the transferor entity and there is at least one person with an ownership interest in both;

BE IT FURTHER RESOLVED that staff may, at their discretion, waive any irregularities or incompleteness with an application submitted by an existing facility so long as a sufficiently thorough review and investigation of the application can be made within a timely manner.

OFFERED BY: Council Member Bashert
SECONDED BY: Council Member Murdock

Assistant City Attorney Dan DuChene provided a synopsis regarding the request for this approval.

Council Member Murdock asked if this would allow a transfer to a different entity that involves the same individuals. Mr. DuChene responded in the affirmative. Mr. Murdock asked what discretion this would provide employees. Mr. DuChene replied staff wants to be able to allow existing entities the ability to resubmit, or add on to their applications if needed.

Council Member Richardson asked if individuals could be added to the entity. Mr. DuChene responded no.

Council Member Bashert asked when businesses received the state application. Mr. DuChene responded he believes around December 15th. Ms. Bashert asked if the information on the state application requires a significant amount of information than in the past. Mr. DuChene responded there was not a state application in the past. Ms. Bashert stated she does not want the city to take a position that could negatively affect the city in the future. Mr. DuChene responded he believes the last paragraph of the resolution will prevent that.

Mayor Pro-Tem Brown asked if the incompleteness, or irregularities would be minimal. Mr. DuChene responded staff has an understanding of the city's process for licensing this type of business and are guided by that. Staff does not want red tape to prevent businesses from operating.

Council Member Murdock asked if the city is accepting applications for facilities other than what are already operating. Mr. DuChene responded in the affirmative.

Council Member Richardson stated she is going to vote no because she does not feel comfortable with the discretion provided in the resolution.

On a roll call, the vote to approve Resolution No. 2018-023 was as follows:

Mayor Pro-Tem Brown	Yes	Council Member Robb	Yes
Council Member Murdock	Yes	Mayor Edmonds	Absent
Council Member Richardson	No	Council Member Vogt	Yes
Council Member Bashert	Yes		

VOTE:

YES: 5 NO: 1 (Richardson) ABSENT: 1 (Edmonds) VOTE: Carried

City Council Meeting
February 6, 2018

2. Resolution No. 2018-024, approving policy and state guidelines in granting or denying property tax exemptions.

WHEREAS, the adoption of guidelines for poverty exemptions is required of the City Council; and

WHEREAS, the principal residence of persons, who the Assessor and Board of Review determines by reason of poverty to be unable to contribute to the public charge, is eligible for exemption in whole or in part from taxation under Public Act 390 of 1994 (MCL 211.7u); and

WHEREAS, pursuant to PA 390 of 1994, the City of Ypsilanti, Washtenaw County adopts the following guidelines for the Board of Review to implement. The guidelines shall include but not be limited to the specific income and asset levels of the claimant and all persons residing in the household, including any property tax credit returns, filed in the current or immediately preceding year;

To be eligible under this section, a person shall do all of the following on an annual basis:

- Be an owner of and occupy as a principal residence the property for which an exemption is requested.
- P.A. 390 of 1994 requires that *all persons residing in the household* MUST submit copies of the following SIGNED documents:

City of Ypsilanti Poverty Exemption Application
Federal Income Tax Returns
State Income Tax Returns
Homestead Property Tax Credit Claim Form (MI-1040CR)

Also include copies of ALL supporting documentation (i.e. W-2 forms, 1099's, schedules, etc.). The Board of Review shall consider income from all sources and from all occupants of the homestead when determining whether an applicant meets poverty exemption requirements as adopted by the City Council.

A Poverty Exemption Affidavit (Department of Treasury Form 4988) must be filed for all persons residing in the residence who were not required to file federal or state income tax returns in the current year or in the immediately preceding year.

- The combined assets of all person residing the household (minus the value of the principal residence) MUST NOT exceed \$25,000. Assets include but are not limited to: real estate other than the principal residence, personal property, motor vehicles, recreational vehicles and equipment, certificates of deposit, savings accounts, checking accounts, stocks, bonds, life insurance, retirement funds, etc.
- Produce a valid driver's license, Washtenaw County ID, or other form of identification if requested.
- Produce, if requested, a deed, land contract, or other evidence of ownership of the property for which an exemption is requested.

- Meet the federal poverty income guidelines as defined and determined annually by the United States Department of Health and Human Services.
- The following are the 2018 federal poverty income guidelines with are updated annually by the United States Department of Health and Human Services. The annual income includes income for all person residing in the household. The total household income *must be less than or equal* to the guidelines below in order to be considered for this type of exemption.

Family of 1.....	\$ 12,060
Family of 2.....	\$ 16,240
Family of 3.....	\$ 20,420
Family of 4.....	\$ 24,600
Family of 5.....	\$ 28,780
Family of 6.....	\$ 32,960
Family of 7.....	\$ 37,140
Family of 8.....	\$ 41,320
For each add'l person.....	\$ 4,180

- The applicant(s) MAY NOT have ownership interest in any other real estate other than the homestead property.
- If home has been purchased within the previous 2 years, all closing documentation must be included.

The Board of Review may require a home audit and inspection done by the Department of Assessment as part of the application process.

The City of Ypsilanti allows for partial poverty exemptions to be granted. A partial poverty exemption is an exemption of a percentage of the taxable value of the principal residence rather than the entire taxable value. The formula for calculating partial exemptions is as follows: In cases where household income of a property as herein defined exceeds \$10,000, but meets the federal standard, the assessment shall be adjusted so the out-of-pocket property tax, as best estimated based on the previous year's millage rate and after deducting the applicable state property tax refund, no more than ten percent (10%) of the household income. In cases where the household income meets the federal standard but is less than \$10,000, the assessment shall be adjusted so the out-of-pocket property tax, as best estimated based on the previous year's millage rate and after deducting applicable state property tax refunds, no more than five percent (5%) of the household income.

It should be recognized that the poverty exemption reduction is a form of *temporary assistance* for those who are undergoing a difficult financial time. Any relief granted is for the current year only.

The Board of Review may reject any application where the information contained in it appears fraudulent, misleading, inaccurate, or incomplete. Failure to complete all sections of the application and/or failure to submit signed copies of all tax forms or other required documentation will result in the poverty exemption application being denied. The board of review must have complete, accurate data in order to review this appeal.

In certain instances, the Board of Review may consider extenuating circumstances as a basis of a poverty exemption where the total household income exceeds the established income guidelines.

Due Dates: The application for exemption shall be filed after January 1, but one day prior to the last day of the December Board of Review during the year in which the exemption is requested. The filing of this claim constitutes an appearance before the Board of Review for the purpose of preserving the right of appeal to the Michigan Tax Tribunal.

***NOW, THEREFORE, BE IT HEREBY RESOLVED* that the Board of Review shall follow the above stated policy and federal guidelines in granting or denying an exemption, unless the Board of Review determines that there are substantial and compelling reasons why there should be deviation from the policy and federal guidelines and these reasons are communicated in writing to the claimant.**

OFFERED BY: Council Member Murdock

SECONDED BY: Council Member Richardson

Doug Shaw, WCA Assessing, stated this resolution this is another item the State Tax Commission has added to their audit. This resolution must be in place to satisfy that requirement.

Council Member Vogt recommended changing "equal to... 10%" and equal to ...5%" to "no more than" in both places.

Council Member Bashert recommend adding the Washtenaw County ID to the forms of accepted identification.

Council Member Vogt moved, seconded by Council Member Bashert to add "no more than" prior to 10% and 5%, and add the Washtenaw County ID as an accepted form of identification.

On a roll call, the vote to amend Resolution No. 2018-024 was as follows:

Mayor Pro-Tem Brown	Yes	Council Member Robb	Yes
Council Member Murdock	Yes	Mayor Edmonds	Absent
Council Member Richardson	Yes	Council Member Vogt	Yes
Council Member Bashert	Yes		

VOTE:

YES: 6 NO: 0 ABSENT: 1 (Edmonds) VOTE: Carried

Council Member Vogt asked if approved what might this do to tax revenues. Mr. Shaw responded the effect would be minimal. Mr. Vogt asked if typically the property values are low in exemption cases. Mr. Shaw responded in the affirmative. Mr. Vogt asked if it is common for poverty exemptions to be granted for consecutive, or multiple years. Mr. Shaw responded if there is no change to the applicant's income.

On a roll call, the vote to approve Resolution No. 2018-024 as amended was as follows:

Mayor Pro-Tem Brown	Yes	Council Member Robb	Yes
Council Member Murdock	Yes	Mayor Edmonds	Absent
Council Member Richardson	Yes	Council Member Vogt	Yes
Council Member Bashert	Yes		

VOTE:

YES: 6 NO: 0 ABSENT: 1 (Edmonds) VOTE: Carried

3. Resolution No. 2018-025, approving Solar Equipment lease with Chart House Energy Investment Fund, LLC to enhance the solar array located on the DPS Truck Port roof.

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, funds have been allocated in the FY 2017-18 budget to enhance the solar array located on the DPS Truck Port roof ; and

WHEREAS, it is in the best interest of the City to enter into an lease to own agreement with Chart House Energy Investment Fund, LLC, 200 Viridian Dr., Muskegon, MI 49440 to install adequate solar equipment to power the entire DPS Administrative Office Building; and

WHEREAS, the City will deposit the fair market value buyout deposit of \$15,000 to Chart House Energy Investment Fund, LLC., upon signing this lease from Account # 101-7-2650-818-03; and

WHEREAS, the City will pay 90% of estimated avoided electrical expense to Chart House Energy Investment Fund, LLC. for first 6 years of Lease from Account # 641-7-9320-920-00;

NOW THEREFORE BE It RESOLVED THAT the City Council approves the lease to own agreement with Chart House Energy Investment Fund, LLC; and

THAT the Mayor and City Clerk are authorized to sign the agreement, subject to approval by the City Attorney, to facilitate the completion of this project.

OFFERED BY: Council Member Bashert

SECONDED BY: Council Member Murdock

DPS Director Stan Kirton stated Mr. Strenski is present to answer any specific questions Council might have.

Council Member Robb asked if the Finance Department reviewed this proposal to see if lease or purchase was more cost effective. Mr. Strenski responded it can be purchased, but this was designed to work with a budget of \$15,000. Mr. Robb stated he wants to use tax payer funds wisely, and there is no analysis to show what option is better for there the city. Mr. McClary stated the project cost is \$27,000 over a six year period, and if it were purchased it would cost that same \$27,000 up front. Mr. Strenski responded that would have to be negotiated with Chart House.

Council Member Bashert stated the original project cost was \$15,000 and it grew to \$27,000 as a result of increased solar power. Mr. Strenski responded in the affirmative.

Council Member Murdock asked for an explanation of the letters set to DTE. Mr. Strenski responded the project he is working on could produce \$500,000 to the city. He explained he is starting a letter writing campaign to get DTE to install solar power at the landfill at reduced cost.

Council Member Vogt stated with the cost savings created the city would really only pay \$15,800 over six years, and at that point would own the mechanism. He asked what the fair value of the system is. Mr. Strenski responded around \$50,000 to \$60,000. Mr. Vogt stated the \$27,000 is misleading.

On a roll call, the vote to approve Resolution No. 2018-025 was as follows:

Mayor Pro-Tem Brown	Yes	Council Member Robb	Yes
Council Member Murdock	Yes	Mayor Edmonds	Absent
Council Member Richardson	Yes	Council Member Vogt	Yes
Council Member Bashert	Yes		

VOTE:

YES: 6 NO: 0 ABSENT: 1 (Edmonds) VOTE: Carried

4. Resolution No. 2018-026, approving 2018-19 Council Goals.

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

Whereas, the City Charter requires that each year in February, City Council provides the City Manager, by resolution the budget priorities for the next fiscal year.

NOW THEREFORE BE IT RESOLVED, in accordance with Section 5.02 of the City Charter, the following direction is hereby given:

That the City Manager shall present City Council with a balanced Resources Allocation Plan for Fiscal Year 2018-2019 using the City's organizational values and the following goals and priorities:

OFFERED BY: Council Member Richardson

SECONDED BY: Council Member Vogt

Mr. McClary stated the informational items include the report from the goal setting sessions. The assumption is Council will decide on its budget priorities from that list.

Council Member Murdock asked what the cost is attached to the goals listed in the report. Mr. McClary responded cost will be provided once Council has selected its priorities. He recommended postponing this resolution until February 20th in order to leave time for Council to review the report.

Council Member Murdock stated the report lists goals with sub-categories, and asked if the subcategories would be approved as goals. Mr. McClary replied he would list the bullet points as goals.

Council Member Bashert suggested Council submit its top goals prior to the next meeting.

Council Member Bashert moved, seconded by Council Member Vogt for Council to submit its top budgetary priorities to the City Clerk by Friday, February 9, 2018.

Mayor Pro-Tem Brown stated in budgets past the City Manager provided action steps prior to setting budgetary priorities. Mr. McClary stated the reason for the change is administration should be tailoring the budget around Council priorities.

Council Member Richardson stated having been through this process many times, and Council's priorities never came second to the administration. Her experience has always been the administration has worked with the goals Council has set. She asked Council Member Murdock if that has been his experience. Council Member Murdock responded in the affirmative.

Council Member Bashert stated when the list of goals was created, Council was aware it was too long and now it needs to be prioritized. She added it is a reasonable request. She asked if Council should set the priorities now or wait until next meeting.

Council Member Murdock stated there are five items in the February 20th meeting, and a potential item for 220 N. Park.

Council Member Richardson stated whether priorities are set at this meeting, or the next she would like to give consideration to find ways to increase compensation for city employees. Non-union staff has submitted a letter and spreadsheet regarding raises for those employees. She has read through the document and it is eye opening that they have gone without pay increases for so long. Mayor Pro-Tem Brown agreed.

Council Member Richardson asked if Council needs to submit their priorities by Friday if this will be an agenda item for February 20th. Mayor Pro-Tem Brown asked the due date for agenda items. Clerk McMullan responded the Wednesday prior to the meeting. Ms. Brown asked if Monday, February 12th would allow enough time. Council Member Bashert stated Council has reviewed these goals a number of times and does not feel more time would be necessary. Ms. Brown replied the time over the weekend would be helpful to complete a prioritization.

Mayor-Pro Tem Brown moved a friendly amendment to change the submission date to Monday, February 12th.

Council Member Bashert accepted the friendly amendment.

Council Member Vogt accepted the friendly amendment.

On a roll call, the vote to amend Resolution No. 2018-026 was as follows:

Mayor Pro-Tem Brown	Yes	Council Member Robb	Yes
Council Member Murdock	Yes	Mayor Edmonds	Absent
Council Member Richardson	Yes	Council Member Vogt	Yes
Council Member Bashert	Yes		

VOTE:

YES: 6 NO: 0 ABSENT: 1 (Edmonds) VOTE: Carried

Council Member Murdock moved, seconded by Council Member Bashert to postpone Resolution No. 2018-026 until February 20th.

On a roll call, the vote to postpone Resolution No. 2018-024 as amended was as follows:

Mayor Pro-Tem Brown	Yes	Council Member Robb	Yes
Council Member Murdock	Yes	Mayor Edmonds	Absent
Council Member Richardson	Yes	Council Member Vogt	Yes
Council Member Bashert	Yes		

VOTE:

YES: 6 NO: 0 ABSENT: 1 (Edmonds) VOTE: Carried

5. Discussion on Public Safety Staffing.

Council Member Murdock stated he hoped the Chiefs of Police and the Fire Departments would be present to provide guidance. Mr. McClary replied Chief Anthouard had a death in the family, and was unable to attend. He stated one police officer, or one firefighter costs the city between \$95,000 and \$100,000. He explained between the Water Street Millage and the Public Safety Millage the city will see increased revenue of \$1.075 million. He understands Council wants to increase staffing in both of those departments. An analysis needs to be completed to understand what optimal staff levels should be for those two departments.

Council Member Robb stated there is \$250,000 in unfunded Water Street debt, which will decrease that amount. Council Member Murdock added there will be an additional \$100,000 in healthcare costs. He said it is difficult to provide guidance without the data to support those decisions. Mr. McClary responded if Council were to ask the Chiefs a good starting point would be to go back to the thirty-two full time positions in the Police Department and twenty-one positions in the Fire Department. Mr. Murdock replied the city will not have to funding to staff at that capacity. Mr. McClary stated staff needs to review Council goals and identify priorities and compare that to adding positions in those departments. These are discussions that need to take place during the budget process, as well as staffing in other departments. Mayor Pro-Tem Brown stated for several meetings this discussion has been mentioned, and her expectation was Council would be provided with that information during this meeting. Now that Council is supposed to have this discussion it can't because there is no information to discuss. Council Member Richardson stated she attributes the lack of information due to the Chiefs not being present.

Council Member Bashert stated several times Council has asked both Chiefs what their perspective, and they provided a fantasy number of full staffing. She is not sure if the Chiefs were present Council would have been given any additional information. She is also frustrated for staff because when they submit a proposal to Council they are accused of doing Council's job, and when they don't they are accused of not doing their job. Regardless of what is discussed two to three additional Police Officers and two to three firefighters will be budgeted. She requested an analysis on the effect of that staff increase on those departments. Council Member Murdock replied that is the discussion that should Council should be having now, which is why it is on the agenda. He is disappointed this information has not been provided because it takes time to recruit and train officers and firefighters. He does not want to wait until budget to make these decisions.

Council Member Vogt stated staffing in public safety can be approached in two stages; staff to be hired as soon as possible and any additional staff that could be hired as a part of the budget process. He said he believes that is what the voters wanted when they approved the millage.

Council Member Vogt moved, seconded by Council Member Bashert to increase current staff levels by hiring two Police Officers and two Firefighters as soon as possible.

Council Member Robb asked what the current level of staffing is for the both the Police and Fire Department. Council Member Vogt responded the Chiefs can provide that information. Mr. Robb replied that is why this information is needed prior to making any decisions. Council Member Richardson stated she feels uncomfortable voting on this motion without input from the Chiefs. Council Member Bashert stated that is a disingenuous response because Council is aware that public safety needs more staff.

Council Member Murdock stated four additional position would take out \$400,000 in additional revenue. He requested these funds come out of the Water Street Debt Millage, and not the county millage.

Council Member Vogt asked what hiring firefighters now would affect the SAFER Grant, and the hiring should follow that practice so as to not jeopardize that grant. Mr. McClary replied he does not believe it would cause an issue. He explained the SAFER Grant funding drops a certain percentage each year of the grant, and would not provide 100% funding. Adding two position should not affect the grant because of the great need for staff at the fire Department. Mayor Pro-Tem Brown replied she understands the need for staff, but she wants the information before she is ready to make a decision. Council Member Murdock stated the SAFER Grant usually requires the positions provided by the SAFER Grant are maintained once the grant expires.

Council Member Robb stated in the Fiscal Year ending this June there are fifteen positions funded in the Fire Department, and asked how many firefighters are currently working for the City of Ypsilanti. Mr. McClary responded fifteen positions plus the Chief. Mr. Robb stated the budget lists sixteen firefighters plus the Chief, and the city should be actively recruiting to hire that position. Mr. Robb asked if the motion was to hire three new people in the Fire Department. Council Member Vogt responded no. Mr. Robb stated there are twenty-six police officers in the budget and asked how many are on staff. Mr. McClary responded he did know and would provide that information to Council. Mr. Robb asked if the city is actively trying to hire the staffing shortfall in both departments. Regardless of the motion both departments should be actively trying to get to staff levels that were budgeted. Council Member Vogt replied the Fire Department budget should be increased by one more staff member, his intent is for Council to make a decision. Mr. Robb stated Council made a decision last July when it approved the budget. Council Member Murdock stated Council Member Robb is saying Council should be reviewing authorized positions. If Council would like to increase the authorized positions it can do so. Mr. McClary stated if the positions are already budgeted the administration does not need further approval to fill make those hires. Mr. Murdock asked if Council wants to increase the budget for additional positions. He said without the Chiefs present to answer these questions it is difficult to make these decisions.

Mayor Pro-Tem Brown stated her interpretation of Council Member Vogt's motion was to budget additional positions. Council Member Vogt stated his motion was to add personal to existing levels. His intent was to get Council discussing this topic and to provide the City Manager the authority to fill the authorized positions. Ms. Brown responded the Chiefs are already aware of the positions that are budgeted. Council Member Bashert stated the Chiefs are already authorized to make those hires and do not need further approvals from Council. Council Member Murdock stated Council Member Vogt's resolution is not necessary. Mr. McClary added if the positions are budgeted the city actively looks to fill those positions.

Mayor Pro-Tem Brown stated the Chiefs are having a difficult finding applicants to fill the positions that are budgeted for, not needing additional authorization. The ideal staff levels for those departments is what Council needs to make a determination. Council Member Richardson agreed.

Council Member Murdock stated once the Chiefs are available he would like to have this discussion, and would like it to be scheduled soon.

Council Member Vogt withdrew his motion.

Mayor Pro-Tem Brown added part of that discussion needs to be budgeting funds to send recruits to the academy.

Council Member Bashert asked if the Fire and Police Chiefs were aware of this agenda item. Mr. McClary responded he isn't sure if they knew and he did not ask that they attend. His understanding was this meeting would involve a discussion from Council regarding public safety staffing. Staff will need to examine a variety of data to identify optimal staffing levels for those departments. Ms. Bashert responded the concern is what type of officers are needed and the costs if those officers. It would have been helpful if they were present to discuss this agenda item.

Council Member Murdock stated this agenda item was requested at the beginning of January and staff had ample time to perform an analysis. Mr. McClary responded staff must first know what Council's priorities are prior to completing the

analysis. The budget must be thought of broadly to understand how to allocate funds. Mr. Murdock stated all of Council can agree public safety is a priority.

Council Member Robb stated if he were to design goal setting a list of goals would be created along with the cost to implement that goal. Then Council can begin to prioritize what goals can actually be accomplished that fiscal year.

XIII. LIAISON REPORTS –

- A. SEMCOG Update - None
- B. Washtenaw Area Transportation Study – Council Member Murdock stated during the last meeting he requested a representative from the Regional Transit Authority (RTA) to provide an update. That meeting will be held on February 21st. It does not appear the RTA is having much success in Macomb and Oakland Counties and another option should be examined.
- C. Urban County - None
- D. Ypsilanti Downtown Development Authority - None
- E. Eastern Washtenaw Safety Alliance - None
- F. Friends of Rutherford Pool - None
- G. Housing Equity Leadership Team - None
- H. Economic Development Coordinating Committee - None

XIV. COUNCIL PROPOSED BUSINESS –

Robb

- Asked for a status of the Washington St. lights. He said seventeen of the lights are out and he wants a date for when the will be fixed.
- 13 N. Washington received an OPRA, however, they owners of the building have not been abiding by the property maintenance code. He asked why they are not being cited.

Vogt

- He asked when the hidden driveway signs on Hewitt will be replaced.

Murdock

- He asked for the status of the union contract negotiations.

Mr. McClary stated at this time he would not discuss this in an open session. Council Member Murdock suggested holding a Closed Session to discuss the progress of those contracts.

- He asked about the DPS Directors review of an application for a Frog Island Community Garden, and why it was outside the community guidelines.

Mr. McClary asked for the contact information for the applicant. Council Member Murdock stated he believes there might have been an issue with the liability insurance. Mr. McClary replied if the group is performing volunteer work in city parks, normally they would be covered by the city's liability insurance.

- He asked that Council be provided with the date the new tax assessments would be mailed and the Board of Review schedule.

Mr. McClary responded tax assessments are usually mailed by the end of February. Council Member Murdock stated the information would be for the public's benefit. He would also like instruction on how to appeal an assessment on the Assessor's page on the city website.

Bashert

- She is frustrated DPS is no longer accepting blue recycling bins and did not inform the residents of this change. She does not understand the issue with a resident using a blue recycling bin.
- She asked for an update on 205 Summit.

Richardson

- She asked what is being done about the garbage at the home on Second St. She explained this home has been an issue for the past five years.
- She asked Council issue a proclamation recognizing Black History month. She added all are invited to the Black History Program held at Parkridge Community Center on February 23rd.
- The annual Brotherhood Banquet will also be held on February 23rd at 6:00 pm.
- Stated Washington St. has some road issues that are in need of repair.

Council Member Bashert stated she attend the Black History exhibit at Riverside Arts Center and it was very well done. The art and presentation were both amazing. Council Member Richardson stated the exhibits will be held each Friday at the Riverside Arts Center.

XV. COMMUNICATIONS FROM THE MAYOR PRO-TEM—

- Echoed the comments of Council Member Richardson regarding the home on Second St.

Nomination:

Tax Board of Review

Craig Hupy - reappointment
1124 N. Congress
Ypsilanti, MI 48197

XVI. COMMUNICATIONS FROM THE CITY MANAGER –

- Stated staff will follow up on the Frog Island Community Garden issue.
- Provide an update on the status of the contract negotiations with the collective bargaining unit.
- The labor attorney recommends not including a section on sexual harassment in the employee handbook. However, training will be provided to employees during annual employee training.

Council Member Richardson asked why the labor attorney did not recommend including it in the employee handbook. Mr. McClary responded he would rather not discuss that in open session. Ms. Richardson asked why. Mr. McClary responded because it was legal advice.

- He provided an update on citations, warnings, and abatement for snow removal.
- A link was sent today requesting availability for meetings with individual Council Members. He would like to schedule two meetings a month.

— He provided a list of upcoming agenda items to Council.

XVII. COMMUNICATIONS –

HDC Annual Report
Goal Setting Report
Letter from Washtenaw County Board of Public Works
Traffic Review Commission Minutes of January 25, 2018

Council Member Murdock asked if a presentation could be given from the county regarding solid waste during the recycling work session. Mr. McClary replied if Council wishes he can schedule that for the March 6th meeting. Mr. Murdock made the suggestion because the presentation is pertinent to that work session and a resolution could be on the March 6th agenda.

Council Member Murdock stated some time ago there was a request about the timing of the pedestrian lights at the Michigan and Huron intersection. He did not see a resolution of that issue in the Traffic Review Commission minutes. He suggested delayed lights for that intersection be delayed so people can cross safely. Mr. McClary responded the Traffic Review Commission forwarded recommendations to MDOT for consideration.

XVIII. AUDIENCE PARTICIPATION –

1. Sue Melke, 330 Chidester #409, stated two years ago Council made the determination to not issue warnings for snow removal tickets. She asked why that practice has changed. She agreed goals cannot be determined without an estimation of the cost to implement those goals. She did understand how the SAFER grant is applied. She asked about the progress of the Border to Border Train.
2. Cheryl Farmer, 214 N. Huron, encouraged that Council allocate all the funds collected through the county public safety millage to the Police and Fire Departments. That is why people voted for it and that is what the people expect to be done with it.
3. Kyle Hunter, 430 S. Adams, stated the bridge going into Depot Town need repair. The corner of Washtenaw and North Summit has a raised platform by the bus stop and the railing is rusted through. He did participate in the vote for public safety and he would like there to be greater community input to police and fire staffing.
4. Brook Fries, 113 Ballard, stated a couple of months ago one of her friends was stabbed near her residence. If Council was more constructive in the discussion of goals it could have accomplished more tonight.
5. Desiree Simmons, stated she would like to hear how more police would equate to more public safety. She asked how the city could try to make local hires. She agrees goals should have estimated costs included.
6. Amber Fellows, Ward 3, agreed with Mr. Hunter and Ms. Simmons that the public safety millage is not specifically for police and fire.

Mr. McClary stated the SAFER grant's purpose is to hire additional firefighters not to fund existing employees. The grant provides the greatest amount of funding in the first year, and then decreases. In the past the SAFER Grant has required the positions resulting continue for a period after the grant expires. However, during the recession that requirement was lessened, it would

need to be examined. He added the Fire Chief will be submitting an application to Council for approval.

XIX. REMARKS FROM THE MAYOR –

Recycling Work Session scheduled for Wednesday, February 21, 2018 at 7:00 p.m. at Spark East

XX. ADJOURNMENT –

Resolution No. 2018-027, adjourning the City Council meeting.

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

That the City Council Meeting be adjourned, on call, by the Mayor or two (2) members of Council.

OFFERED BY: Council Member Vogt

SECONDED BY: Council Member Bashert

On a voice vote, the motion carried, and the meeting adjourned at 9:35 p.m.



Resolution No. 2018 –030
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

THAT, the following individuals be appointed to the City of Ypsilanti Boards and Commissions as indicated below:

<u>NAME</u>	<u>BOARD</u>	<u>EXPIRATION</u>
Craig Hupy 1124 N. Congress Ypsilanti, MI 48197	Tax Review Board	2/28/2021

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:



Resolution No. 2018 - 031
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, House Bill 4362 was introduced on February 12, 2018 by Rep. Jeff Yaroch of the State Tax Policy Committee; and

WHEREAS, House Bill 4362 would amend the General Property Tax Act (MCL 211.7b) to transfer the tax loss from local taxing units to the state in regard to a property tax exemption for disabled veterans; and

WHEREAS, under current law, when a property tax exemption for a disabled veteran is granted, each local taxing unit bears the loss of its portion of the taxes upon which an exemption has been granted; and

WHEREAS, a disabled veteran is defined as a person totally disabled as a result of military service and entitled to veterans' benefits at the 100% rate; and

WHEREAS, a disabled veteran exemption continues when the disabled veteran dies, as long as the surviving spouse remains unmarried; and

WHEREAS, currently the City of Ypsilanti has eight (8) parcels that were exempt for 2017, with a total taxable value of \$419,843; and

WHEREAS, under House Bill 4362, for taxes levied after December 31, 2017, the state would have to reimburse each local taxing unit for its portion of the taxes upon which an exemption had been granted.

NOW, THEREFORE, BE IT RESOLVED that the Ypsilanti City Council endorses and supports House Bill 4362 and urges the Michigan Legislature to pass this important legislation.

BE IT FURTHER RESOLVED THAT a copy of this resolution be forwarded to the Michigan Legislature, Washtenaw County Legislators, and House Tax Policy Committee (see attachment).

OFFERED BY: _____

SUPPORTED BY: _____

YES: NO: ABSENT: VOTE:

A copy of Resolution No. 2018-031 in support of House Bill 4362 will be forwarded to the following:

Jim Tedder (R) Committee Chair	Jimtedder@house.mi.gov
David Maturen (R) Majority Vice-Chair	davidmaturen@house.mi.gov
Martin Howrylak (R)	martinhowrylak@house.mi.gov
Eric Leutheuser (R)	ericleutheuser@house.mi.gov
Peter Lucido (R)	peterlucido@house.mi.gov
Hank Vaupel (R)	hankvaupel@house.mi.gov
Steven Johnson (R)	stevenjohnson@house.mi.gov
Bronna Kahle (R)	bronnakahle@house.mi.gov
James Lower (R)	jameslower@house.mi.gov
Wendell Byrd (D) Minority Vice-Chair	wendellbyrd@house.mi.gov
Sheldon Neeley (D)	sheldonneeley@house.mi.gov
Jim Ellison (D)	jimellison@house.mi.gov
Tenisha Yancey (D)	tenishayancey@house.mi.gov
Jeff Yaroch (R) Bill Sponsor	jeffyaroch@house.mi.gov
Tom Leonard (R) Speaker of the House	tomleonard@house.mi.gov
Dan Lauwers (R) Majority Floor Leader	DanLauwers@house.mi.gov
Christine Greig (D) Minority Floor Leader	ChristineGreig@house.mi.gov
Jack Brandenburg (R)	Senjbrandenburg@senate.michigan.gov
Washtenaw Legislators	
Donna Lasinski (D)	donnalasinski@house.mi.gov
Yousef Rabhi (D)	yousefrabhi@house.mi.gov
Ronnie Peterson (D)	ronniepeterson@house.mi.gov
Adam Zemke (D)	adamzemke@house.mi.gov
Rebekah Warren (R)	Senrwarren@senate.michigan.gov
Joe Hune (R)	Senjhune@senate.michigan.gov



REQUEST FOR LEGISLATION
February 20, 2018

To: Mayor and City Council

From: Beth Ernat, Director of Community and Economic Development

Subject: RFP – Traffic Engineering for Road Diet of Huron, Hamilton, Washtenaw, and Michigan Avenue

SUMMARY & BACKGROUND:

The potential for a road diet in the areas of Huron Street, Hamilton Street, M-17 (Washtenaw Avenue) and I-94 BL (Michigan Avenue) in the Downtown Ypsilanti area has been discussed for several years locally and with WATS (Washtenaw Area Transportation Study).

Recent meetings with MDOT have confirmed that the Huron/Hamilton intersection and reconstruction of Huron St. and Hamilton Street are still being programmed for 2020. In order to make or suggest any changes to the rights-of-way, the City will need to provide a traffic engineering study to prove need and impact to MDOT.

The attached RFP has been created with the assistance of WATS for such study. At this point it is imperative for the City to know the costs of such study and to make a decision to proceed in order to work within MDOTs timeline for preparation for 2020.

Releasing an RFP will help staff gather costs and analysis scope to better understand and communicate to Council the process of costs. The release of the RFP does not bind the City to enter into a contract at this or any time.

RECOMMENDED ACTION: Staff recommends approval of the RFP for Traffic Engineering Services for Road Diet capacity analysis along Huron St., Hamilton St., Washtenaw Ave., and Michigan Ave., in Downtown Ypsilanti.

ATTACHMENTS: RFP for Traffic Engineering Services

CITY MANAGER APPROVAL: _____

COUNCIL AGENDA DATE: _____

CITY MANAGER COMMENTS: _____

FISCAL SERVICES DIRECTOR APPROVAL: _____



Resolution No. 2018 - 032
2/20/2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, The Michigan Department of Transportation is programming road repairs to Huron and Hamilton for 2020; and

WHEREAS, The City of Ypsilanti has interest in the future design and possible changes to the design of the roadways of Huron Street, Hamilton Street, Washtenaw Avenue, and Michigan Avenue; and

WHEREAS, In order to make recommendations for future changes to the rights of way, the City is responsible for the submission of traffic engineering analysis;

WHEREAS, In order to understand the costs associated with a traffic engineering study it is imperative to release a Request for Proposals.

NOW THEREFORE BE IT RESOLVED THAT the Ypsilanti City Council directs the City Manager and/or his designee to release a Request for Proposals for Traffic Engineering Services for Road Diet Capacity Analysis along Huron Street, Hamilton Street, Washtenaw Avenue, and Michigan Avenue.

FURTHER BE IT RESOLVED THAT the Ypsilanti City Council is not bound to accept all or any of the proposals without further consideration of costs and scope of work.

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:

REQUEST FOR PROPOSAL (RFP)
TRAFFIC ENGINEERING SERVICES
FOR
ROAD DIET CAPACITY ANALYSIS
ALONG
HURON ST, HAMILTON ST, M-17 (WASHTENAW AVE) & I-94 BL (MICHIGAN AVE)

The City of Ypsilanti invites qualified firms to submit Proposals for Traffic Engineering Services for a **Road Diet Capacity Analysis** located within the City of Ypsilanti, Washtenaw County, Michigan along the following streets:

Huron Street between Harriet Street and Cross Street;
Hamilton Street between M-17 (Washtenaw Avenue) and Harriet Street;
Washtenaw Avenue between Normal Street and Hamilton Street;
I-94 BL (Michigan Avenue) between Congress Street and Huron Street.

Five (5) copies of the **Proposal for Traffic Engineering Services** must be received no later than **3:30 p.m. on Day of the week, Month Day, Year**. The Proposals must be addressed as follows:

Bonnie Wessler
City Planner
City of Ypsilanti
One S. Huron Street
Ypsilanti, Michigan 48197

**Proposal for Traffic Engineering Services –
Road Diet Capacity Analysis**

The City of Ypsilanti expressly reserves the right to accept or reject any and all proposals submitted and is under no legal requirement to execute a resulting contract on the basis of this RFP and intends the material provided only as a means of identifying the various consultant alternatives. The City of Ypsilanti will base its decision on a combination of competence, qualifications and other items as listed in *Section 5 Selection Criteria*.

This RFP does not commit the City of Ypsilanti to pay any costs incurred prior to execution of a contract. Issuance of this material in no way obligates the City of Ypsilanti to award a contract or to pay any costs incurred in the preparation of a response. The City of Ypsilanti specifically reserves the right to vary all provisions set forth at any time prior to execution of a contract where it deems it to be in the best interest of the City of Ypsilanti, allowing the consultant to adjust the proposal accordingly.

Any inquiries relating to this RFP must be submitted in writing to Bonnie Wessler and received no later than 3:30 p.m. on **Day of the Week, Month Day, Year** via fax to **(XXX) XXX-XXXX** or email to bwessler@cityofypsilanti.com.

Request for Proposal – Traffic Engineering Services

1. General Information

1.1 Purpose: This RFP provides MDOT prequalified consulting engineering firms with sufficient information to enable them to prepare and submit a Proposal to complete a roadway capacity analysis along Huron Street between Harriet Street and Cross Street; Hamilton Street between Washtenaw Avenue and Harriet Street; and Washtenaw Avenue between Normal Street and Hamilton Street, the “Study.” The Study will be done in cooperation with the following local governmental agency stakeholders.

- City of Ypsilanti
- Michigan Department of Transportation
- Washtenaw Area Transportation Study (WATS)
- Washtenaw County Road Commission (WCRC)

The purpose of the study is to perform a feasibility analysis for implementing a Road Diet concept on Huron Street, Hamilton Street, Michigan Avenue and Washtenaw Avenue located in the City of Ypsilanti, Washtenaw County, Michigan. The Study must expand on the technical memorandum developed by the WCRC to meet the criteria within the most current “MDOT Road Diet Checklist”. The complete check list must be completed with information and data supplied from the stakeholder agencies. The Consultant should focus on the following areas from the MDOT Road Diet Checklist:

1. Proposed lane configuration has been analyzed for air quality conformity and is determined to be acceptable.
2. Determining that the Road Diet will result in an improvement in mobility for non-vehicular transportation modes.
3. Where on-street parking is proposed, intersection sight distance at all affected intersections is acceptable.
4. A Synchro analysis for proposed conditions and future traffic volumes shows that a reasonable Level of Service (LOS) will be maintained during the peak hour at all signalized and major un-signalized intersections. A reasonable LOS is defined as D or better for urban and C or better for rural/between.
5. Potential timing and/or phasing changes to existing traffic signals have been vetted through the Traffic Signals Unit for incorporation into the Road Diet.
6. Additional features (i.e. special signal timing plans) have been incorporated into the design of the Road Diet to mitigate delays and congestion associated with the diversion of traffic during a freeway closure.
7. A Highway Safety Manual analysis predicts an overall crash reduction as a result of the Road Diet under future traffic volumes.

The Consultant will develop a general understanding of the current analysis performed by the WCRC, the review comments on the WCRC Technical Memorandum received by MDOT and expand on the Synchro analysis to include additional intersections counted by MDOT. The study should identify improvement concepts and describe feasibility to construct improvements to address existing and long-term needs in terms of traffic safety, operational capacity and accessibility. The Consultant will make recommendation of the feasibility for implementing a Road Diet along these corridors. It is intended that the deliverables of the study will provide direct input to the design and implementation of the preferred alternative.

1.2 Project Limits: The Study will include:

- Huron Street between Harriet Street and Cross Street
- Hamilton Street between Washtenaw Avenue and Harriet Street
- Washtenaw Avenue between Normal Street and Hamilton Street
- Michigan Avenue between Congress Street and Huron Street

Specific Intersections include:

- Huron Street at Harriet Street/Spring Street
- Huron Street at Ferris Street

Request for Proposal – Traffic Engineering Services

- Huron Street at Michigan Avenue
- Hamilton Street at Washtenaw Avenue
- Hamilton Street at Michigan Avenue
- Hamilton Street at Ferris Street
- Hamilton Street at Harriet Street
- Michigan Avenue at Congress Street

1.3 Issuing Office: This RFP is issued by the City of Ypsilanti Planning Department on behalf of the Ypsilanti City Council. The contact person for this RFP is Bonnie Wessler.

1.4 Firm Prequalification: Only firms who are prequalified by the Michigan Department of Transportation in all the categories listed below will be considered for selection.

- Design – Roadway
- Design – Traffic: Capacity & Geometric Analysis
- Design – Traffic: Pavement Markings
- Design – Traffic: Safety Studies
- Design – Traffic: Signal Operations Complex

2. Services Required

Engineering services provided shall be done in accordance with all applicable MDOT, American Association of State Highway and Transportation Officials (AASHTO), Highway Capacity Manual, Institute of Transportation Engineers (ITE) procedures, regulations, standards and guidelines.

2.1 TASK 1: Initial Assessment and Data Collection

The Consultant shall evaluate technical report prepared by the WCRC and the additional data collected by MDOT to determine if further data collection efforts are needed. The data should contain existing condition information of the Study area. The consultant will be required to verify input from stakeholders to document existing and potential future traffic safety and operational needs along each corridor such as: parking lanes, lane widths and auxiliary lane storage lengths.

2.1.1 Study Kick-off Meeting

The Consultant will facilitate a kick-off meeting with stakeholders to review and confirm the goals and objectives for the Study as well as obtain related information about specific past, present and future transportation initiatives and projects that could influence this project. Project schedule will also be determined at the Study Kick-off Meeting.

2.1.2 Data Collection

Intersection turning movement counts and intersection approach machine counts collected by WCRC and MDOT will be provided to the Consultant. Assumption on future traffic growth in the Study area, which was obtained from WATS and approved by stakeholders will be provided to the Consultant. Additional data collection effort shall be coordinated with the City of Ypsilanti and MDOT for approval prior to conducting the actual work.

- Study intersection layout and inventory
- Driveway locations
- Pedestrian and non-motorized facilities
- Historical traffic crash data within a 250' radius of study intersections

2.1.3 Safety Assessment (4-5 years)

Three years of crash data shall be analyzed for the Study area. A safety assessment shall show the total number of crashes by crash type, mode of travel (pedestrian, bike, auto, if known), crash severity and location. The Consultant must develop crash rate and frequency for each intersection. Crash data collected by the WCRC

will be provided to the Consultant. The consultant will determine if additional data is required and inform the stakeholders.

The Consultant shall perform a Highway Safety Manual analysis for the study area.

2.1.4 Base Year Operational Review and Analysis

The Consultant shall review Synchro analysis performed by the WCRC, confirm intersection layouts and develop additional operational analysis were needed to provide base condition to which future improvement recommendations will be applied. The Consultant shall collect stakeholder input for local experience regarding traffic capacity, operations and safety issue in the Study area.

2.1.5 TASK 1 Deliverables

- Study Area Traffic Data and Forecast
- Study Intersection Layout and Right-of-Way
- Traffic Crash Data Analysis
- Traffic Operational Analysis for Existing Conditions (2018)
- Traffic Operational Analysis for Construction Year Existing Conditions (2022)
- Summary of Stakeholder Input on Traffic Safety and Operational Issues

2.2 TASK 2: Future Operational Analysis

The Consultant shall evaluate the following:

1. Background (2038)
2. Road diet (2038)
3. Road diet (2038) with mitigation if necessary

2.2.1 Background Future Traffic Analysis

Using Synchro, the Consultant will develop anticipated traffic operational conditions for the Study area in year 2032 to evaluate the impacts of reducing the number of traffic lanes on delay and level of service (LOS) at key intersections within the Study area.

The current lane configuration is as follows:

Huron Street is a one-way road with three lanes going northbound, except between Michigan Avenue and Pearl Street where it has two lanes. Hamilton Street and Washtenaw Avenue are also one-way roads with three lanes going southbound and eastbound respectively.

2.2.2 Road Diet Future Traffic Analysis

Using Synchro, the Consultant will develop anticipated traffic operational conditions for the Study area in year 2038 to evaluate the impacts of reducing the number of traffic lanes on delay and level of service (LOS) at key intersections within the Study area. The proposed lane configurations, which must be determined feasible, are:

1. Huron Street - on-street parking, shared lane markings and four blocks of bike lanes on the east side
2. Hamilton Street - on-street parking on the east side of the road, shared lane markings and five blocks of bike lanes on the west side
3. Washtenaw Avenue - on-street parking on the north side of the road and shared lane markings on the south side.

2.2.3 Road Diet Future Traffic Analysis with Mitigation

Using Synchro, the Consultant will develop anticipated traffic operational conditions for the Study area in year 2038 to evaluate the impacts of reducing the number of traffic lanes on delay and level of service (LOS) at key intersections within the Study

Request for Proposal – Traffic Engineering Services

area and providing mitigation measures to maintain an acceptable LOS as determined by MDOT.

2.2.4 Improvement Concepts

Concept development will be limited to schematic overlay over Study area base mapping for this stage of the Study. The Consultant shall prepare descriptions and qualitative ratings of capacity and operations, traffic safety, pedestrian and non-motorized accessibility, maintenance, right-of-way conflicts and other characteristics as recommended for preliminary selection.

2.2.5 Improvement Alternatives Meeting

The Consultant shall meet with stakeholders and present a summary of the findings. The Preferred Alternative will be identified by the result of comparative analysis and confirmed by stakeholders.

2.2.6 Study Report

The Consultant shall prepare and submit a Draft Study Report to stakeholders for review and comments. Review comments will be provided to the Consultant to incorporate in the Final Study Report.

2.2.7 TASK 2 Deliverables

- Background Future Traffic Analysis (2038)
- Future Traffic Analysis for Proposed Lane Configurations (2038)
- Future Traffic Analysis for Proposed Lane Configurations with Mitigation (2038)
- Improvement Concepts
- Draft Study Report
- Final Study Report

2.3 TASK 3: Coordination of Improvements

The Consultant shall evaluate technical report prepared by WATS regarding the non-motorized crossing of I-94 and determine what, if any, improvements will be needed to coordinate any future road diet with the proposed improvements.

2.4 Consultant Responsibilities: The services to be provided by the Consultant shall include, but are not necessarily limited to the following:

2.4.1 The project management structure and proven process to plan and administer a project in a timely and financially constrained manner; provide timely updates on project status, coordination of meetings, quality assurance and quality control procedures.

2.4.2 The ability to execute the required analysis to complete the Study, including but not limited to land use, transportation and environmental assessments.

2.4.3 Prepare, coordinate, and communicate with local governmental agencies. Attend and provide minutes of meetings necessary to complete the work as outlined herein.

2.4.4 Compile and analyze all field data for incorporation into a report. This includes the review of prior reports, data and plans available from local governmental agencies.

3. Proposal Submittal: The City of Ypsilanti is seeking proposals in the format as outlined in *Section 4* of the RFP. For the purposes of this RFP, the submitted document shall be referred to as the Proposal.

3.1 Requirements: A firm must submit for all portions of the above described project, provided they are qualified to perform the services described. The firm shall provide five (5) copies of the Proposal submittal. On each copy, the provider shall print or type

Request for Proposal – Traffic Engineering Services

his/her name and manually sign the Proposal. Required information for the Proposal is included in *Section 4 Information Required from Service Provider*.

- 3.2 Rejection of Proposals:** The City of Ypsilanti reserves the right to reject any and all Proposals received as a result of this RFP or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of the City of Ypsilanti. The City of Ypsilanti does not intend to pay for the information solicited or obtained through any response.
- 3.3 Incurring Cost:** The City of Ypsilanti is not liable for any cost incurred by the service provider prior to the issuance of a contract.
- 3.4 Inquiries:** Any inquiries relating to the RFP must be submitted in writing and received no later than **3:30 p.m. on Day of Week, Month Day, Year**. Any necessary request for clarification, delineation, or explanation of a firm's response will be made in writing by Bonnie Wessler, or her representative.
- 3.5 Addenda to the RFP:** In the event it becomes necessary to revise any part of this document, addenda will be provided to all service providers who received the document prior to the response date and a new response date, if necessary, will be announced.
- 3.6 Response Date:** To be considered, the Proposal for Traffic Engineering Services must arrive at the issuing office no later than **3:30 p.m. Day of Week, Month Day, Year**. Service providers mailing their response should allow normal mail delivery time to ensure timely receipt of their response.
- 3.7 Type of Contract:** The City of Ypsilanti uses its own professional services agreement in contracting for professional services. This agreement is modeled upon that used by MDOT for similar services. The characteristics of the agreement include:
- 3.7.1** An indemnification provision holding the City of Ypsilanti harmless for negligence on the part of the service provider, the service provider's employees, agents and/or consultants.
 - 3.7.2** A requirement that the service provider comply with all applicable laws, ordinances, and regulations and is responsible for obtaining all applicable permits, licenses and reviews relating to the project.
 - 3.7.3** A requirement that the service provider carry and show proof of comprehensive general liability insurance, professional liability insurance, worker's compensation, and any other insurance as required by law.
 - 3.7.4** A requirement that prevailing wages are being paid according to the appropriate laws.
- 3.8 Acceptance of the Proposal Content:** To be considered, service providers must submit a complete response to this RFP. The contents of the Proposal of the selected service provider may become a contractual obligation if a contract ensues. The Proposal must be signed by an official authorized to bind the firm to its provisions. The service provider will make no other distribution of this document.
- 3.9 Proposal Preparation:** The Proposal should be prepared providing a straightforward, concise description of the respondent's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. The proposal shall be limited to a total of sixteen (16) single sided or eight (8) double sided content-related pages, not including personnel resumes.

Request for Proposal – Traffic Engineering Services

- 3.10 Oral Presentation:** Service providers who submit Proposals may be required to make an oral presentation of their qualifications to the selection committee and/or the Washtenaw County Board of County Road Commissioners. These presentations provide an opportunity for the respondents to clarify their qualifications to ensure mutual understanding. The issuing office will schedule these presentations if needed.
- 3.11 Selection:** The selection committee will review the Proposals submitted and conduct oral presentations if necessary. Based on this review, the selection committee will select a firm to perform the services outlined herein.
- 3.12 Prime Contractor Responsibilities:** The selected service provider will be required to assume responsibility for all services offered in the Proposal whether or not the service provider produces them. Further, the City of Ypsilanti will consider the selected service provider to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

Request for Proposal – Traffic Engineering Services

- 4. Information Required from Service Provider:** Please provide the Proposal using the following format:

4.1 Cover Citation:

Submitted to:
Bonnie Wessler
City Planner
City of Ypsilanti
One S. Huron Street
Ypsilanti, Michigan 48197

Proposal for Traffic Engineering Services
ROAD DIET CAPACITY ANALYSIS
Date of Submittal

4.2 Letter of Transmittal: The transmittal letter must include the following:

- 4.2.1** Brief statement of understanding of the work to be performed and a positive commitment to perform the work.
 - 4.2.2** Name of the contact person or representative for the firm, their title, address, phone number and email address. State whether the contact person is authorized to bind the firm. If not, indicate who is authorized to sign on behalf of the firm.
- 4.3 Service Provider Information:** The respondent will provide information about the firm and the personnel to be assigned to this project. Be sure to include:
- 4.3.1** The name and business address of the firm and principal who would be responsible for the work.
 - 4.3.2** State the relative experience and technical expertise which make the firm uniquely qualified for this work. Provide a list of projects recently completed or underway by the firm of similar scope to this work. Responses shall also include the firm's experience with project management, land use planning and environmental assessments.
 - 4.3.3** Include the number of professionals by skill and qualification that will be employed in the work, specifically the Project Manager for the Study. Indicate the individuals the firm considers key to the successful completion of the Study. Identify individuals by name and title and provide current resumes of staff to be assigned to the project. If sub-consultants will be utilized, qualifications for the firm and their key personnel must be submitted. The selected firm must submit a written request to substitute key personnel or sub-consultants during the course of the project.
 - 4.3.4** A list of references complete with current names, addresses, and phone numbers.
 - 4.3.5** A statement of the extent to which the organization qualifies as a women and/or minority owned business.
 - 4.3.6** A statement quantifying the percentage of the firm's work completed annually in the State of Michigan and the percentage of the firm's work completed in Washtenaw County. Identify the location of the office where the assigned team will be operating from.

Request for Proposal – Traffic Engineering Services

4.4 Statement of Work: Identify and outline what the firm proposes to do. Describe your firm's approach to performing the specific services required in this project as noted in *Section 2* of the RFP.

4.5 Management Plan: Describe in both the narrative and graphic form how the firm proposes to manage the project. Provide general information on the organization and management processes of the firm(s) involved in the project, as well as a more specific outline of the structure of the proposed project team. As described in *Section 4.3.5*, provide a tabulation of staffing hours anticipated for the project.

4.6 Fee: A fee proposal shall **not** be submitted as part of the initial response to the RFP. Once the Consultant is selected based on qualifications, the City of Ypsilanti will negotiate a fee for engineering services that considers all work and staff required, including appropriate overhead and fixed fee (profit). Unless the scope of the project changes, this fee will be considered a "Not to Exceed Amount". The fee shall be divided into partial amounts by major elements as provided on the project scope of work.

- 5. Selection Criteria:** It is the policy of the City of Ypsilanti to discourage any unsolicited verbal or written communications from competing companies which may pertain or relate directly or indirectly to any Proposal being evaluated by the selection committee or Ypsilanti City Council which has been submitted in response to this RFP and which contemplates award of a professional contract.

Negotiations may be undertaken with the service provider whose Proposal best addresses the needs of the proposed project and demonstrates the ability and experience of the firm to perform the work. Award of the contract will be to the responsive service provider whose Proposal is most advantageous to the City of Ypsilanti.

Proposals will be evaluated on following criteria:

5.1 Qualifications of Team: The structure of the project team including the roles of all key personnel. Evaluation of provided resumes for each of the key staff, with special emphasis on experience and demonstration of competence in performing similar work.

5.2 Understanding of Service: The extent to which the firm has an understanding of the service, innovations, management plan, and methods to be utilized. This information is to be based on the scope of services.

A detailed work plan is to be presented which lists all tasks determined to be necessary to accomplish the work of this project. **The work plan shall define resources needed for each task (title and person hours) and the staff person completing the project element tasks.** In addition, the work plan shall include a time line schedule depicting the sequence and duration of tasks and showing how the work will be organized and executed.

The work plan shall be sufficiently detailed and clear to identify the progress milestones (i.e. when project elements, measures and deliverables are to be completed). Additional project elements suggested by the Proposer are to be included in the work plan and identified as Proposer suggested elements.

5.3 Past Performance: The extent to which the service provider has demonstrated competence in performing similar work or the extent of former client satisfaction, including previous performance with the City of Ypsilanti and other governmental clients.



Resolution No. 2018-033
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, City Council approved the publication of a Request for Proposal (RFP) to solicit bids for a third-party parking ticket processing service; and

WHEREAS, the City Clerk issued an RFP on December 5, 2017 at 8:00 a.m. with a closing date of January 16, 2018 at 3:00 p.m.; and

WHEREAS, the RFP was advertised on MITN and the city's website; and

WHEREAS, the City Clerk's office received three bids of which one was disqualified due to late submission; and

WHEREAS, the Parking Committee reviewed the two eligible bids and recommends the contract be awarded to Complus Data Innovations (CDI), Inc.

NOW, THEREFORE BE IT RESOLVED that the Ypsilanti City Council awards the Parking Ticket Processing Service contract to Complus Data Innovations, (CDI), Inc. and directs staff, subject to review and approval by the City Attorney, to negotiate an agreement to present to City Council for final approval.

OFFERED BY: _____

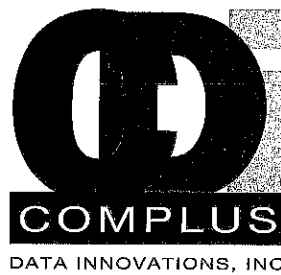
SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:



January 10, 2018

Ypsilanti City Clerk
1 South Huron Street
Ypsilanti, MI 48197

Complus Data Innovations, Inc. (Complus) is pleased to submit our proposal for **Parking Ticket and Permit Processing Services**. Our working knowledge of the City of Ypsilanti's needs will guide management strategies and services, and together we will work towards fulfilling the City's current and future parking goals.

We firmly believe that managed parking is an essential service and Complus offers the innovative technology and unparalleled customer support to provide an industry best management solution. Ypsilanti has experienced first-hand the Complus commitment to quality and we look forward to deepening the partnership that has been established since 2016. Our experience with Michigan clients, including neighboring Ann Arbor, means that Complus is well versed in providing all of the tools necessary for your parking management success!

Contained within the attached response, you will find details about the Complus solution including:

- **Comprehensive management software** that provides an integrated solution for managing your ticket and permit programs
- **Client support** and unlimited training so City users can maximize solution benefits
- **Registered Owner Information Retrievals** through our direct relationship with the Michigan SOS
- **Reporting** features for advanced tracking and date-range reporting capabilities.
- **Ticket writing technology** to enhance PEO enforcement capabilities

We certify that we have read the RFP and addenda in their entirety and will comply with all terms, sections, and provisions. This proposal is valid for one-hundred and twenty (120) days from the RFP submittal deadline of January 16, 2018.

This document will detail the scope of services Complus will provide. Our headquarter office is located at 120 White Plains Road, Tarrytown, NY 10591. I, Ariel Kunar, Chief Executive Officer, am authorized to commit our company to this contract.

We welcome the opportunity for post-bid discussions to explore how Complus can tailor our services to meet the City of Ypsilanti's desired outcome.

Sincerely,



Ariel Kunar
Chief Executive Officer
Complus Data Innovations, Inc.
120 White Plains Rd.
Tarrytown, NY 10591
p: 914-747-1200
arielk@complusdata.com



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TAB 1. EXECUTIVE SUMMARY

Since the company's inception, Complus Data Innovations, Inc. (Complus) has specialized in parking management software and services. Our unique solution provides a unified approach to enforcement and parking ticket collections. Complimented by our dedicated team of parking professionals, Complus delivers the most effective solution in the industry.



Client Support and Customer Service

Complus prides itself on the most well-trained and knowledgeable client service professionals available. Each is hired with an eye toward experience, intelligence, customer-centric values, and professional expertise. A small and personal company, Complus employs a "hands-on" approach where our top executives play an active role in account maintenance. The City will also be assigned a dedicated Client Service Manager who will serve as your **primary point of contact**, directly addressing any service requests Ypsilanti may have. To ensure your users are comfortable with Complus management tools and are able to maximize the potential of all offered features, we provide **unlimited training** for the life of the contract. Our clients benefit from the singular philosophy that personifies Complus: parking management is our only business and providing these services is our sole purpose.



Tailored Solutions

With over 31 years in the parking industry, Complus has developed service offerings to meet the changing needs of our clients. Rather than offer a one size fits all "cookie cutter" solution, we offer flexible programming features and industry partnerships to create tailored solutions. The **FastTrack™ System**, our ticket/permit management software, offers several modules which are available for the life of the contract. You can turn "on" and "off" features at any time, meeting both current needs and future parking goals without incurring additional costs. Our proprietary handheld enforcement programming has been developed and customized according to client requests – all offered features are specifically designed to enhance ticket issuance and improve enforcement.



Automation

A main service goal of Complus is to make your life easier! We understand there may be concerns that outsourcing ticket management could replace loyal municipal employees – that is not what we are about. Rather, we offer several services that automate mundane tasks so employees can allot time to other municipal duties. Through our extensive in-state and out-of-state DMV batch retrievals, registered owner (RO) information is regularly supplied directly from relevant state government entities and requires **no client initiation**. Auto-generated reports will be sent directly to your relevant employees to monitor efficiencies and maximize performance.



Life Long Partnerships

Complus values close working relationships with our clients and focuses on providing long term services. We are proud of our 98% client retention rate! With no upfront costs, Complus is personally invested and your success is our success. Our Client Service Managers are always eager to discuss and explore ongoing improvements to your tailored parking program. We are your partners for life!



TAB 2. VENDOR OVERVIEW

Founded in 1986, Complus Data Innovations, Inc. (Complus) has over **31 years of experience** in providing full service parking ticket processing for clients of all sizes. We provide our clients industry leading services in the most cost effective manner possible. In 2003 we launched Parking Ticket Payment (PTP), offering alternative payment options and online services (permit renewals, appeals, ticket view, etc.) to ticket recipients. User friendly and convenient, PTP services have proven invaluable – they not only assist with streamlining the collection process, but increase overall management efficiency as well.

To expand our range of municipal services, Complus recently joined The Complus Group, an entity made up of Complus, The Payment Group (TPG), and PTP. In total, we serve over **700 clients nationwide**. Working together, the Complus Group offers **comprehensive municipal solutions** including:

- ticket management and enforcement software
- handheld technology
- online payment and appeal options
- municipal payment services for utility and court violations

Specific to the needs of Ypsilanti, we will continue current online payment services provided by PTP. We will also include parking ticket and permit processing services provided by Complus and all services will be rendered by Complus staff.





Experience

Public Sector



The overwhelming majority of Complus clients are from the public sector – we provide parking management services that support municipal administration, police departments, enforcement officers, transit authorities, and public colleges. We continuously invest resources – time, money, and expertise – into developing new service offerings that enhance municipal efficiency, generate revenue, and improve the public's parking experience.

Michigan Municipalities



We currently provide parking management services to **12 clients** in the State of Michigan and have been providing ticket management services to Michigan clients for **over 12 years**. Complus has established relationships with contacts at the MI Secretary of State (SOS), as well as with surrounding states' DMVs. Since **2004**, we have processed registration information requests on behalf of our MI clients and assisted with civil infractions. Our first-hand knowledge of MI parking laws and state regulations makes us particularly sensitive to the needs of Ypsilanti.

Valued Partnership with the City of Ypsilanti



A valued client since 2016, the City of Ypsilanti has experienced first-hand the Complus commitment to quality management tools and customer service. For example, in 2017, Complus processed **3,798 payments** on behalf of Ypsilanti through our Parking Ticket Payment (PTP) website. We look forward to deepening this relationship and expanding our range of services to improve your processing efficiency and municipal revenue!

Staffing and Project Team

Outstanding client service differentiates Complus from industry competitors. With 44 fulltime staff members, our team of long tenured and highly qualified professionals includes several senior executives that have risen through the ranks from entry level positions. This wealth of practical experience, partnered with our market affiliations (e.g., International Parking Institute, National Parking Association, etc.) ensures our clients are provided with the most comprehensive knowledge and professional support available in the parking industry.



The following Complus team members will be instrumental in the implementation and ongoing project management of our proposed solution. Complus team members will dedicate as much time as needed to ensure the effective and timely delivery of required services.

Janine Marsigliano, Vice President of Client Services

Our clients benefit from a wealth of experience few companies can offer. Not only do we provide the expertise gathered from our years in the industry, but also the flexibility and varied skill set gained from working with diverse clients. Led by our Vice President of Client Services, Janine Marsigliano, our Client Service team translates these experiences into superior client support. As Vice President, Janine provides strategic client direction, ensures that projects are implemented according to plan, and sees that client expectations are met. She has a solid history of successful project completions – under her direction, Complus has successfully implemented more than 200 clients and maintains a 98.82% contract renewal rate.

Project Manager

As your current Client Service Manager, Janine will continue to lead the Ypsilanti account. She will assist with outlining your ticket management goals, work to ensure Complus tools and services meet your needs, and act as the primary point of contact for Ypsilanti and your representatives.

Tyler Cain, Director of Business Development

Growing our client base has helped expand our range of services and supports effective solution delivery to all Complus clients. As Director of Business Development, Tyler is responsible for developing new accounts and supporting our current client base. He has translated his extensive sales experience into creating new business opportunities and represents Complus as the primary point of contact for prospective clients during the RFP process.

Daniel Mascaro, Information Technology Support Supervisor

As the technical component of our client support team, Help Desk and Field Support Technicians assist clients with technical questions, troubleshoot hardware issues, and provide onsite handheld training. As a former technician, Daniel Mascaro, the team's Information Technology Support Supervisor has extensive "in the field" experience and provides both technical expertise and administrative leadership. Daniel currently oversees Help Desk support to all Complus clients, assists with handheld implementations, and conducts regular client maintenance visits.



References and Client Experiences

The following clients all use Complus services similar to those requested in Ypsilanti's RFP and will attest to our superior technology and support abilities. We strongly encourage you to contact our provided references for more detailed information on the benefits of working with Complus!

<i>Client:</i> City of Ann Arbor, MI	<i>Relevant Complus Services:</i> • FastTrack™ software and access to all management modules including the Permit Program • Handheld ticket writers with proprietary enforcement programming • Integration with Digital for multi-space meter services • Data entry of handwritten tickets • Mail-in payment processing • IVR and Web-based payments • Custom designed boot/tow program • Nationwide DMV lookups • Bilingual Customer Call Center and Webmaster assistance • Help Desk and Client Services
<i>Contact:</i> Michael J. Pettigrew Deputy Treasurer (734) 794-6500 x 45401 mpettigrew@a2gov.org City of Ann Arbor Treasury Services 301 East Huron, PO Box 8647 Ann Arbor, MI 48107-8647	

<i>Client:</i> City of Monroe, MI	<i>Relevant Complus Services:</i> • FastTrack™ software and access to all management modules • Handheld ticket writers with proprietary enforcement programming • IVR/Web-based payments and online appeals • Delinquent Noticing • Nationwide DMV lookups • Webmaster assistance • Help Desk and Client Services
<i>Contact:</i> Michelle LaVoy (734) 384-9137 michelle.lavoy@monroemi.gov 120 East 1st Street Monroe, MI 48161	



<i>Client:</i> City of Kalamazoo, MI	<i>Relevant Complus Services:</i> • FastTrack™ software and access to all management modules • Handheld ticket writers with proprietary enforcement programming • Mail-in payment processing • IVR/Web-based payments and online appeals • Preparation of Michigan civil infraction court file on behalf of the City • Delinquent Noticing • Nationwide DMV lookups • Customer Call Center and Webmaster • Help Desk and Client Services
<i>Contact:</i> Lt Chris Franks (269) 337-8994 franksc@kalamazoocity.org 150 E. Crosstown Kalamazoo, MI 49001	

The following clients can specifically attest to the benefits of our permit processing services.

<i>Client:</i> Town of Westport, CT	<i>Relevant Complus Services:</i> • FastTrack™ software and access to all management modules including the Permit Program • Online permit renewals • Permit fulfillment services • Handheld ticket writers with proprietary enforcement software • Nationwide DMV lookups • Generation and Mailing of Notices • IVR and Web-based payments • Online appeals • Webmaster assistance • Help Desk and Client Support
<i>Contact:</i> Chief Koskinas (203) 341-6026 fkoskinas@westportct.gov 50 Jesup Road Westport, CT 06880	

<i>Client:</i> Village of Poughkeepsie, NY	<i>Relevant Complus Services:</i> • FastTrack™ software and and access to all management modules including the Permit Program • Online permit renewals • Permit fulfillment services • Handheld ticket writers with proprietary enforcement programming • IVR and Web-based payments • Nationwide DMV lookups • Webmaster assistance • Help Desk and Client Services
<i>Contact:</i> Chief Ronald Knapp (845) 451-4072 rknapp@cityofpoughkeepsie.com 62 Civic Center Plaza Poughkeepsie, NY 12601	



Testimonials

Perhaps the greatest testament to our unique qualifications is client satisfaction. We are proud of our 98.82% contract renewal rate - Complus clients stay with Complus over the long term! Don't just take our word for it - the following testimonials have been offered by some of our present clients:

"Working with Complus has significantly reduced the labor hours previously needed to administer parking tickets. The handheld devices are simple to use and have reduced the number of data entry errors we previously experienced. Having timely ticket information in the database has improved our ability to assist our customers. The service we've received from Complus has been top notch. I've not experienced such personalized service with other software vendors."

-Melissa Hurtado, Revenue Operations Manager, City of Thousand Oaks

"The Bethlehem Parking Authority decision to partner with Complus was based on their unparalleled experience, ability to stream-line multiple functions, and provide excellent customer service. Complus' ability to thoroughly evaluate and streamline multiple operational functions sets them apart from their competitors. The integration process is well thought out, and more importantly, as stress free as any integration the Bethlehem Parking Authority has undertaken. Complus is ready and willing to do whatever it takes to ensure we were operating at one-hundred percent and happy."

-Kevin Livingston, Executive Director, Bethlehem Parking Authority

"It has been a pleasure working with Complus. I could not have asked for a more professional, friendly and responsive group of people to count on to assist with any concern or questions I ever called with."

-Lt. Dan Dowd (RET), Beacon Police Department

"The software and services provided by Complus have been nothing short of exceptional! Westfield State University was seeking to provide students with enhanced on-line services for both ticket payments and permit purchases and Complus was the only company that provided all of the services the University was looking for in one comprehensive package. The services Complus provides have streamlined our issuance, appeals and collection processes for our Public Safety, students and staff. In addition, students are now able to purchase their parking permits on-line over the summer thereby eliminating the need for them to stand in long lines to make their purchase in person."

-Kim Morgan, WSU Student Affairs/Parking Clerk



What our Satisfied
Client Says...





TAB 3. SERVICE AND PRODUCT DESCRIPTIONS

Client Support Services

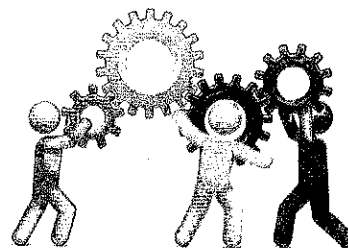
Exceptional service is our top priority and our dedicated team of parking professionals is readily available to assist Ypsilanti in reaching your parking management goals. The City will have access to a network of support specialists that work together to ensure your needs are met. The Complus service network includes:

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

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

- **Call Support** –City employees will have access to live technical and client service assistance via a nationwide, toll free number between the hours of 8:30 AM and 5:00 PM, Monday through Friday, EST, with afterhours emergency support for critical technical issues. Typical afterhours response time is within 1 hour.
- **Go to Assist** – An invaluable live troubleshooting tool, this application allows our service professionals to remote in to client computers and handhelds, see actual error messages, and guide City users step by step through problem resolution.
- **Client Visits** – Complus professionals are available for onsite service reviews and recommendations, ongoing training, and advanced problem resolution.

All support services are available to the City for the **life of the contract at no additional cost.**





Public Inquiries

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

- In order to assist directly with parking ticket questions, the public will have access to live customer service assistance via a nationwide, toll free number. Your dedicated Client Service Department representative will follow a strict call script, approved by the City. Phone notes can be recorded in the ticket history notes in **FastTrack™** for later reference and any complaints will be escalated to the appropriate Ypsilanti employee.
- The success of our online services led to the development of **Webmaster**, an online customer service tool. Users email technical support questions related to the online payment or appeal of a ticket to the Webmaster, and Complus team members respond within two business days.
- As part of the IVR payment line, violators can access recorded information regarding payment instructions, contesting, and other information unique to the City. Information can be accessed in English or Spanish.

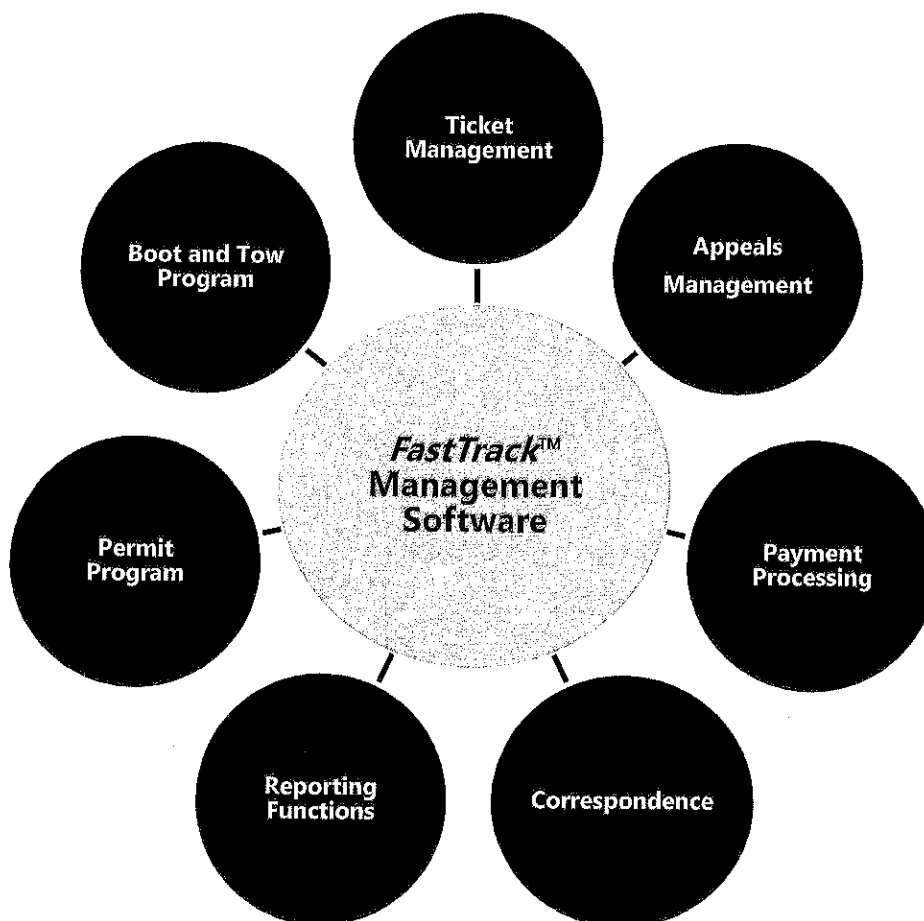




Comprehensive *FastTrack*™ Processing Software

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

- Ticket Management
- Appeals Management
- Payment Processing
- Correspondence
- Reporting Functions
- Permit Program
- Boot and Tow Program





Module Overview

- **Ticket Management:** The core of **FastTrack™**, this module provides a database for entering, tracking, and storing all parking tickets. Features include an automated fine escalation, audit functions, real-time processing, detailed transaction history, and multiple query options. Users can view pictures, correspondence, and tickets associated with each ticket.
- **Permit Program:** The **FastTrack™** Permit Program streamlines all permitting and ticket management services under a single system. By cross referencing the parking ticket database in the Complus **FastTrack™** system, Ypsilanti could restrict a permit/decal sale to an individual until all tickets are paid in full.
- **Appeal Management:** The appeal module offers the ability to enter and track requests to appeal tickets. City users will be able to access copies of the ticket along with handheld images of the violation, attached PDF documents, and officer notes (public and private) added at the time of issuance to assist with appeal decisions. Users can record hearing date information, print this schedule, and use it as the court docket and letters notifying appellants that their appeal has been received and is being processed can be generated from the appeal module.

Ticket and Digital Image View

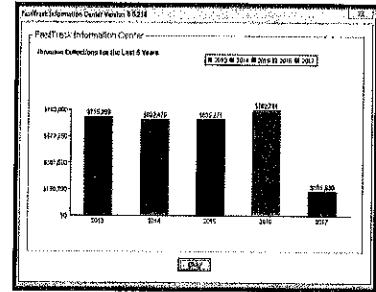
Scanned manual and uploaded handheld tickets can be viewed and printed on through the PTP web portal. Digital Images (pictures) captured by the handheld ticket writers can also be viewed.

The Complus web portal can enable ticket recipients to file **online appeals** using our hosted parking ticket payment website. Ticket recipients can attach scanned documents, digital images, or other electronic items to their appeal file. For easier appeal access, Ypsilanti may include a link to the Complus web portal on the City's website.

- **Payment Processing:** Complus' integrated payment processing solution supports multiple payment options including paid in full, skeletal, and partial/over payment. Our on-line cashiering program allows clients to process walk-in payments on-site and alerts notify cashiers of previous NSF payments so they can determine if a different tender type is required. **All payments are posted in real-time.**
- **Correspondence:** Working together, Complus and the City will design all required correspondence that meet Ypsilanti's specific needs. Users can print several preformatted letters directly from **FastTrack™** with the ability to add free-form comments when needed.



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



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

A unique feature of the boot and tow program is that it links all plates registered under a specific violator into a single "case". Therefore a violator, who may not meet the requirements for boot and tow on a single plate, does collectively on multiple plates as the single registered owner, and will become eligible for enforcement. This not only gives our clients a more accurate picture of individual parking behavior, but encourages personal parking rules.



Ticket Management

The Ticket Management module is the core of **FastTrack™** - it provides a database for entering, tracking, and storing all parking tickets. Features include:

- For newly issued tickets, **FastTrack™** provides a concise template for entering ticket information into the system. On behalf of Ypsilanti, Complus will enter all handwritten tickets within 48 hours of receipt and entries will be reviewed to ensure accuracy. All tickets will be scanned and images will be available to view by City staff and violators.
- Linking each ticket to a particular license plate, **FastTrack™** provides a detailed history of all associated transactions and modifications to the ticket. Inquiries display all ticket detail, history notes, correspondence, notices, payment information, ticket status, and adjudications.
- Authorized City users may change any of the initial data entered using the Update Program and **each update can be audited for later review.**
- Each and every access to the **FastTrack™** system is processed immediately and reflected by an instantaneous update to our database. Every new entry, file update, payment (including online and IVR payment options), disposition, and address change, adjustment or inquiry, is reflective of the most current data available.
- With an automated task-scheduler, fines automatically escalate and penalties are applied according to schedules defined by the City.
- Scanned manual and uploaded handheld tickets are available for "Ticket View", allowing software users to view and print an image of the ticket through **FastTrack™** and violators to view and print on the web-based payment site.
- Digital images (pictures) captured by the handheld ticket writers can also be viewed through **FastTrack™** and the web-based payment site.
- Ticket information and associated transactions/images are stored in **FastTrack™** until the City requests a "purge" - a full audit trail of every processed transaction will be retained for as long as the City requires.



Permit Program and Online Permit Services

The **FastTrack**™ Permit Program can streamline all of Ypsilanti's permitting and ticket management services under a single, centralized system.

- By cross referencing the parking ticket database in the Complus **FastTrack**™ system, the City could restrict a permit/decal sale to an individual until all tickets are paid in full.
- Using the **BuyMyPermit.com** website, permit customers can purchase or renew their permits without having to visit a physical facility. ¹

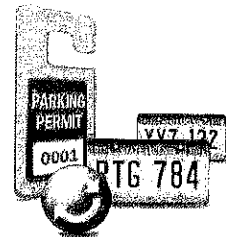


- Permit payments are updated in real time, recorded separately from ticket payments on a daily journal report. The City will have full financial controls for tracking and reconciliation purposes.
- Our system will allow Ypsilanti to create, issue, and track any permit type it may need. Users will be able to search permits by:

-permit number
-last name
-street name

-plate number
-key word or global search

- In addition to traditional permits, Complus offers "virtual permits" where the purchaser's license plate is used as the permit. Reducing issuance time and permit fulfillment costs, virtual permits provide a convenient means of enforcement – the City can employ Complus enforcement list services so officers simply enter the vehicle's license plate into a handheld or scan with an LPR device to determine if the vehicle has a valid permit.



- The program can be configured to assign multiple permits to a single address and up to four (4) vehicles to a single permit.
- Before a permit issued, the program allows for a review and approval process to ensure that only valid applicants receive permits and that specific permits are correctly assigned based on issuing criteria.
- Permits will be issued according to City defined criteria and the system automatically generates a wait list once a City specified "max count" is reached.
- The City can take advantage of Complus' in-house printing services to mail notification of permit renewals.

¹ A convenience fee will be applied to online permits payable to Complus Data Innovations, Inc. The convenience fee can be paid by the customer.



Reporting and Analytics

FastTrack™ provides a robust management platform for collection and storing all data related to ticket processing. As part of their duties, our Client Service Managers run reports on regular schedules to analyze processing patterns including ticket issuance, payment sources, collections, and revenue. Using a variety of reports the CSMs provide insight regarding parking customer behavior, enforcement service levels, debt collections, and technology optimization.

- **FastTrack™ Reports**

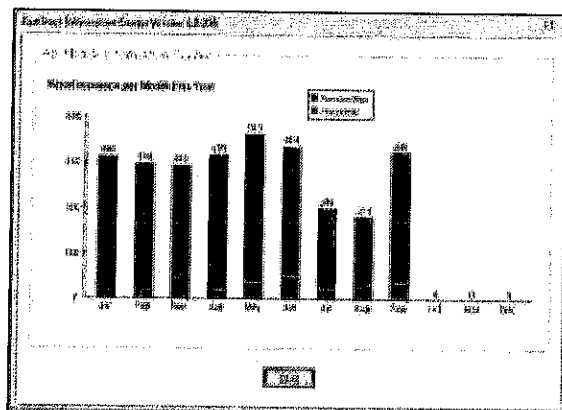
Authorized users can access ticket issuance and revenue dashboard reports directly through the **FastTrack™** program. Designed for quick and easy access, these standard reports use graph and figures to provide summary and comparison information "at a glance".

- **Auto-Generated Reports**

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

- **Pegasus – Complus Handheld Reporting Utility**

Should you opt for our Handheld Device Solution, this reporting utility can assist with monitoring ticket issuance and enforcement operations analysis. The utility includes reporting functions that help chart issuance patterns relevant to date, location, officer, and violation; assist supervisors in monitoring individual officer use of time and behavior; and provide an overall picture of ticket issuance for revenue and policy analysis.





Industry Best Collection Practices

Nationwide Registered Owner Information (ROI) Retrievals

Outstanding customer service, easy to use software, customized noticing, web-based payments, ongoing support, and management consultation services are all important features of the Complus program. **However, there is no single part of the parking management process that is as important to the ultimate successful disposition of each ticket as registered owner (RO) retrievals.** The most accurate RO retrieval information is supplied directly from each state's governmental agency that handles vehicle registrations (no matter how many or how few tickets were issued to a vehicle) and should be a mandatory part of the process. Complus does not rely on third parties to retrieve RO information and has the **most extensive In-State and Out-of-State registration program in the industry!**



Michigan Secretary of State (SOS) and In-State Processing

Complus has maintained a working relationship with the Michigan Secretary of State (SOS) for over thirteen (13) years. We interface **directly with the SOS** to process registered owner information requests on behalf of our MI clients. **This process is completely automated and will require no initiation by Ypsilanti!**

Civil Infractions and Michigan Court System

Complus will work with Ypsilanti and the District Court to assist with handling civil infractions. For your convenience, we will prepare the required text/PDF files that can be forwarded to the court for processing.

Out-of-State Processing

To achieve the highest level of collection success, Complus leverages our **direct relationships with DMVs across the country** for out-of-state RO information retrievals. This information will prove invaluable in increasing the City's out-of-state collection rate and generating municipal revenue. Due to the success of our extensive DMV program, Complus clients enjoy average collection rates ranging from 88-90%, well above the national average, **with many achieving 94% or better!**

Case Studies in Revenue and Collection Rates²

Client	Citations Per Year	Pre-Complus Revenue	Post-Complus Revenue	Collection Rate
Ann Arbor, MI	162,000	\$3,000,000	\$3,317,000	94% up from 80%
Athens, OH	23,000	\$312,000	\$338,700	90% up from 62%
Manitou Springs, CO	13,000	\$73,000	\$257,000	87% up from 48%
Pensacola, FL	10,000	\$42,000	\$130,000	90% up from 56%
Rockville, MD	15,000	\$415,000	\$608,730	89% up from 68%
West Milwaukee, WI	4,000	\$186,000	\$168,500	88% up from 84%
Westport, CT	93,000	\$519,000	\$719,000	98% up from 73%

² Issuance, revenue and collection rates are calculated through 2017



Noticing

Complus specializes in generating and mailing delinquent notices - we have advanced and perfected these services over the last 31 years. All noticing functions are executed **in-house** - Complus retains complete control and accountability over every aspect of the noticing process.

- Templates (form letters and notices) and procedures are **client reviewed and approved** before implementation.
- Notices are **automatically generated**, requiring *no initiation* by our clients.
- Complus mails notices based on **client defined schedules**.
- Upon request, Complus can send a **final notice** to violators with older outstanding parking tickets, informing them of additional collection practices that may be initiated unless their tickets are resolved.

DELINQUENT VIOLATION NOTICE

Client Name: [REDACTED]
 Address: [REDACTED]
 City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

Violation Details:
 Date: [REDACTED]
 Time: [REDACTED]
 Location: [REDACTED]
 Description: [REDACTED]

Payment Information:
 Amount Due: [REDACTED]
 Due Date: [REDACTED]
 Payment Method: [REDACTED]

By standardizing and supplementing address information, the accuracy and speed of collection correspondence delivery is greatly improved. Complus clients enjoy over a 99% successful delinquent notice delivery rate!

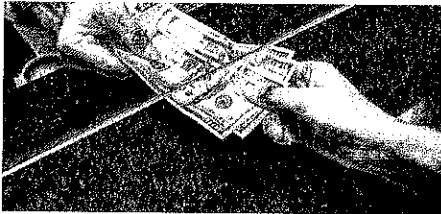
- To ensure **timely delivery**, all notices are run and brought to the Post Office for delivery on the same business day.
- Before each notice mailing, addresses supplied by the DMVs are **validated and updated** against the USPS National Change of Address database to ensure we are using the most current information available.
- To ensure accuracy prior to mailing, each batch of notices is **personally reviewed** and approved by your dedicated Client Service Manager.
- For **leased or rented vehicles**, Complus generates and sends the initial notice(s) to the registrant/owner. Upon receipt of the vehicle operator (lessee) information, the **FastTrack™** system allows for a change in name and address of the responsible party, and a new notice will be generated and sent to the operator.



Complus Payment Services

Complus offers an integrated payment processing and tracking system with several convenient payment options. Along with traditional payments (paid in full), **FastTrack™** and our reporting functions support additional payments such as skeletal (ticket information not yet entered in the system) and overpayments. Checks returned for insufficient funds (NSF) can be so designated in the **FastTrack™** system which then reactivates the ticket(s) as well as penalties, making them eligible for a notice during the next scheduled notice run.

Features of the Complus payment processing system include:

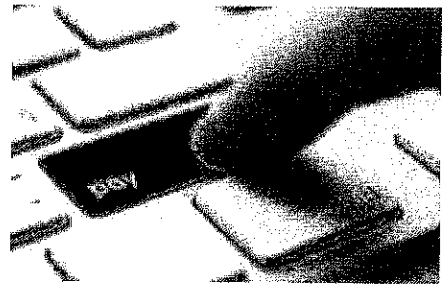


Window Cashiering

FastTrack™ features an on-line cashiering program which allows clients to record cash and check payments directly into the **FastTrack™** system. Payments are posted in real-time and the system notifies the cashier if checks are not accepted for payment on specific accounts, license plates, or individuals.

Online Payments

Complus hosts a secure solution through the PTP web portal to accept real-time ticket payments online or by phone. These payment tools allow customers to pay their outstanding tickets with their credit card (Visa, Mastercard, and Discover) accounts. The entire service is completely integrated with the **FastTrack™** system and is both PCI compliant and secured with the latest encryption technology.



Payment Reporting and Auditing Functions

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

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



Innovative Ticket Issuance and Handheld Enforcement

Traditional methods of parking enforcement are greatly enhanced when partnered with technology, and these innovations are an integral part of the Complus enforcement solution. Through state-of-the-art handheld ticket writers, specialized programming, and integrations, we offer increased automation in enforcement services.

Ticket Issuance and Enforcement Software

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

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

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

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



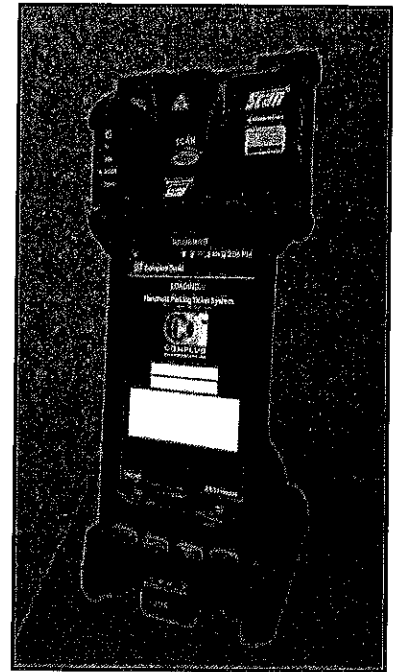
Handheld Enforcement Device

Working with leading handheld hardware vendors, Complus prides itself on providing industry-leading, handheld citation writing technology. Our proposed unit is simple in design, enabling efficient citation issuance and parking enforcement. After careful consideration of the City's needs and evaluation of the individual features of each unit in our handheld fleet, we propose the **Two Technologies N5 Scan Unit** for use in Ypsilanti's enforcement program.

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

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

- **Integrated Cell and Wi-Fi connectivity** for real-time citation upload and integration with the City's pay-by-cell provider
- **High-resolution** color photo camera
- **Hot swap batteries** for extended battery life
- **Shock Resistant:** capable of withstanding multiple 4 foot drops
- Able to **withstand harsh weather conditions**
- Ability to **print machine readable bar coded citation numbers** on issued citation for faster processing



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

*Please refer to the manufacturer's brochures in the **Attachments** section of this document.*

Ticket Specifications

Working together, Complus will design handheld tickets that meet your specific needs. Specifications include:

- Ticket design is "boxed" for easy identification of payment options and ticket data.
- Tickets are printed on tear-resistant poly thermal paper ensuring that they are waterproof and fade resistant in sunlight.
- Bar coded information is printed on tickets for faster cashiering payment processing.



Handheld Integrations

For improved enforcement and enhanced efficiency, Complus has integrated our handheld ticket writers with various parking technologies, and consistently adds new integrations to broaden the flexibility of our services. These ancillary technologies include pay-by-cell, pay-by-plate, and multi-space meters – we have provided a snapshot of current integrations in the chart below.

Service	Complus Active Integrations
<i>Pay-by-Cell</i>	 Parkmobile  Passport MOBILE  NOW!  paybyphone®
<i>Pay-by-Plate</i>	  CALE  <i>Solutions for Smart Cities</i>
<i>Multi-Space Meters</i>	  CALE  <i>Solutions for Smart Cities</i>

When new integrations or services are introduced to Ypsilanti's parking program, officers can add **custom ticket notes** to handheld tickets to ensure that customers are aware of the additional services. By helping to educate parkers, we aim to support a smooth transition to new services and ensure customers benefit from all the advantages these technologies have to offer.

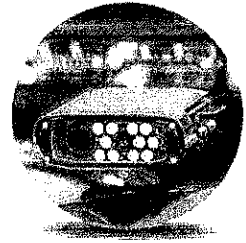


Partnerships with Additional Enforcement Services

For improved enforcement and enhanced efficiency, Complus partners with providers of the following parking services.

License Plate Recognition Services

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



ELSAGNorthAmerica
A Finmeccanica Company

PAYLOCK
ENFORCE. MANAGE. COLLECT.

Self-Releasing Boot Services

Complus has an active integration with **PayLock**³, a self-releasing boot provider. Working together, we offer drivers the convenience of paying fines and boot fees on the spot and having immediate access to their vehicle without the need of boot release by parking enforcement officers.

³ Additional fees apply.



Transition to the Complus Solution

Conversion

Complus will provide a seamless transition from your existing system to the latest version of **FastTrack™**. All of the City's current parking ticket data will be converted to the Complus **FastTrack™** system at **no additional cost** (assuming a useable file format can be provided). All data conversion will be done to a one-hundred percent (100%) quality standard, with no value or meaning being lost.

Training

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

- **Onsite** for hands on instruction
- **Go to Assist** for immediate remote guidance
- **Live Webinars** for group demonstrations
- **Call Support** for follow up questions

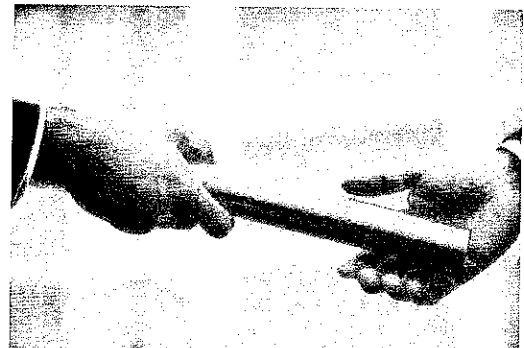
Complus will provide training at no additional charge throughout the term of the contract. Onsite training includes a combination of classroom based preparation for all users and "in the field" sessions for handheld operators. We supply all users with training manuals - manual updates are provided as new enhancements are released. **All reasonable requests for training by the City will be provided by Complus at no charge—including all travel costs for Complus personnel.**

Implementation

Upon a signed contract, your dedicated CSM will work hand in glove with an Implementation Team consisting of approximately 5 individuals. Each team member is responsible for the oversight of different aspects of the project including:

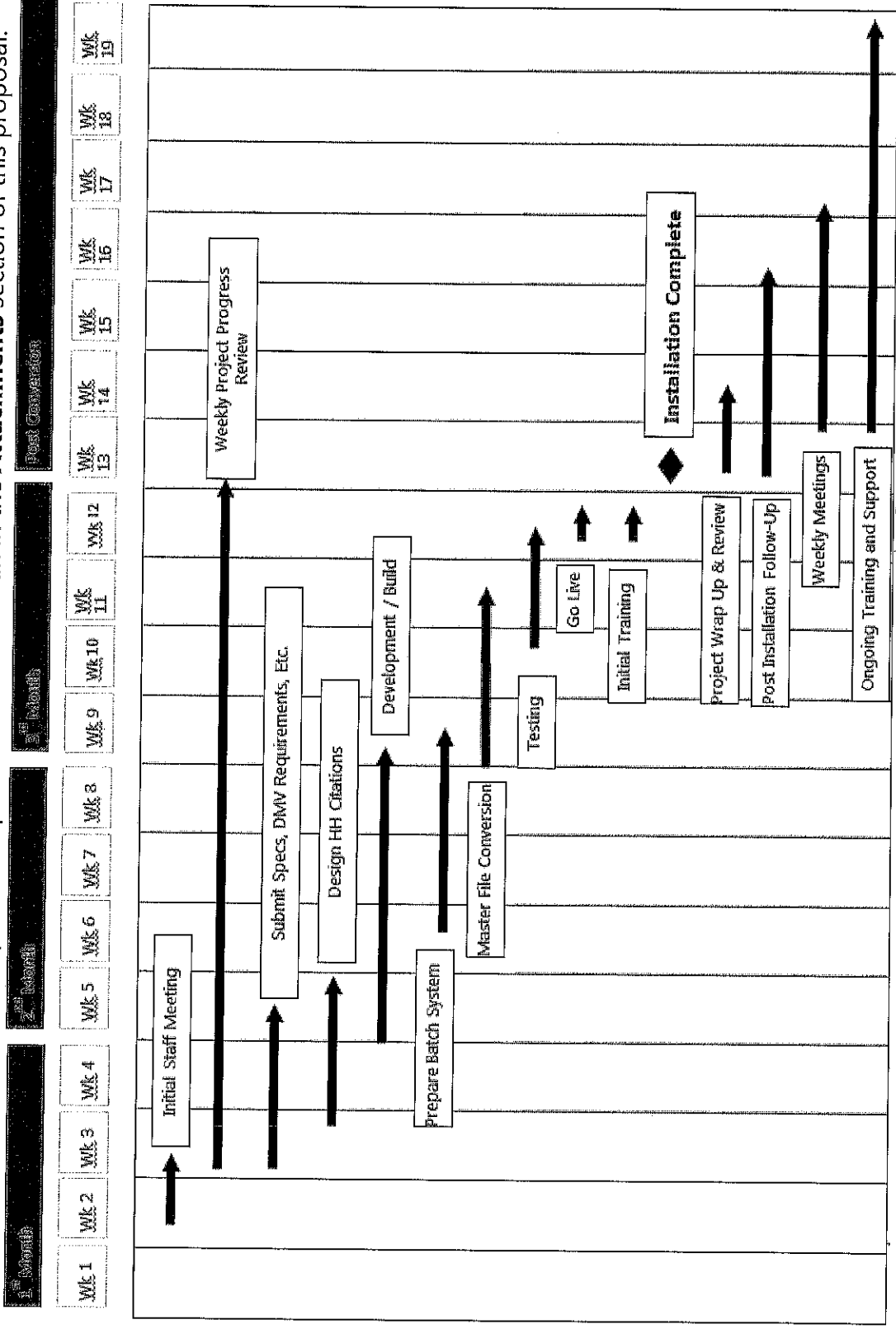
- Information collection for all aspects of the system
- Collecting and uploading all current and historic data into the Complus system
- Handheld device programming
- Configuration of all violations
- Configuration of local streets
- Scheduling and delivering training

The Implementation Team remains intact throughout the period of configuration, set-up, device procurement and deployment, and training. Regular status meetings between the City and Implementation Team will be scheduled to discuss any questions or issues with the conversion file, ticket proofs, handheld programming, etc.





Complus will work with the City to develop a mutually agreeable implementation timeline and a detailed Implementation and Project Plan outlining all of the key deliverables that will be provided upon contract award and during the implementation kickoff meeting. For illustrative purposes, the following sample Implementation Plan has been provided, describing the services to be offered, time estimates for each service, and an overall time line for the implementation phase. We have also included an expanded Implementation Task Plan in the **Attachments** section of this proposal.





Security

The **FastTrack**™ system is protected by both hardware and software components. Security is set up at the individual level and our authentication process ensures that only authorized devices and users can access the City's data through our system. Security level 1 is at the table level (i.e. restrict access to permits) then there is another level of security at the action level (i.e. restrict access to void a ticket). Security measures are in place to ensure that no Ypsilanti employee can access data of Complus' more than 200 clients and vice versa. Data segregation from one client to another is a critical factor in ensuring privacy standards are upheld.

Access to the **FastTrack**™ software is only granted through a secure https connection ensuring that all data is encrypted with a 256bit SHA1 SSL certificate during transmission.

User Restrictions

A system administrator in **FastTrack**™ has the ability to control activity of all other users. Every single action can be turned on or off easily. The administrator can also add users, delete users, and change security options at any time. Security is set up at the individual level.

Payment Application Security

Our Web Security Protocols are as follows:

- Client access to **FastTrack**™ data, as well as reports, is granted through a Citrix https connection secured with a 256 bit SSL certificate.
- Customer credit card payments are accepted solely through our parkingticketpayment.com (PTP) website and IVR systems, and are also processed via an https connection secured with a 256 bit SSL certificate.
- The PTP website undergoes an annual PCI assessment.





Back-up Process and Business Continuity

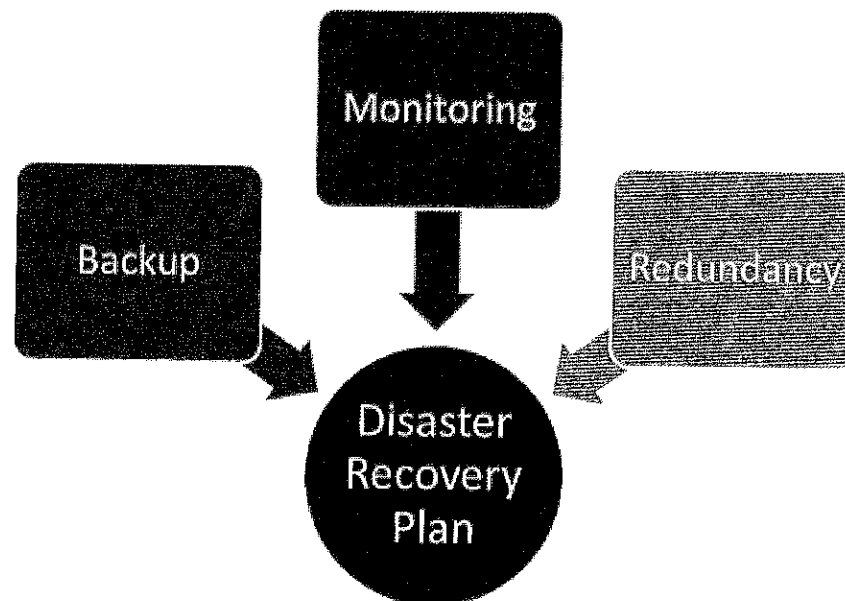
Complus has a comprehensive backup system, including nightly back-ups of all files, full system redundancy, and backup telecommunication lines into our data center. We closely monitor our data center, telecommunications infrastructure and business applications to ensure optimal uptime of all systems.

Disaster Recovery Plan

Should unforeseen circumstances render our primary data center inoperative, Complus has established a backup data center and telecommunications infrastructure. This secure disaster recovery co-location facility is located 125 miles from our headquarter office and Disaster Recovery tests are performed semi-annually to ensure full preparedness.

The disaster recovery plan would be executed as follows:

- Formal notification to clients regarding declared disaster.
- Formal declaration of disaster to off-site data center facility.
- Begin following a thoroughly documentation recovery plan:
 - Spin up all replicated systems and test applications as well as connectivity between virtual and physical systems.
 - Redirect all internet traffic to the systems located at the back up datacenter.
 - Redirect all phone lines to the backup phone system.
 - Test all access and functionality.
- Formal notification to clients that service has been restored.
- Complus Management will determine if/when the headquarters' data center will become accessible. If the time frame is extensive, then Complus Management will procure office space to be used as the new headquarters and focus efforts on rebuilding.





Maintenance

Software is warrantied for the life of the contract - we do not have a sunset policy on our system versions and our clients are never required to purchase an upgrade when newer versions become available. We conduct daily maintenance on the **FastTrack** system and hosted websites from 2am-2:30am EST to ensure optimal performance.

When a software patch or upgrade is released it is loaded onto all servers in our Citrix farm. Since clients access our application over the web, they will automatically see the patch/upgrade. When a new feature is released, an announcement email is sent to all Complus clients. Also, when a system user logs in to the system for the first time after a feature is added, a window will pop up announcing the new addition.

Maintenance and repair of the handheld equipment will be the responsibility of Complus for normal wear and tear. This includes handhelds, printers, batteries, chargers, and cables. Complus will provide a maximum of one unit replacement for each original phone provided, throughout the duration of the contract.

On-going maintenance includes:

- Tech support for handheld programming and operational issues
- Operational support for the handheld reporting utility
- Updating of violation codes and locations if needed

36 Month Technology Upgrade Policy

We pride ourselves on providing industry-leading handheld ticket writing equipment. As part of our handheld enforcement program, Complus will ensure Ypsilanti is using the latest in ticket writing technology with **our unprecedented 36 month technology upgrade policy**. With each successive 3 year contract renewal, the City may replace existing Complus enforcement equipment for new units at **no additional cost**.



TAB 4. PRICING

Providing top notch services to our clients in the most cost effective manner possible is central to the Complus solution. By continuously developing integrations with the latest cost effective technologies and keeping abreast of the newest industry developments, we strive to reduce municipal operating expenses while increasing collections and revenue. We review monthly reports and analyze the results on a regular basis to ensure our solution promotes efficiency and effectiveness. Finally, through regular communications, we ensure that we are sensitive to the changing fiscal needs of each of our clients, and adjust our services to meet their evolving financial goals.

Complus is pleased to offer our products and services to the City of Ypsilanti for the following fees:

Deliverables	Fee
Ticket Management Tools • Five (5) FastTrack™ Licenses (includes all ticket and permit management modules) • One (1) Cash Register Drawer • One (1) Receipt Printer • One (1) Bar Code Reader • Automated standard reports and access to ad-hoc and handheld reporting tools	\$1.71 per ticket issued OR 10.25% of revenue collected
Collection Services • Direct Michigan SOS and Nationwide DMV queries for registered owner information • Assistance with Michigan Civil Infractions • Generating and mailing of delinquent notices • Secure IVR and online ticket and permit payments. Includes online appeal functions	
Enforcement • Leasing of Two (2) Two Technologies N5 mobile enforcement units (including all peripherals) + maintenance and 36 month upgrade policy • Proprietary Android enforcement software loaded on all units	
Back Office Processing Services • Data Entry of handwritten tickets • Payment Processing and Lockbox Services	
On-Boarding and Support • Conversion from the City's current system to Complus Solution • Unlimited system training for the life of the contract • Ongoing toll-free telephone support for Ypsilanti personnel. • Customer Call Center and online technical support for City customers via email (Webmaster)	



Additional Pricing Terms

- Pricing will remain firm for one hundred and twenty (120) days from the proposal due date and is based on a Five (5) Year Agreement.
- The following will be reimbursable to Complus:
 - Handheld ticket stock
 - Postage
 - Data plans (if needed)
- For online ticket payments, a \$3.50 per ticket convenience fee (assessed to the end user) will be added to each transaction and payable to Complus.
- For online permit purchases, a percentage of the transaction amount will be assessed to the end user as a convenience fee payable to Complus Data Innovations, Inc.
- Up to 8 hours custom programming will be included per contract year at no additional charge to the City. Additional programming will be billed to the City at the rate of \$150 per hour.
- Pricing for additional Complus services and products can be provided to the City upon request.



TAB 5. ATTACHMENTS

Task Based Implementation Plan

INITIAL STAFF MEETING

Tasks

- ☐ The Project Manager (CSM) will schedule a preliminary meeting with relevant Complus staff for a briefing on the account. Discussion will include a description of Client, a review of the major players, the layout of the offices (if known) and preliminary equipment needs.
- ☐ Discuss equipment list as stated on the signed contract. Pricing should be discussed so that the IT department is aware of the equipment/telecommunications budget for the City.
- ☐ At this point the Enforcement Implementation Guidelines (see below) should be followed either subsequently or concurrently depending on their target date.
- ☐ The CSM will complete and submit required web/IVR forms.
- ☐ The IT Director should be included in the initial Client meeting to determine the level of IT involvement. Client IT contact should be provided at the meeting. Develop ticket proof and send to the City.

PREPARE WORKSHEET WITH THE CITY

Tasks

- ☐ When possible, submit a list of standard implementation questions to the City before the initial meeting so that they can have answers prepared.
- ☐ Schedule a meeting with Client for our CSM to meet the City and begin the process of collecting information required for the worksheet.
- ☐ Review Client responses & information and prepare the worksheet. Copies of the worksheet should be distributed to all relevant Complus staff.

COMPLUS IN-HOUSE WORKSHEET MEETING

Tasks

- ☐ Schedule an in-house meeting to review the completed worksheet. Discussions should include a final list of equipment needed and its placement at the City site, any telecommunication needs, any special needs (i.e. 800 service), and the installation dates requested by Client.
- ☐ Determine target dates for file testing, installation, data cut over, training, and mobile enforcement devices if applicable. Test file should be obtained at least 30 days before target install date.
- ☐ Submit completed web/IVR payment form to Complus Office Manager to proceed with account set up.

PREPARE FOR INSTALLATION

Tasks

- ☐ Obtain file layout and sample file from Client. Review and develop a list of questions related to the records to discuss with client programmers.
- ☐ Determine if there is a scofflaw or flagging file that will be required. Verify scofflaw number or flagging number with the DMV.
- ☐ Ensure that client has completed paperwork necessary to obtain records from all DMV's.
- ☐ Write conversion program to read, reformat, and load the new master file. Use the test file to debug the program.
- ☐ Complete conversion test files.
- ☐ Obtain final approval of ticket proof and order tickets.
- ☐ Develop call scripts for IVR and in house customer service line, if needed. Final sign-off must be obtained from the City.
- ☐ Arrange installation and training details and date with Client. At this point the IT department will follow Online System Implementation Guideline.
- ☐ Determine final cutover date for production status. Confirm with Client.
- ☐ Prepare online system including user logins and permissions, validator setup, creating violation codes, penalty schedule, etc. at least 1-2 days before training.
- ☐ Determine the method of transfer.



- ☐ Determine if a permit file will be required.
- ☐ Establish the internal client code for Client and distribute to all relevant Complus staff.
- ☐ Request final file.

PREPARE CLIENT ENVIRONMENT

Tasks

- ☐ Program client's specifications for penalties, billing, notices, and reports.
- ☐ Update in-house documentation and reporting.
- ☐ If scofflaw/boot and tow files will be shared with mobile enforcement, set-up automated transfer. Confirm the parameters for file creation with the City.
- ☐ If permit program will be utilized, set up in client's production environment.

PRE-INSTALLATION

Tasks

- ☐ Schedule a meeting with all relevant Complus staff to go over all final implementation details and confirm install, training dates, and equipment.
- ☐ Discuss any potential issues that may arise, any last minute changes, any concerns, etc.
- ☐ Verify scheduling with client (confirm availability if necessary)

TRAINING

Tasks

- ☐ Before training commences all installations should be completed and thoroughly tested.
- ☐ CSM will spend a pre-determined amount of time training the Client System Operators in the use of the online system.
- ☐ A Field Support Technician must be present at the Client site for at least the first day of training in case of any unforeseen technical problems.
- ☐ A programmer must be available in house for the first day of training in case any issues arise with the file conversion.
- ☐ Mobile enforcement training will be completed by the Field Support Technician, likely to be simultaneous with in-house System Operator training.

POST INSTALLATION FOLLOW UP

Tasks

- ☐ Plan mailing schedule for delinquent notices, registration holds, etc.
- ☐ Develop any custom report templates or refine current templates to meet the City's needs.
- ☐ Send first set of reports and confirm the receipt of the reports by the proper person. Be sure that they understand reports.
- ☐ Add Client to DMV schedule including registration hold program if necessary.



Online System Implementation Guidelines

INITIAL PREPERATION

Tasks

- ☐ Schedule a meeting with all relevant Complus IT staff to discuss the City, the worksheet and the implementation.
- ☐ If necessary, submit a list of standard technical implementation questions / details to the technical contact so the implementation details are finalized and agreed on.

ORDER CRITICAL EQUIPMENT

Tasks

- ☐ Finalize the equipment list based on signed contract and worksheet.
- ☐ Prepare formal schedule of requirements and the vendor to be used. Include order dates, shipment dates, receive dates. Prepare purchase orders and get required signatures.
- ☐ Order any necessary equipment and supplies and obtain delivery dates. Equipment should be delivered to Complus for inspection. All printers, PCs, receipt printers, cash drawers, and bar code scanners must be tested as per IT's predetermined checklist before it can be deployed to Client site.

STAGING, INSTALLING, AND TESTING EQUIPMENT

Tasks

- ☐ The day of the Client install, equipment will be set up as finalized in the pre-installation staff meeting. While at the Client site performing the installation, should there be any deviation from the pre-installation staff meeting it must first be discussed with all relevant Complus staff and approved by all required parties before implementing the change. No changes to the plan may be made without prior authorization.
- ☐ All equipment and software must be tested before training begins. The following is a checklist for testing:
 - Ensure web connection establishes successfully.
 - Ensure that application launches properly.
 - Test all screens in the application to ensure that all controls are properly downloaded and registered.
 - Enter a test ticket.
 - Query the test ticket.
 - Make a payment on the test ticket. If Client is using a receipt printer confirm that a receipt prints out and check gets validated (use blank sheet of paper as check).
 - Print a ticket detail screen.
 - Print a form / letter.

TRAINING SUPPORT

Tasks

- ☐ Field support technician will be present for the first day of training (length of presence will vary with size of Client and number of sessions).
- ☐ Field support technician will ensure that CSM can successfully train the users in all areas of the application and ensure that there are no technical issues.
- ☐ The field technician will stay on site until the CSM is comfortable that everything is working properly and determines that on-site support is no longer needed.



Handheld Implementation Guidelines

INITIAL PREPERATION

Tasks

- ☐ Submit a list of standard handheld implementation questions to the City so our programmers can be prepared for Handheld System Development.
- ☐ Make sure to specify requirements that determine Handheld model type (i.e. scanners for barcode reading, image capture)

ORDER EQUIPMENT

Tasks

- ☐ Prepare order for handhelds and peripherals. When preparing order review requirements for permit file and scofflaw file in regards to memory size on handheld as well as handheld model type, number of cradles, etc.
- ☐ Finalize the equipment list and prepare formal schedule of requirements and the vendor to be used. Include order dates, shipment dates, receive dates. Equipment should be ordered and delivered to Complus for inspection and testing prior to shipment to the City.

HANDHELD TICKET DESIGN

Tasks

- ☐ Design the handheld tickets. Initial layout to be done with Client.
- ☐ Receive proof and make preliminary changes in-house. When the ticket is approved in house, we will forward to the City for final approval. Provide Client's Business Contact with a copy of the final layout.
- ☐ Order tickets and have initial order shipped directly to Complus. Discuss delivery date and internal billing for handheld ticket order.

PREPARE AND INSTALL HANDHELD SYSTEM

Tasks

- ☐ Develop customized handheld program based on Client needs.
- ☐ Load handheld with Client software and test each unit. Be sure to test new tickets for printing layout and duplicate ticket numbers.
- ☐ Install download application on download computer.
- ☐ Adjust inventory of any materials being shipped to Client before they are sent (handheld/cradle serial numbers, rain cases, screen protectors, etc).
- ☐ Onsite verification of all materials received by Client (handheld/cradle serial numbers, , rain cases, screen protectors, etc).

ENFORCEMENT TRAINING

Tasks

- ☐ Complus Assigned Field Support Technician will schedule a training date with the Client employee who oversees enforcement.
- ☐ Train handheld enforcement officers to use equipment and download software.

OS

- Android™ OS v5.x.x

CPU

- Quad-core 2.3 GHz
- Qualcomm Snapdragon 800 (System Chip)

Display

- 5.7 in. Diagonal Super AMOLED® 1080 x 1920 pixels
- Multitouch Capacitive, Rain resistant when shield is attached
- Inductive Stylus (s-pen)
- Contrast Ratio: 402 nominal, 2,307:1

3G Network

- Carrier Specific

4G Network

- Carrier Specific

Computing Platform:

- SAMSUNG GALAXY NOTE® 3



NOT TO SCALE

N5Scan

The N5Scan is raising the bar for "all-in-one" scanning devices.

The N5Scan incorporates Honeywell's® N6603 Series Adaptus 6.0 technology for unparalleled 1D and 2D scanning performance that provides a better user experience. The N5Scan provides superior barcode reading with outstanding speed and accuracy. The Adaptus 6.0 technology features white illumination—a compact but powerful sensor that captures more detail and is exceptionally motion tolerant—making it easy to decode hard-to-read barcodes and tolerate challenging ambient light environments.

Dimensions

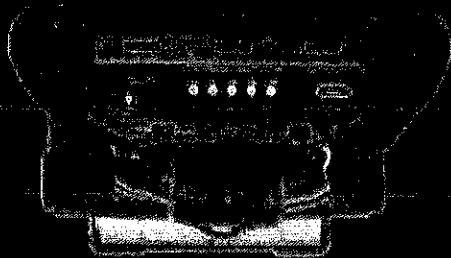
- W 4.73" - H 10.81" - D 2.62"

Weight

- 29.92 oz. with new full paper roll
- 27.36 oz. without paper roll



NOT TO SCALE



I/O Interface

- Charging and syncing with N-Class Dock

PRINTER SPECIFICATIONS

PRINT TECHNOLOGY

Printing Method	Direct Thermal
Print Resolution	203 dots/inch
Print Speed	50mm/Sec (max.) (2 ips)
Print Width	2.8 inches (72mm)

PRINTING SYSTEMS

Control	via SDK
Barcode Symbologies	Code 39, Code 128, 2of5, UPC-A, CODABAR (w and w/o HR text)
Graphics	8 Bit
Character Fonts	Courier, Sans Serif
Character Sizes (CPI)**	5.5, 10.2, 10.7, 12.7, 13.5, 14.5, 15.6, 16.9, 18.5, 20.3, 22.6, 25.4
Upgradeable Firmware	Yes
Sensors	Paper Out/ Black Mark, Door Open
Paper Type	Direct Thermal Roll / Variable length printing on Polyvinyl

PRINT MEDIA

Maximum Roll Diameter	1.6 in. (40 mm)
Roll Width	3.125 in. (80 mm)
Core Size	.7 in. (18 mm) (min.) 2T supplied rolls

Camera (Rear Facing)

- 13 MP color camera (4128 x 3096 pixels)
- Autofocus
- LED Flash
- Geo-Tagging
- 1D/2D Barcode Scanning via ZXING Barcode Software
- HDR
- Face Detection

Power Connector

- 3.5A Charging Port
- ## microUSB
- v2.0

Hand Strap

- Removable Hand Strap

Learn more about the Ultra-Rugged N-Class ▶ www.2T.com



**MUNICIPAL
CITATION SOLUTIONS**

Client: City of Ypsilanti
RFP Name: Parking Ticket &
Permit Processing

Proposal for City of Ypsilanti



Request for Proposal

Parking Ticket & Permit Processing

January 3, 2018

Submitted By:

Isaiah Mouw, CAPP, CPP
Chief Operating Officer
Municipal Citation Solutions, LLC
633 Chestnut Street
Chattanooga, TN 37450
(423) 260-2768



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1.) TRANSMITTAL LETTER

January 12, 2018

Ypsilanti City Clerk
1 South Huron Street
Ypsilanti, MI 48197

Dear City Officials:

It is with great pleasure and anticipation that Municipal Citation Solutions (MCS), an Imperial Parking (Impark) U.S. LLC. Company, submits the following proposal to provide the industry's **most advanced** parking ticketing and collections system for the City of Ypsilanti. We specialize in small to mid-size municipalities, so this is a perfect match for our system.

Impark's history in the parking business dates **back to 1962** and is now one of the largest parking organization management companies in North America, operating in more than 240 cities across the United States and Canada. In 2010, MCS developed our state-of-the-art Violation and Ticketing System (VATS), which was designed by parking professionals in Chattanooga (TN), one of the **Top 50 Smartest Cities in the world**. VATS now processes **over \$20 million** in parking citation revenue with over **500 users** across the United States.

The VATS system we are proposing includes smartphone handhelds which are used to **issue citations with pictures in real-time** and includes a web app processing system which is used to process citations accurately, securely and efficiently by an unlimited number of users. Being real-time allows us to integrate with your pay stations, pay-by-phone app, permits and LPR data creating a smart parking program helping your city work towards its goal of becoming a **connected, smarter city**.

We urge the City to **contact any of our client references**, who we are confident will confirm that MCS is a true partner that works with its clients to go above and beyond the client's expectations time after time. It has been our relationship and collaboration with our clients that has helped VATS develop into one of the most comprehensive parking processing systems in the world.

What makes VATS so special?



- **Real-time integrations** with no synching or end-of-day offloading of data needed.
- Flexible handheld options from small smartphones to the **world's toughest cell phone**.
- **GPS tracking tool** to follow your agents for zone adherence and safety, or to simply find a lost handheld.
- Ticket Density tool to view a **heat-map of the tickets** your team issued during a given span.
- **Free broken meter reporting** tool within the handheld that sends email alerts to your meter maintenance team.
- Rental Car Collections module making it easier for you to **contact rental car companies** for parking citation payment.
- **Free Bagging Module** to track rental of meters and on-street spaces for construction and special events
- Previous **MI Secretary of State experience** and access to lookups from all 50 states.
- An **integrated Mobile License Plate Recognition (LPR)** hardware and software solution (optional)
- Plus **all the essentials** including: cashiering modules, virtual permitting, boot-tow alerts, electronic chalking, online appeals, online payments, ad-hoc reporting, auto-emailed reports, and more.

As prescribed in the RFP, we are submitting five (5) Paper copies and one (1) Electronic version and our proposal is valid for 120 days. Our company is not an Iran Linked Business as defined by that law. Isaiah Mouw will be serving as our primary point of contact for this procurement and his information is found below. As the Chief Operating Officer (COO) of Municipal Citation Solutions, LLC, I have the authority to contractually obligate MCS in this project and this letter serves as certification of our intent to **meet the requirements** specified in this RFP.

We truly appreciate your time and consideration in allowing us to present this proposal based on your unique needs. Please let us know if there is an opportunity to expand upon our proposal in a formal presentation, or if I can provide additional information. We believe our municipal experience and combined parking technology knowledge will augment the current parking operation and ultimately provide your city with the



MUNICIPAL
CITATION SOLUTIONS

Client: City of Ypsilanti
RFP Name: Parking Ticket &
Permit Processing

industry's most advanced parking citation management system **designed by parking professionals for parking professionals.**

Sincerely,

[Redacted Signature]

Isaiah Mouw, CAPP, CPP
Chief Operating Officer
Municipal Citation Solutions, LLC
633 Chestnut Street, Suite 1010
Chattanooga, TN 37450
(423) 260-2768 (Mobile)
(423) 265-5728 (Fax)
imouw@municipalcitationsolutions.com

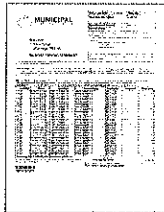


2.) EXECUTIVE SUMMARY

THE MCS ADVANTAGE



Our team has carefully reviewed your proposal and has selected your city to partner with on our VATS solution. We feel we are a perfect match based on our history with MI Secretary of State and unmatched experience in the municipal marketplace. We currently meet all your requirements through our products and services displayed in the chart below.

ISSUING, PROCESSING & COLLECTING SOLUTION			
Electronic Parking Citation Issuance Equipment	Parking Citation Issuance Management & Reporting	Parking Citation Processing	Delinquent Collections for Parking Citations
			
☒ Meets Your Requirements	☒ Meets Your Requirements	☒ Meets Your Requirements	☒ Meets Your Requirements
MobileVATS Handhelds	WebbVATS Citation Issue & Management	Shared Services Citation Processing	Third Party Collections Debt Collection



MUNICIPAL
CITATION SOLUTIONS

Municipal Citation Solutions
633 Chestnut Street, Suite 2000
Chattanooga, TN 37450
sales@municipalcitationsolutions.com
888.866.6466



VATS
VIOLATION & TICKETING SYSTEM

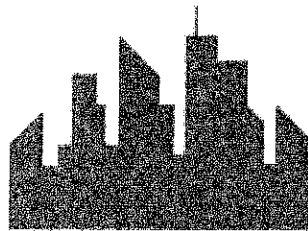
In addition, MCS offers many features and services that no one else is offering. If you see our MCS Advantage symbol throughout this proposal, know that we are offering you something unmatched by our competitors.



Below are highlights of our company that you mentioned will be taken into consideration in the evaluation process.



OVERALL REPUTATION OF THE VENDOR



MCS was developed in 2010 and has seen double digit citation processing growth each year since its inception. In 2016, MCS was acquired by Imperial Parking (Impark) owned by Ontario Teacher's Pension Plan (OTPP) which has over \$171 Billion in Net Assets. Impark has been operating for over **50+ years and currently manages \$1.5+ billion in gross receipts across 3,400+ locations in 240 cities.** This acquisition has strengthened our experience in the parking enforcement technology industry. Our VATS solution is flexible to work from small towns like the Town of Natick that issue 50 citations per day to our contract with Massachusetts Bay Transit Authority (MBTA) where they issue nearly 5,000 citations per day with our software. MCS will provide your operation with our most experienced and knowledgeable people to ensure a successful transition and implementation of our services for your parking program. With over 100 Years in combined parking and technology experience alone, MCS personnel are more than capable of running this account.

ABILITY OF THE VENDOR TO PROVIDE THE SERVICES



Municipal Citation Solutions has an exemplary track record for increasing citation revenue for our clients and partners. The reason for this goes beyond technology. This is engrained in our **Company Vision** where MCS wants to create "lasting partnerships with clients by serving as teammates and consultants within the client's organization to foster relationships which will lead to client satisfaction, retention and ROI." MCS diligently monitors the diagnostics of your system ensuring every eligible citation is properly escalated, every eligible citation receives a customer lookup request and every eligible citation has a notice mailed. Regardless of whether the pricing contract is a straight software lease, price per ticket issued or percentage of revenue, MCS will work hard to ensure our clients are maximizing revenue. In addition, MCS has worked with Behavioral Insights, LLC to scientifically create the most effective notices, from adding photos to format changes to ensure maximum return. Just take a look at several of our client's results after switching to VATS from a previous competitor.



- In 2013, the Chattanooga Parking Authority switched to VATS from a competitor resulting in revenue **increasing by over 75 percent from the first year.**
- In 2015, the City of Stamford switched to VATS from a competitor resulting in over \$2.77 million in citation revenue — **a 43 percent increase from the previous year.**
- In 2017, the Hartford Parking Authority switched to VATS from one of the nation's largest citation management providers resulting in citation **revenue doubling from 2016 to 2017 with no rate increase.**

Time and time again, Clients have seen immediate revenue growth from selecting MCS as their citation management provider. This is the MCS Difference.

FAVORABLE REFERENCE CHECKS



MCS was built by parking professionals for parking professionals for the entire purpose of improving the lack of customer service the current citation management system was providing. We have moved away from having our clients call a 1-800 support line and having to open tickets to simply add a location or add a user. Our system was designed with your experience in mind. This is why we have an **80% client renewal rate**. This is also why we have **95% client satisfaction** results. To date a client has never paid for a report or special integration. From having a dedicated project manager through the life of the contract to receiving free weekly updates and improvements, we know you will be satisfied joining more than 500 other happy customers. Just take a look at a handful of our testimonials:



"We chose Municipal Citation Solutions because of their customer service and willingness to adapt to our needs. If we have an issue that arises, they are quick to help us resolve it. We wanted our system to be easily accessible and customer friendly and we feel like we have accomplished that with Municipal."

Brent Matthews, CAPP
Parking Director
City of Chattanooga

"We are very satisfied with the technologies and customer service that Municipal Citation Solutions has provided for our operation. They bring the parking expertise to the table to help the City of Stamford reach our parking and transportation goals."

Joshua Benson
Bureau Chief of Transportation
City of Stamford

"Municipal Citation Solutions provided us with a two mobile License Plate Recognition (LPR) systems perfectly suited for our city's needs. Customers pay for parking with their license plate number allowing us to enforce efficiently with our LPR systems. Municipal Citation Solutions has installed, implemented & supported this system hassle free making a high-tech technology very fun and easy to use by our team."

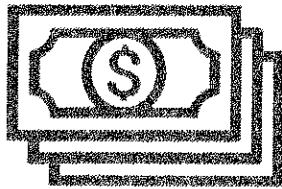
Rob Fries, CAPP
Parking Manager
City of Virginia Beach

"We are so happy with our decision to use Municipal Citation Solutions for our violations and notices. The transition was seamless and the support team has been there every step of the way."

Debbie Pacific
Director
Danbury Parking Authority

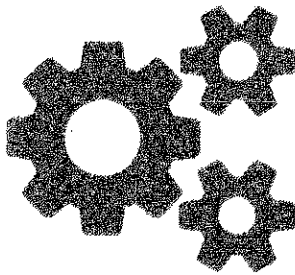


OVERALL FINANCIAL POSITION



In 2016, MCS was acquired by Imperial Parking (Impark) owned by Ontario Teacher's Pension Plan (OTPP) which has over \$171 Billion in Net Assets. Impark has been operating for over 50+ years and currently manages \$1.5+ billion in gross receipts across 3,400+ locations in 240 cities. You will be hard pressed to find a competitor with a better financial position backing than MCS.

NUMBER AND SCOPE OF ANY CONDITIONS



MCS meet all the requirements of RFP through our VATS program. The VATS program has a user-friendly back office system known as WebVATS to track and manage citations. WebVATS is a web application accessible with Chrome, Windows IE, Safari or Firefox for any authorized user on any device with Internet access. With WebVATS, you do not have to download any special software and are not limited in the number of licenses you can use. You can create an unlimited amount of users with different rights and roles.

WebVATS allows you to enter payments, automatically perform fee escalations, track boot eligibility, conduct noticing and adjudications and much more. WebVATS provides an easy-to-use reports system that allows access to all standard management reports in real time. With over 100 reports and dozens of modules, we cannot wait to show you more about what WebVATS has to offer.

MCS also has current integrations with all the major parking providers in the United States. If you are using a smart meter or park-by-cell app that we are not currently integrated with, we will integrate with them prior to go-live at no additional charge. Being real-time allows us to integrate with your parking scofflaws, residential permits, parking paystations and pay-by-phone apps, creating a smart parking program helping your city work towards its goal of becoming a smart city. A handful of our proud partnerships and integrations are listed below:



LICENSE PLATE RECOGNITION	Genetec		
PAYMENT PROCESSORS	PayPal	OFFICIAL PAYMENTS	vantiv Heartland
COLLECTIONS	UNIQUE Management Services, Inc.		
PARKING METERS	PARKEON	IPS GROUP Parking & Telecommunications	DIGITAL » PAYMENT TECHNOLOGIES
PAY-BY-PHONE	Parkmobile PARKING MADE SIMPLE™	Passport	payby phone
CONNECTIVITY	verizon wireless	at&t	Sprint T-Mobile
MOBILE PLATFORMS	iPhone	ANDROID	Windows

Our Reporting is also elite. With **over 100 custom reports** plus an easy to use ad-hoc reporting tool, VATS Reporting is one of our strongest modules. Prior to go-live we will ensure every report you like from your current system will have an equivalent in our system. If not, we will create this report at no charge. All VATS reports generate in less than 30 seconds and are available in Excel, PDF, CSV and HTML. In addition, auto-emailed citation or revenue reports can be setup for any users or non-users. Our transparency separates us from our competitors. Does your current system tell you how many plates are missing customer information? Does your system tell you how many DMV Holds did not get processed? Our reporting and diagnostic system shares all the important information about your parking program to ensure you can audit our performance.

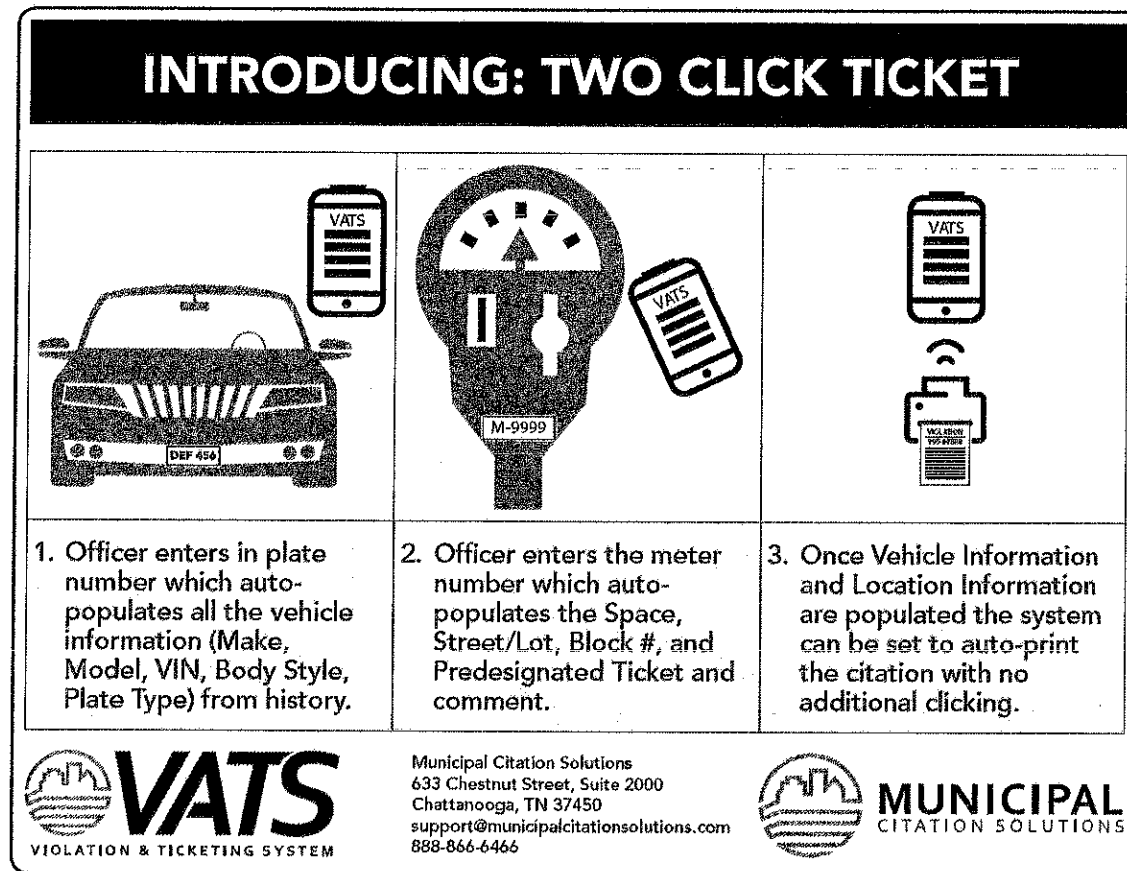
QUALITY OF HANDHELDS



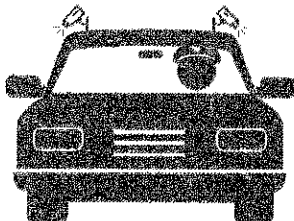
MobileVATS, our ticketing app, is available on all major phone operating systems including iOS, Android and Windows phone. For cities looking for a rugged solution, our applications work on the world's most rugged 5-inch tablet, the Panasonic FZ-E1. As the world's most rugged 5-inch tablet we can guarantee our competitors cannot offer anything else as small and rugged as this device. If one were to get damaged, we will replace it within 48 hours. No matter the handheld, **no parking citation management system provider in the world can issue a**



parking citation faster than our MobileVATS solution. Your officers can issue a ticket with just two clicks of the handheld and can even issue a ticket with one click in Massachusetts and New York. This process is displayed in the following graph:



SECRETARY OF STATE AND OUT-OF-STATE DMV



The success of any collections program depends on the ability to retrieve accurate customer owner information. If awarded this contract, MCS will work immediately with the State of Michigan Secretary to develop the interface between their system and VATS to obtain vehicle ownership information and place vehicle registration holds if applicable. We already have the file layouts done due to our contract with the City of Marquette. Our Shared Services Center would run the export in real-time or nightly batch files depending on the State's capabilities, and import returns as they are received.



MCS also has access to the Vehicle Owner information to 46 other states as well as parts of Canada, including all the states surrounding your area. Our Shared Services would run out-of-state lookup files weekly or as needed, and import the results as received.

VATSMobile only allows valid vehicle plate data to be entered into the handheld ensuring no erroneous data is collected. VATSMobile also has different plate types per state ensuring maximum efficiencies when looking up out-of-state plates. We also can process driver license and vehicle registration holds (i.e. marks and stops) and release the holds when citations have been paid (i.e. clears and releases).

In addition to our access and integrations with DMV's, MCS has integrations with other customer aggregators like LexisNexis and R.L. Polk & Company. As of 2006, LexisNexis has the world's largest electronic database for public-records related information. R. L. Polk is a provider of automotive information to the automotive industry. Companies like LexisNexis and R.L. Polk obtain customer information for vehicle plates through different avenues such as Carfax, car dealerships, auto repair stores, vehicle warranty companies and more. This customer information is a valuable tertiary option for obtaining customer information when a DMV inquiry fails to materialize.



MCS offers dozens of reports to monitor customer retrieval efforts, results and compliance. With over 7 years of experience in dealing with different DMVs around the country, we can understand how important this is which is why it is one of our core shared services.



3.) CLIENT REFERENCES

Municipal Citation Solutions has deployed dozens of citation management systems and collections projects throughout North America the past seven years. The project references below are a brief glimpse of our organization's capabilities and have been selected based on the RFP Requirements.

In addition, we have included some Similar Contracts for your review. From \$50K in annual revenues (Danbury) to \$5 million in annual revenues (MBTA), we encourage you to call any or all of our clients.

CEDAR RAPIDS, IA FOR VATS & LPR

Casey Prince
Executive Director
Cedar Rapids Metro Economic Alliance
501 First St. SE
Cedar Rapids, IA 52401
(319) 730-1427
cprince@cedarrapids.org



Number of Years: 4 Contract Years: 2012-Present
Summary of Scope: MCS services include VATS, VATS Support, LPR, noticing, DMV lookups, online payments and online appeals.
Size: 22,000 Citations Per Year

CHATTANOOGA, TN FOR VATS & LPR

Brent Matthews, CAPP
Director of Parking
Chattanooga Area Regional Transportation Authority (CARTA)
1617 Wilcox Boulevard
Chattanooga, TN 37406
(423) 629-1411
matthews_brent@gocarta.org

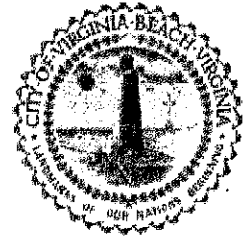


Number of Years: 5 Contract Years: 2012-Present
Summary of Scope: MCS services VATS, VATS Support, LPR, permits, bagging, noticing, DMV lookups, payment processing, online payments and online appeals.
Size: 70,000 Citations Per Year



VIRGINIA BEACH, VA FOR LPR

Rob Fries, CAPP
Parking Manager
City of Virginia Beach
2101 Parks Avenue, Suite 302
Virginia Beach, VA 23451
757-385-6641
rfries@vbgov.com
Number of Years: 2 Years Contract Years: 2015-Present
Summary of Scope: MCS services include LPR and LPR Support.
Size: 3 LPRs enforcing 780 metered spaces.



HARTFORD PARKING AUTHORITY FOR VATS & LPR

Michael R. Desroches, CPA
Chief Executive Officer
Hartford Parking Authority
11 Asylum Street, 2nd Floor
Hartford, CT 06103
860-757-0726
Michael.desroches@hartfordparking.com
Number of Years: 2 Years Contract Years: 2016-Present
Summary of Scope: MCS services include VATS, VATS Support, LPR, permits, noticing,
DMV lookups and hold, online payments and online appeals.
Size: 73,000 Citations Per Year



DANBURY, CT FOR VATS

Deborah J. Pacific
Director
Danbury Parking Authority
21 Delay Street
Danbury, CT 06810
203-748-6423
dpacific@danburyparking.com
Number of Years: 2 Years Contract Years: 2016-Present
Summary of Scope: MCS services include VATS, VATS Support, noticing, and DMV
lookups and holds.
Size: 8,000 Citations Per Year





MUNICIPAL
CITATION SOLUTIONS

Client: City of Ypsilanti
RFP Name: Parking Ticket &
Permit Processing

NATICK, MA FOR VATS

Scott Lacerra
Traffic Division
Natick Police Department
20 East Central Street
Natick, MA 01760
508-647-9515
lacerra@natickpolice.com

Number of Years: 1 Year

Contract Years: 2017-Present

Summary of Scope: MCS services include VATS, VATS Support, ticketing, noticing, DMV lookups, handheld support and online appeals.

Size: 13,000 Citations Per Year





SIMILAR PROJECTS

CHATTANOOGA, TN

In October 2012, CARTA, the city's transit agency, took over on-street parking management from the city and the local courts. CARTA contracted to use VATS which had an immediate impact on citation revenue, which **increased by over 75 percent from 2012 to 2013**. MCS services include ticketing, noticing, payment processing, plate lookup, database hosting, and online payments and appeals. Key results include:

- Increased annual citation revenue by \$400,000
- Began enforcing time zones and neighborhood permits, adding over 50 citations per day, generating an additional \$200,000 in revenue
- MCS added a bagging management program and new integrated appeals program using Bar Association volunteers which has cut down on payroll and saved countless processing hours

PROJECT STATISTICS

Annual Citations	69,000
Annual Revenue	\$1 mil+
Notices Sent	34,000
Metered Spaces	1,800
PEOs	8
Handhelds	10
LPR Systems	2
Contract Start	2012
Contract End	2017
Collections	85%

CEDAR RAPIDS, IA

In February 2013, Park Cedar Rapids, the city's parking management agency contracted with MCS to provide VATS and LPR. MCS services include ticketing, noticing, plate lookup, database hosting, and online payments and appeals. In 2017, Cedar Rapids renewed due to **year on year revenue growth** and also purchased another LPR. Key results include:

- Began **using LPR** to improve towing of scofflaws and enforcement of time zones **improving citation issuance by 15%**
- VATS assists each year with Cedar Rapids **Foods for Fines program** allowing customers to have tickets waived by providing canned goods resulting in **\$3,000 in donations** in 2017
- In 2017, Cedar Rapids experienced a **45% revenue increase from 2016** due to new LPR and mobile platform.

PROJECT STATISTICS

Annual Citations	22,000
Annual Revenue	\$240K+
Notices Sent	10,600
Metered Spaces	1,200
PEOs	3
Handhelds	5
LPR Systems	1
Contract Start	2013
Contract End	2019
Collections	80%



STAMFORD, CT

In December of 2014, MCS went live with VATS in the City of Stamford. MCS went live with only 45 Days' notice and during the Holiday Season. The VATS solution had an immediate impact, increasing **citation issuance by over 19 percent** from 2015 to 2016 and over 17 percent from 2015 to 2016 with no additional staffing. The success of the citation program continued into 2016 with over \$2.77 million in citation revenue — **a 43 percent increase from 2015**. Key results include:

- City uses mobile Panasonic FZ-E1's for Citation Issuance which includes GPS Tracking interface, MA inspection sticker interface and NY DMV registration sticker interface improving citation issuance by over 19%
- In 2015, Stamford experienced a **90 percent collection** rate without using a third-party collections agency
- City uses MCS Fulfillment center for processing online permit sales
- MCS LPR added in 2016 resulting in **36% increase in towed vehicles**

PROJECT STATISTICS

Annual Citations	72,000
Annual Revenue	\$3 mil+
Notices Sent	38,000
Metered Spaces	750
PEOs	12 FT
Handhelds	12
LPR Systems	1
Contract Start	2014
Contract End	2019
Citation Collection	90%

HARTFORD, CT

In January of 2017, the Hartford Parking Authority elected to transition from one citation management provider to MCS. MCS provided the Parking Authority with 8 LPR Units and 10 Handhelds. Citation **revenue doubled from 2016 to 2017 with no rate increase** or additional staffing due to MCS DMV integrations and processing efforts. Key results include:

- Deployed our iPhone solution allowing officers to issue citations from an iPhone
- Developed LPR Integration where photos from the LPR Violations were transferred to iPhone devices allowing clerks to use one system for appeals and complaints
- Developed interfaces with Parkeon, Passport, Genetec and Heartland which allowed for greater ability to view real time data while decreasing wrongly issued citations.

PROJECT STATISTICS

Annual Citations	73,000
Annual Revenue	\$3.5 mil+
Notices Sent	45,000
Metered Spaces	1800
PEOs	10 FT
Handhelds	10
LPR Systems	8
Contract Start	2017
Contract End	2020
Citation Collection	85%



COMPLETE LIST OF CONTRACTS

- | | |
|--|--|
| <ul style="list-style-type: none">• City of Bangor, ME – VATS• City of Cedar Rapids, IA – VATS & LPR• City of Charlotte – LPR• City of Chattanooga, TN - VATS & LPR• City of Danbury, CT – VATS• City of Durham, NC – VATS & LPR• City of Hartford, CT – VATS & LPR• City of Lawrence, MA – VATS• City of Lexington, KY – LPR• City of Lincoln, NE - VATS & LPR• City of Marquette, MI – VATS• City of Medford, MA – VATS & LPR• City of Pensacola, FL – LPR• City of Stamford, CT – VATS & LPR• City of Virginia Beach, VA – LPR• City of Waterloo, IA – VATS & LPR• City of Medford, MA – VATS & LPR• City of Pensacola, FL – LPR• City of Stamford, CT – VATS & LPR• City of Virginia Beach, VA – VATS & LPR | <ul style="list-style-type: none">• City of Virginia Beach, VA – VATS & LPR• City of Waterloo, IA – VATS & LPR• Massachusetts Bay Transit Authority - VATS• Town of Lauderdale-By-The-Sea – VATS & LPR• Town of Natick - VATS• Town of St. Johnsbury, VT – VATS• Easter Iowa Airport – LPR• RPS of Chattanooga – VATS & LPR• RPS of Jacksonville – VATS• RPS of Baton Rouge – VATS• RPS of Memphis – VATS• RPS of Knoxville – VATS• RPS of Fitzsimmons – VATS• RPS of Nashville – VATS• RPS of Hilton Head Airport – VATS• RPS of Eagle Vale Airport – VATS• RPS of Point Ruston - VATS• RPS of Williston Airport – VATS• RPS of Nantucket Airport – VATS• University of Colorado Hospital – VATS |
|--|--|



4.) COMPANY BACKGROUND

Municipal Citation Solutions, LLC was formed in Chattanooga, TN in 2010 by the executives at Republic Parking System, Inc., one of the nation's leading parking management firms in the United States. The new company was formed as a separate company from Republic Parking System. In 2013, MCS became a Genetec Integrator to support, install and resell Genetec's License Plate Recognition systems. In 2016, MCS was acquired by Imperial Parking (Impark) owned by Ontario Teacher's Pension Plan (OTPP) which has over \$171 Billion in Net Assets. Impark has been operating for over 50+ years and currently manages \$1.5+ billion in gross receipts across 3,400+ locations in 240 cities.

REASONING

The main reasons for the development of our VATS Solutions were:

- **Overpriced** – Most of the parking citation management systems were and still are overpriced which made it difficult for most parking organizations to afford needed management software. VATS flexibility and open architecture software allowed us to offer competitive pricing that many systems could not and still cannot compete with.
- **Complexity** – Most of the parking citation management systems were and still are too complicated for the average user, with many unneeded features that increase the price and reduce the ease of use. Reports were difficult to create or edit with the user needing special knowledge of Crystal Reports or SQL programming.
- **Inflexible** – If a user needs special functions, the vendors were sometimes slow to make changes and frequently require the user to pay for programming. Many times, our competitors will charge upwards of \$5,000 for a special report or integration with your revenue control equipment which is still a problem seen often to this day.
- **Restrictions** – Most systems were restricted to a few user terminals unless extra licenses were purchased with special software installation needed. In addition, expensive handheld devices were required to use their ticketing system, which is why MCS was one of the first company to issue parking tickets from a smartphone device.

MISSION

Our mission is to provide an efficient and user-friendly parking citation management solution to enable parking organizations to solve their parking and transportation challenges.



VISION

Our vision is to make MCS a parking organization's "one-stop" shop for all their parking management software and hardware needs. Our vision also includes the innovative concept of creating lasting partnerships with clients by serving as teammates and consultants within the client's organization to foster relationships which will lead to client satisfaction, retention and ROI.

MUNICIPAL CITATION SOLUTIONS OVERVIEW

COMPANY BACKGROUND

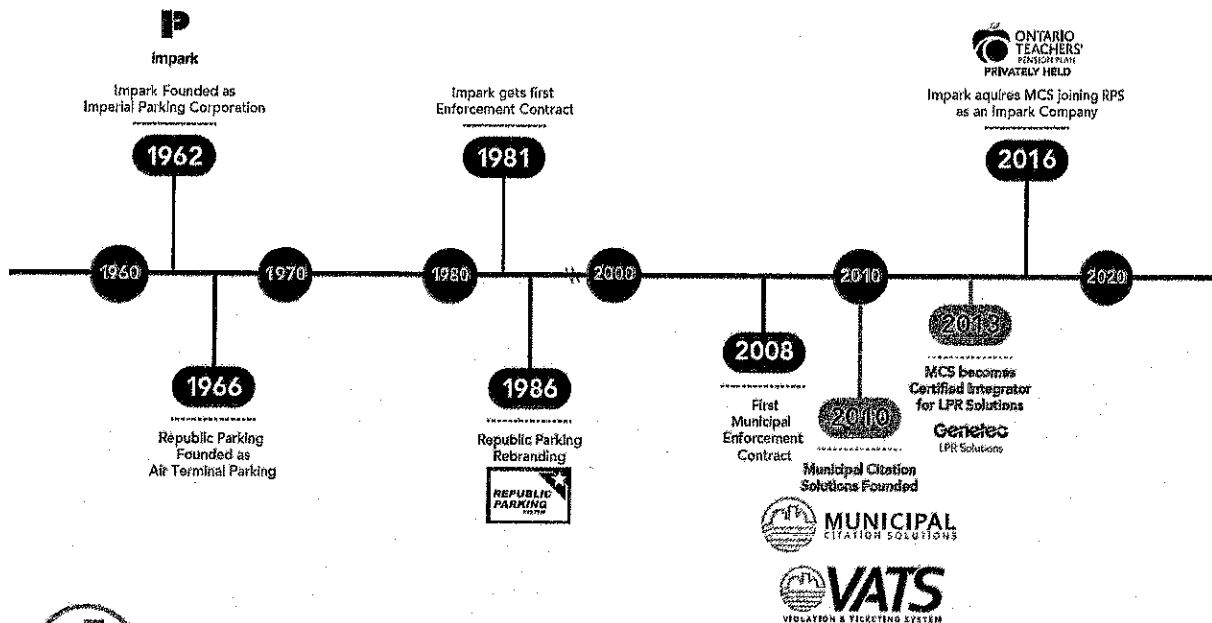
Annual Citation Revenue..... \$19.5 million
Annual Citations Issued..... \$20+ million
Users..... 500 users
Locations..... 40+
GSA System Integrator Contract..... GS35F0284U
Dun & Bradstreet Number..... 05-037-3402
Tax ID..... 45-2826083
Company Founded..... 2010
Parent Company..... Imperial Parking US, LLC
Website..... www.municipalcitationsolutions.com
Corporate Address.....

Municipal Citation Solutions
633 Chestnut Street, Suite 2000
Chattanooga, TN 37450
Telephone: (888) 866-6466 ext. 3
Facsimile: (423) 265-5728



IMPARK'S HISTORY IN PARKING ENFORCEMENT

MUNICIPAL CITATION SOLUTIONS HISTORY



MUNICIPAL
CITATION SOLUTIONS

MCS now has over 500 users across 30 cities processing over \$20+ million in parking citation revenue each year. Through our combined entities offering more than 9,200 employees, we offer substantial resources to meet the City's initiatives. Your project management team alone comes with over 100 Years in combined parking and technology experience, ensuring the City's needs will be met and stakeholders will be satisfied.



TOP 3
LARGEST OPERATORS
IN NORTH AMERICA



3,400
LOCATIONS



240+
CITIES



850,000
SPACES



9,200
EMPLOYEES



\$1.4 Billion
GROSS RECEIPTS



\$171 Billion
NET ASSETS



5.) PERSONNEL QUALIFICATIONS

PROJECT MANAGEMENT TEAM

The MCS management team that will be directly responsible for the management and corporate oversight for your VATS installation and implementation is listed below. MCS will provide your operation with our most experienced and knowledgeable people to ensure a successful transition and implementation of our services for your parking program. Our executives and project managers have used all of the major competitive citation management companies which is why VATS has been highly successful in customer satisfaction. With over **100 Years in combined parking and technology experience alone**, MCS personnel are more than capable of running this account.

TY STAFFORD, PRESIDENT & CHIEF EXECUTIVE OFFICER



As President & CEO, Ty Stafford is responsible for driving the organization forward and ensuring that corporate values, goals and results are aligned. Mr. Stafford has over 28 years in the customer service industry with broad cross-functional experience in P&L management, sales, HR, operations and customer service. He has worked with very diverse markets, both upstream and downstream. He spent the prior 17 years at Securitas Security Services as a senior level manager leading a network of 80 field offices and 14,000 employees. He earned a Bachelor's degree from Lander University and serves on the Board of Directors of Impark.

ISAIAH R MOUW, CAPP, CPP, CHIEF OPERATING OFFICER



Isaiah Mouw has worked in the parking industry for over 10 years including five years with Municipal Citation Solutions where he managed the first integration in Springfield, Massachusetts. In his current role as COO, Isaiah oversees the strategic initiatives for Municipal Citation Solutions. Isaiah serves on the International Parking Institute's (IPI) Advisory Council as a member of the Sustainability Committee and Parking Matters™ Committee. Isaiah is also an active member of the Green Parking Council (GPC) where he served on the Credentialing Committee, writes for the GPC blog and serves as the Chair of the Certification Committee.

Isaiah holds a Master's of Business Administration (MBA) from the University of Tennessee at Chattanooga and in 2014, Isaiah was awarded with the 2014 IPI Chairman's Award for his contributions to the parking industry.



JIM SUTTLES, CHIEF INFORMATION OFFICER



Jim Suttles is our chief information officer, who wrote the foundation for VATS has been a programmer for 25+ years. He has been working with .NET since it was published in 2002. He is also proficient in the use of ASP.NET 4.0, 3.5, 2.0, C#, AJAX/Atlas, SQL Server 2012, 2008, 2005, 2000, SQL Reporting Services, Crystal Reports, JavaScript, VBScript, CGI, ASP, VB6, Perl, HTML, DB2, Oracle, Windows 7, Windows Vista, Windows XP, Windows 2003 Server, Windows 2000, Windows NT, 98, 95, Unix, Linux, Microsoft Office, Visual Studio.NET (2012, 2010, 2008, 2005, 2003), IIS, CICS, COBOL, and JCL.

RICHARD BALLARD, CPP, DIRECTOR OF OPERATIONS



Richard has over 19 years of experience in the security, parking and technology industry including under 1 year of service with Municipal Citation Solutions.

After beginning his career with Securitas as a Regional Solutions Manager, Richard made the move to EnForce Global as Vice President of Operations. Richard is now in charge of managing day to day MCS operations and will serve as your Account Manager.

Richard Ballard is a certified Genetec mobile LPR Technician. Richard has experience in implementing VATS in similar size applications having served as the project manager in the Town of Natick and the City of Hartford. Richard is in charge of day to day operations for MCS.

RANDY JONES, DIRECTOR OF SUPPORT



Randy has over 30 years of experience in the parking and transportation business including serving as an executive in on-street parking programs.

After beginning his career as a transportation planner in Washington, D.C., Randy spent 25 years as the Manager of Public Service of the City of Charlotte, NC. As such he managed the City's parking program. In 1996, he privatized their on-street program. The

Charlotte program was the one of the first programs in the United States to do a full turn-key outsourcing, under which they still operate. Randy Jones is a certified Genetec mobile LPR Technician.

Randy is now in charge of managing MCS LPR and VATS support.



TASHA BLAKE, COLLECTIONS MANAGER



Tasha has been with MCS since Day 1 working in our Processing Department. Tasha is very detail oriented and constantly auditing our notices before mailing them out. Tasha will ensure the Processing team gets all your notices out on a daily basis and all funds to the bank per schedule. Having previous experience as a manager in the banking industry, Tasha understands the financial protocols and best practices when dealing with monetary funds. She has won numerous awards for going above and beyond on multiple occasions in her career history.

MIKE PLANTHOLT, CALL CENTER MANAGER



Mike came to Municipal Citation Solutions in 2015 from the technology sector where he was an account representative specializing in document management solutions. Before that for several years Mike was a district manager for a major marine retail company. Today Mike manages the National Call Center at the Municipal Citation Solutions Corporate Headquarters in Chattanooga, TN. Mike and his staff answer calls and assist customers around the country 24/7/365. They also serve as a processing center for several off-street parking locations nationwide. Mike graduated from the University of South Alabama with a BA in Communications in 1990.

CHANDLER BURKE, CPP, PROJECT MANAGER



Chandler has spent the entirety of his 5 year career in the parking sector. Having founded his own parking technology company immediately upon college graduation, he has dealt with a number of facets in the industry including valet, municipal self-park, LPI and more. Chandler also served in many sales, customer relation, account management and head of training roles for his company. He has experience working with both large and small enterprises. He graduated with a Business degree from The University of Tennessee at Chattanooga and is a certified Genetec mobile LPR Technician.

Chandler will serve as the Project Manager for your city.



RESPONSIBILITY AREAS

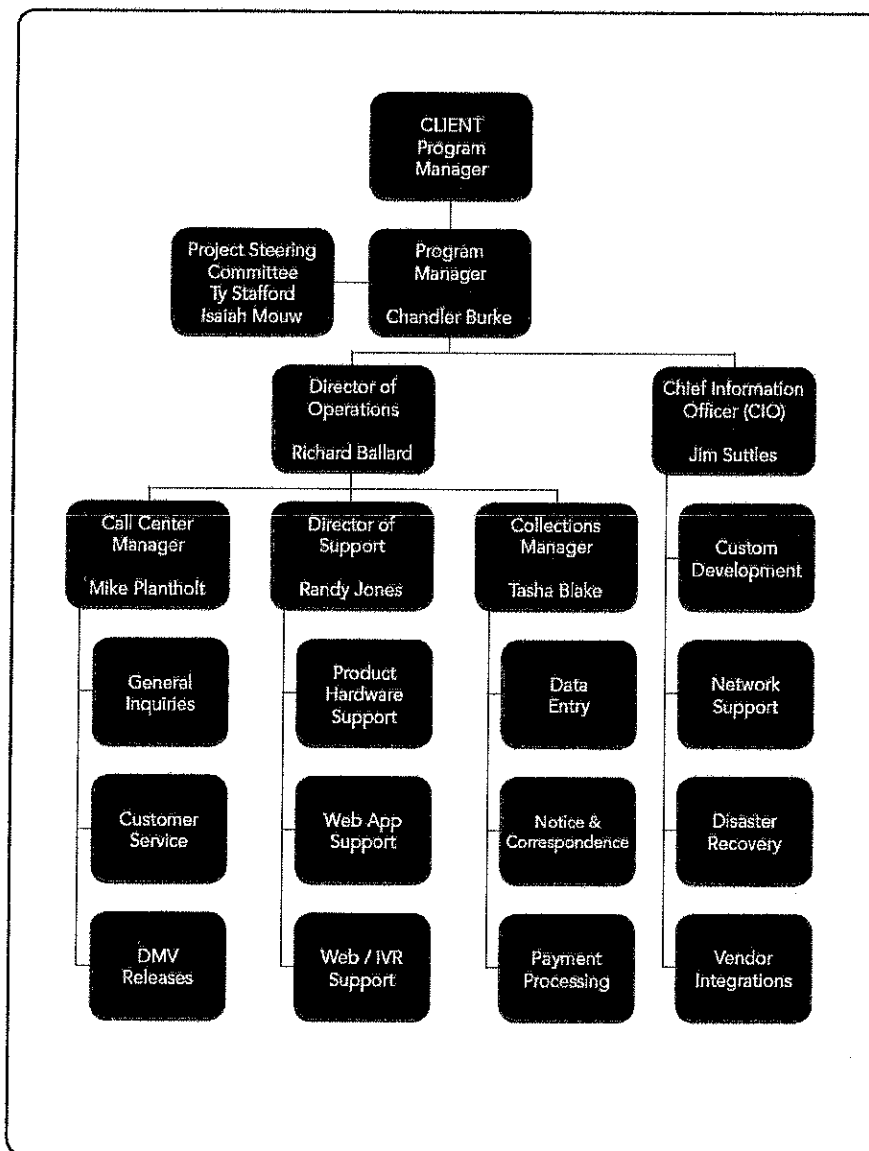
The key to our success and overall exceptional client satisfaction is that our organization has been designed to foster accountability, reliability and quality by designating functional managers and teams who are responsible for delivering high performance in their area of responsibility. Being a parking software and collections company, founded by parking professionals, we understand how important it is to put the best project management team available in place to meet the overall city goals. The key responsibility areas are:

- Project Management
 - Adherence to Implementation Plan
- Project Steering Committee
 - Business Analysis
 - Integrations
 - Third-Party Services
- Operations
 - DMV Services
 - Call Center
 - Payment Processing
 - Notice Processing
 - Online Appeals and Payments
 - Adjudication
- Training and Support
 - Handheld Training
 - Back-office Training
 - Hardware Support
 - Software Support
 - LPR Support



PROGRAM ORGANIZATION CHART

Our proposed project organization and key personnel for your operations program combines industry knowledge, Municipal knowledge and skilled resources to deliver an expert approach while ensuring appropriate accountability and controls for all aspects of program execution. The following is the proposed organization chart for the MCS team for your parking organization.



MCS's proposed organization chart provides you with exceptionally skilled subject matter experts and technical resources throughout the implementation and ongoing management of the City's program.



DEVELOPMENT TEAM FOR YOUR CITY

Being headquartered in one of the world's smartest cities has allowed us to employ many experienced developers. MCS takes pride in the fact that **100% of our programming and support** occurs in our corporate office of Chattanooga, Tennessee. We do not outsource any of our programming or support creating face-to-face meeting between our project managers and programmers to ensure the requests of our clients are being met. The programming team that will be dedicated to your projects will consist of Mike Courter, Mark Davis and John Redmon and overseen by Jim Suttles.

Mike Courter, is a Senior Net Developer and SQL programmer, with 22 years programming experience. In addition to .NET programming, he also programs in VB, C++ and Access.

John Redmon, is our Senior Net Developer and has 11 years of programming experience. He has experience in AJAX/ATLAS, ASP.NET 4.0, 3.5, 2.0, ASP, C#, Java, JavaSwing, JavaScript, PHP, MVC Development, C++, C, CUDA, Multiprocessor/Multithreaded applications, MatLab, IIS, Apache, SQL Server 2014, 2012, 2008, 2005, and 2000, Visual Basic, and Basic. John also has utilized Windows 8.1 - 3.1, Linux (OpenSUSE and Ubuntu), MacOS, as well as VisualStudio.Net (2013, 2012, 2010, 2008, 2005, 2003), NetBeans, Eclipse, and MonoDevelop. John has a bachelor's degree in computer science from the University of Tennessee in Chattanooga.

Mark Davis, is our Database Administration and has 38 years of experience in Information Systems, with 7 years in Operations and 29 years as a Mainframe Developer using COBOL, SQL, and DB2 and IMS databases. He has worked in many environments, having IT experience in Finance, Insurance, Sales, Service, Manufacturing and Military industries.

Faith Bush, is our Quality Control Analyst has over 7 years of QA experience. She started with MCS in 2017 after having worked in the university industry prior to MCS. Faith graduated from the University of Tennessee at Chattanooga in 2010 and in 2015 Faith was awarded Heartland Entrepreneurial Women's Network Award for potential as an emerging woman leader.

Dennis Carbaugh, is our Network Technician having joined the MCS team November 2014. He has 18 years of Information technology experience starting as the Network Administrator at Dunlap City Police Department. He honed his IT and Network skills for 6 years as the Sequatchie County School System as the IT Administrator along with the Sequatchie County 911 center as their IT and Network administrator. He also proudly served 8 years in the Army National Guard as a Cannon Crewman.



COLLECTIONS TEAM

The Collection department assist in all the Processing that your city chooses to have MCS complete. Whether mailing letters, accepting payments, entering manual tickets, scheduling court dates or processing appeals, our Collections Team is ready to assist. Jeff Thornton will be responsible for financial reconciliation and invoicing for this project while Tasha Blake will oversee your collections processing team.

Jeff Thornton has an accounting degree from the University of Tennessee – Chattanooga. In addition to assisting with normal program inquiries, he monitors VATS financial system and invoicing.

Brittany Edwards has been with Municipal Citation Solutions for over 2 years working in our Processing Department and Call Center. Brittany assist with notices, payments, appeals and permits.

John Taylor has been with Municipal Citation Solutions for over 1 year working in our Processing Department and Call Center. John also assist with notices, payments, appeals and permits.

SUPPORT DESK TEAM FOR YOUR CITY

The support desk is available Monday through Friday from 8:00 AM to 6:00 PM and rolls over to a Project Manger's cell phone for after hours. Your Support Desk team will be comprised of Kristin King, Julie Dotson and Jordan Parker.

Kristin King is our Customer Care Team Lead. Kristin joined MCS in 2013. She graduated from the University of Tennessee at Chattanooga. Kristin is familiar with all VATS Hardware and Software.

Julie Dotson is MCS's lead technician in connectivity. Julie has over 15 years of experience in information technology and a bachelor's degree in business information systems. Julie is also very experienced and familiar with your handheld phone and Star Micronics SM-T300 printer.

Jordan Parker is MCS's lead technician in hardware. Jordan also has over 10 years of experience in information technology and has an associate degree in computer networking systems. Jordan is a certified Genetec integrator and installer for our Genetec LPR technology.



6.) PREMATURE TERMINATIONS

MCS has never had a premature termination from any of our contracts.

7.) PAYMENT TERMS

MCS agrees with the contract term of five (5) years.

8.) SYSTEM UP-TIME

MCS is headquartered in Chattanooga, Tennessee. Why does that matter? Chattanooga is the first city in the Western Hemisphere to offer **one-gigabit-per-second fiber internet** service to all residents and businesses giving Chattanooga the nickname of "Gig City". In addition, Chattanooga was named as one of the **Top 50 Smartest Cities in the world** by National Geographic magazine (October 2014) allowing MCS to attract brilliant software developers in town without having to outsource any web development overseas. All data is stored on our cloud server which is hosted by Microsoft Azure. Microsoft Azure is Microsoft's official cloud platform and is the only major cloud program ranked by Gartner as an industry leader for both infrastructure-as-a-service (IaaS) and platform-as-a-service (PaaS). Having MCS host your data, your data and operation will be utilizing the same enterprise-tested platform that powers Skype, Office 365, Bing, and Xbox. **Azure offers a 99.95% availability SLA**, 24x7 tech support, and round-the-clock service health monitoring which is why more than **85% of Fortune 500 companies rely on Azure today**. Nothing is more important than having access to our system at all times and being on the Azure cloud ensures this is a top priority.

9.) BACKUP SYSTEMS

Regular backups of VATS data takes place every 30 minutes. We also have the capability to use a more manual approach for backup and restore. We can use a DATABASE COPY command within Azure to create a copy of the database. This supports exporting databases to BACPAC files that are stored in Azure Blob storage. The built-in redundancy of Azure Storage creates two replicas of the backup file in the same datacenter. Also, to protect against a datacenter outage, we have a copy the BACPAC files to an alternate datacenter. This gives us the option of restoring those backups in the alternate datacenter.



MCS also take advantages of Point in Time Restore application to recover our database. In addition, we use Active Geo-Replication for SQL Database which automatically replicates database changes to secondary databases in the same Azure region or even in a different Azure region.

10.) DISASTER RECOVERY

VATS is vulnerable to a variety of disruptions, ranging from mild (e.g., short-term Azure outage) to severe (e.g., equipment destruction, fire) from a variety of sources such as natural disasters to terrorists actions. While many vulnerabilities may be minimized or eliminated through technical, management, or operational solutions as part of the organization's risk management effort, it is virtually impossible to completely eliminate all risks. In many cases, critical resources may reside outside the organization's control (such as electric power or telecommunications), and the organization may be unable to ensure their availability. Thus effective Disaster Recovery (DR) planning, execution, and testing are essential to mitigate the risk of system and service unavailability. Accordingly, in order for the DR plan to be successful, MCS has developed, implemented, tested and manages a Disaster Recovery Plan available to the City upon request.

11.) INSTALLATION TIME FRAME

If awarded the contract, MCS will provide you with a detailed Project Control Plan within fifteen (15) days of the execution of the contract. As part of the overall implementation plan, MCS will assume the responsibility of project control, coordination and reporting of all phases of the implementation plan. This plan will include a breakdown of all tasks to be completed along with estimated completion dates. Highlights of the plan include:

- **Operations Breakdown** – Simple chart describing the project phases, activities and tasks from beginning to end
- **Milestone Chart** – A list of significant events for the project and their targeted completion dates.
- **Project Control Plan** – A thorough list of all tasks, the managers responsible for those tasks, the priority for that task, as well as expected beginning and ending dates.

SAMPLE TIMELINE

The current average lead time is 45-60 days depending on City financial interfaces, equipment order and DMV integration. A sample timeline is included below, but know



that we will build a custom timeline once a signed contract is in place and we complete our site survey.

- **Day 1** – Execute contract
- **Day 2-7** – Conducting site surveys and outlining equipment required for implementation of our system
- **Day 2-7** – Order equipment after site survey
- **Day 4** – Arrange for CC Merchant ID
- **Day 5** – Provide insurance certificates
- **Day 6** – Visit and meet with City staff to identify special needs
- **Day 7** – While on visit, observe City Financial System and DMV interfaces
- **Days 8-22** – Program Financial System & DMV interfaces
- **Day 23** – Create City Database
- **Days 24-31** – Fill supporting data tables
- **Days 32-33** – Create test data
- **Days 33-38** – Test and monitor entire System, taking immediate corrective action on areas not operating in accordance with the implementation plan.
- **Day 38-41** – Provide city with test database for training various personnel through implementation plan
- **Day 41-43** – Develop online payments & appeals customer portals
- **Day 43** – Average date of receiving equipment at MCS Headquarter
- **Days 43-48** – Program equipment and perform unit testing on all equipment
- **Days 48-49** – Ship handhelds to City
- **Day 49-50** – Provide user manuals and step-by-step instructions on aspects of the system
- **Day 50-54** – Install all software and hardware in City as needed
- **Days 55-58** – Provide initial training to City staff in use of the entire system
- **Days 59-60** – Convert database (overnight or over a weekend)
- **Day 61** – Begin operations
- **Day 61** – Live training of staff
- **Days 61-75** – MCS monitors database for performance and control. Will respond immediately to any system failures and take corrective action as needed.



12.) COMPONENTS OF SERVICE TO BE PROVIDED

MCS meets all the requirements for the components of service.

- All hardware, software, and maintenance required to run an online computer service which meets the City's specifications **Agreed.**
- Any installation costs **Agreed.**
- Data entry for all manual parking tickets issued by the City within 48 hours (business) of receipt by vendor with a 98% accuracy rate **Agreed.**
- Process and account for all mail-in parking ticket payments sent to the vendor's Post Office Box. **Agreed.**
- Deposit parking ticket monies received directly into a City-owned bank account. **Agreed. Provided a bank in our area.**
- A toll-free number for the City to contact vendor service/ support (this number should be operational from 8:30 AM to 5:00 PM EST). **Agreed.**
- All necessary forms and tapes. **Agreed.**
- All initial and ongoing training. **Agreed.**
- Provide for retention of data for ten (10) years. **Agreed.**

13.) HANDHELD SPECIFICATIONS

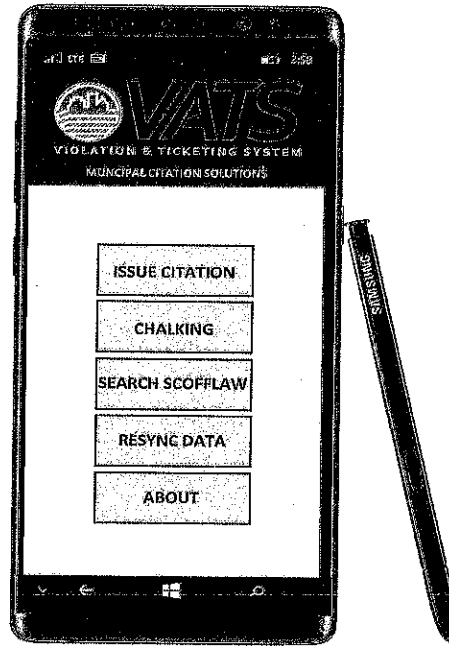
MCS meets all the requirements for the handheld specifications.

- Image capture and barcode reading capabilities **Meet Requirements**
- Weigh less than 2 pounds **Meet Requirements**
- Readable in all weather conditions **Meet Requirements**
- Drop durability of four (4) feet to concrete **Meet Requirements**
- Operating temperature of -4°F to 122°F **Meet Requirements**
- Complies with the IP54 rating for dust and water-splash protection **Meet Requirements**
- No loss of data while transferring data from handheld to server **Meet Requirements**
- Customizable Programming **Meet Requirements**
- Real-time notification to operator if a vehicle has six or more outstanding tickets **Meet Requirements**

Further information on our handhelds are provided below:



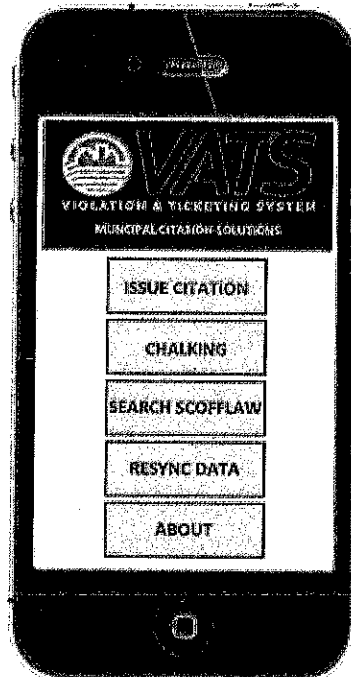
35 of 81



The Samsung Galaxy S8 offers the latest in consumer cellular technology. From its 5.8" display to its certified IP68 waterproof rating, the S8 will quickly become the favorite piece of hardware for both your enforcers and managers. By choosing the S8, you'll also enjoy its 12 mega pixel camera that allows for crisp enforcement photos that can easily be reviewed in the case of a customer appeal. A robust battery is also included with the Samsung that can provide officers with up to 12 hours of constant run time, which means that entire shifts can be performed on just one charge. With the wide adoption of Samsung and Android devices across the country, users will quickly and easily feel at home using the device. The S8 can also be encased in a rugged Otterbox case the will provide more than ample protection. Overall, the S8 will provide your location with an excellent enforcement experience.

HANDHELD OPTION: IPHONE 7 PLUS

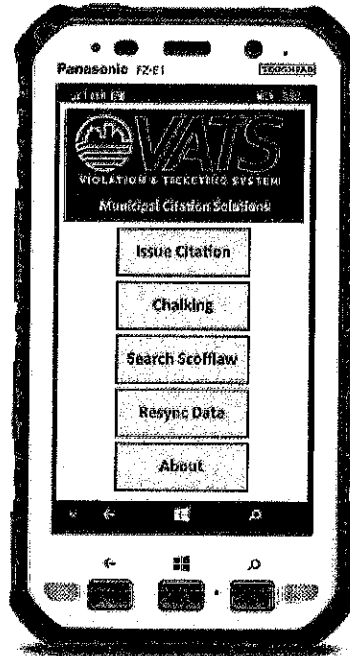
"iPhone 7 dramatically improves the most important aspects of the iPhone experience. It introduces advanced new camera systems. The best performance and battery life ever in an iPhone. Immersive stereo speakers. The brightest, most colorful iPhone display. Splash and water resistance." – Apple (2016)



The iPhone 7 has proven itself as one of the most reliable, advanced and durable handhelds currently on the market. The iPhone's crystal clear 4.7" display will allow enforcement officers to work quickly and easily. The 12 mega pixel camera included will also guarantee that all enforcement images can be easily reviewed in the case of a customer appeal. The longest lasting battery offered in the iPhone today will allow your officers 10 -12 hours of continuous use without needing a charge. This means more time spent enforcing and less time waiting. The iPhone 7 is also IP67 certified, which allows your enforcement staff to perform in all weather conditions as well as stand up to every day wear and tear. Coupled with our recommended Otterbox case, your iPhone will easily stand the test of time. With over 700 million iPhones currently in use around the globe, your staff will be very familiar with using this type of handheld. This makes for a much smoother learning curve and a greater user experience. The iPhone is considered by many to be the industry standard and will be a great addition to your parking management operation.

HANDHELD OPTION UPGRADE: PANASONIC FZ-E1

"The worlds most rugged 5" Handheld phone." – Panasonic (2015)



This Panasonic FZ-E1 is the world's most rugged 5-inch tablet. With a 14 hour Hot-Swappable Battery, it will ensure your parking enforcement officers are not wasting time changing batteries or charging their handhelds. This unit also comes with glove-enabled touch screens which will allow the touch-screen to be used in cold weather. The super rugged housing, enables the FZ-E1 to survive drops onto solid concrete from 10 feet above and dives into five feet of ice cold water for up to 30 minutes. The unit also comes with built-in NFC, GPS and 1.3 megapixel Camera along with a barcode reader available upon request. As the world's most rugged 5-inch tablet we can guarantee our competitors cannot offer anything as small and rugged as this device.

FLEXIBLE SOLUTIONS

MCS is proposing either ruggedized Panasonic FZ-E1s and/or mobile Smartphones with ruggedized cases. Why the variation? We have found that officers like choices. Some of the full-time officers with walk beats prefer the rugged Panasonic. The younger generation and part-timers prefer the smaller and quicker smart phone version. Whatever the situation, MCS offers flexible options so your users can mix and match to get the parking tickets issued.



MOBILE DEMAND MANAGEMENT

Panasonic Partnership

MCS is a certified Panasonic Partner ensuring our voice is heard about the dependability and durability of your units. Our partnership ensures a direct line of communication with the Panasonic development team and insight to future enhancements and features of the Panasonic product line.

Panasonic

Verizon

With over 1,300 data plans through our family of brands, MCS is in the National Program for Verizon putting us in the top 1000 clients for Verizon on par with companies such as Coca-Cola. MCS can work with you to ensure discounted data plans for your handhelds and even meters if needed. MCS is constantly meeting with Verizon to ensure our customers reach their fullest potential with Verizon.

verizon✓

Airwatch MDM

MCS is also an Integrated Partner with Airwatch MDM, a mobile demand management solution. With our Airwatch MDM partnership, MCS can push out real-time handheld updates, block specific websites on the handheld phone if desired, track the phone with GPS and more!

airwatch®

ENFORCEMENT PRINTER

MCS typically recommends against a unitary ticket writing device and printer. We feel this is a very important consideration. Our experience is that most problems occurring with handhelds involve the printer. If the two devices are one unit, and the printer fails, then the whole device is unusable. It is more practical to have them separate, and easily replace the printer through Bluetooth pairing if needed. With that being said, our experience has found the Star Micronics SM series to be the most reliable Bluetooth printer on the market.

PRINTER OPTION: STAR MICRONICS SM-T300

"Its rugged and water-resistant design coupled with a long battery life makes the SM-T300 a welcomed option for applications in harsh outdoor environments." – Star Micronics (2015)



This SM-T300 is ruggedized printer (IP54 Certified) with a very quick print speed of 80mm per second. It is built specifically for outdoor operations and is water resistant. It has an LCD display which shows status during operation. With an 11-hour battery life, it is guaranteed to last through a normal workday. Loading ticket stock is easy as it just has to be dropped into the ticket compartment, and lid snapped shut.

PRINTER PARTNERSHIPS

Star Micronics Software Partnership

MCS is a certified Star Micronics Partnership once again ensuring our voice is heard about the dependability and durability of your printers. Our partnership benefits include demo units for testing, promotional support, technical and development support and more. MCS is also a member of the closed LinkedIn software partner group where we regularly contribute to the latest news and developments with Star Micronics. More information about our Software Partnership can be found at: www.starmicronics.com/supports/softwarepartners.aspx.



PRINTER ELECTRONIC TICKET STOCK

The ticket stock is customizable to City's specifications and can include images of the city seal or parking logo and can also print barcodes or QR codes for cashiering interface. Your ticket stock will come with thermal, waterproof polypropylene paper making it great for all weather conditions. Some clients have even gone away from enforcement envelopes due to the toughness of the ticket stock which increases online payments and



CITATION SOLUTIONS

Client: City of Ypsilanti
RFP Name: Parking Ticket &
Permit Processing

decreases mail-in payments resulting in less work for your cashiers. A sample ticket is displayed below:

VIOLATION			
OWNER OF BELOW LISTED VEHICLE IS IN VIOLATION OF THE CITY OF STAMFORD PARKING VIOLATION. THIS VEHICLE HAS BEEN TAGGED WITH THE INDICATED VIOLATION.			
TICKET NUMBER		ISSUE DATE/TIME	
BASE	INFR	REG TYPE	
VEHICLE MAKE	VEHICLE MODEL	VEHICLE COLOR	
VEHICLE LICENSE	PLATE		
VIOLATION DESCRIPTION			
LOCATION			
VIOLATION FINE			
NOTES/REMARKS			
ISSUED BY			
OFFICER SIGNATURE			
Parking tickets can be paid online at www.payvia.com			

VIOLATION
PAYMENT INSTRUCTIONS: Parking tickets can be paid online at www.payvia.com , or submit check or money order payable to 'The City Of Stamford'
MAIL TO: Parking Violations 888 Washington Blvd., 1st floor Stamford, CT 06901
PENALTIES FOR LATE PAYMENTS: If not paid within thirty (30) Calendar days after date of violation the fine will increase by \$25. If not paid within sixty (60) calendar days after date of violation the fine will increase an additional \$25 for a total of \$50 in late penalties.
You may appeal this citation within thirty (30) calendar days of issuance by filing an appeal online at www.stamfordct.gov , or by mailing a brief explanation, a copy of the ticket, and your name and address to the above address.
Under section 231-8 of the Code of Ordinances, any vehicle against which three (3) tickets issued pursuant to chapter 231 are delinquent or unsettled may be subject to registration non-renewal and/or towing and impoundment.

VIOLATION

PRINTER ACCESSORIES

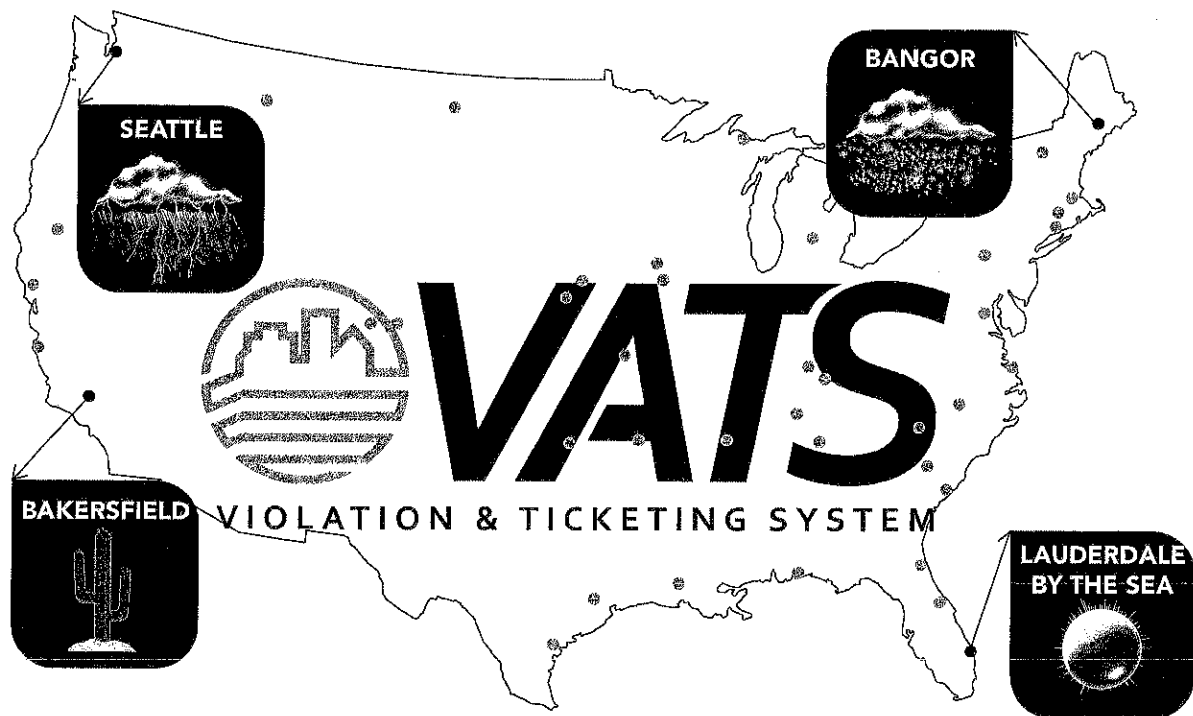
MCS will provide either a belt clip or shoulder strap for each printer. This can provide enforcement officers with the ability to conveniently have their printer with them at all time. Printer cases are also available for purchase for an extra layer of protection.

ENFORCEMENT RELIABILITY

MCS is your single source for all software and equipment sales and support and we stand by our products. Some of our clients have used the same equipment for going on **seven years**. In one location along, our hardware is responsible for issuing over **4,000 citations per day**. From Bangor (Maine) to Lauderdale-By-The-Sea (Florida), MCS has proven for over seven years that our solutions are guaranteed to work throughout North America.



ANYWHERE • ANY SEASON • ANY TIME



14.) HARDWARE AND SOFTWARE NEEDS

MCS meets all the requirements for the handheld software needs.

- Barcode reader **Meet Requirements**
- Handheld Ticket Writers and all required peripherals **Meet Requirements**
- Software Licenses to vendor's Ticket Management System **Meet Requirements**
- Ability to electronically export citations to the 14A2 District Court **Meet Requirements**

Here is further information about our Handheld Software:

ENFORCEMENT SOFTWARE

The key to any successful parking enforcement program comes down to the enforcement officers issuing accurate and efficient citations from a reliable and user-



friendly handheld. Luckily, MCS offers VATSMobile, the quickest parking citation issuance system in the world. In our most recent VATS User Experience Survey (2017), 100% of our users that have used a handheld from a previous competitor, preferred our VATSMobile handheld solution.

MobileVATS, our ticketing app, is available on all major phone operating systems including iOS, Android and Windows phone. For cities looking for a rugged solution, our applications works on the world's most rugged 5-inch tablet, the Panasonic FZ-E1. As the world's most rugged 5-inch tablet we can guarantee our competitors cannot offer anything else as small and rugged as the Panasonic FZ-E1. No matter the handheld, no parking citation management system provider can issue a parking citation faster than our MobileVATS solution.

Highlights of several of our VATSMobile features are listed below:

USER INTERFACE

The VATSMobile software is user friendly and menu driven. This allows users to select from pre-defined field values, such as location and comments. Users can also enter free form texts for certain fields. VATSMobile automates many tasks such as applying the current date, time and auto-populating a unique citation number. The software provides the ability to logically step through the citation entry process prompting the enforcement for required data and promptly notifying them if any required fields are missing. With VATSMobile, time spent completing and filing in data is minimized, accuracy is maximized and collection is improved.

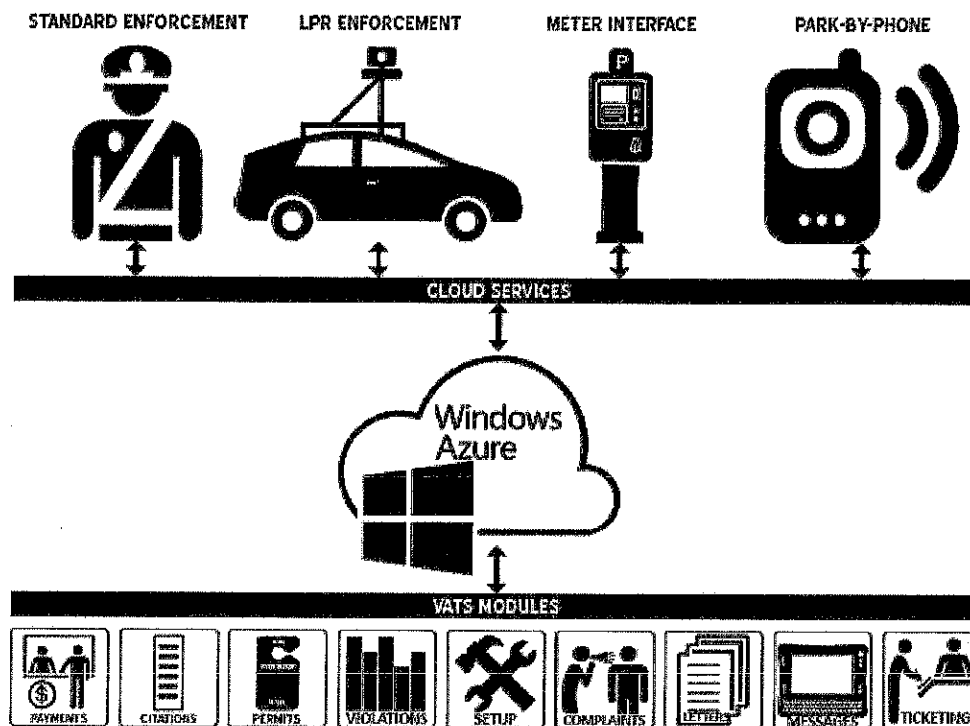
REAL TIME COMMUNICATIONS

All ticketing is done in real-time. Once the parking enforcement officer prints the citation, it is immediately available along with all pictures both to your staff for processing, or to customers should they wish to pay via phone, web, mobile or in person, or if they wish to appeal the citation immediately after receiving it. Because of this the City staff, the enforcement officer, the project staff, and even the customer have up-to-date information about ticketing. Under the other systems, many complaints from parkers trying to pay a citation, but who could not because it was not yet in the system. No morning or evening synching of devices in a device cradle is required as with most citation management systems, as VATS pushes any database or program changes as needed anytime of the day.

Being real-time allows our cloud-based solutions to tie your system together. Our real-time 4G handhelds can communicate with your meters, park-by-phone system and back-



office system (hotlist, do-not-ticket, permits and bagging) to tie your parking operation into one simple system.

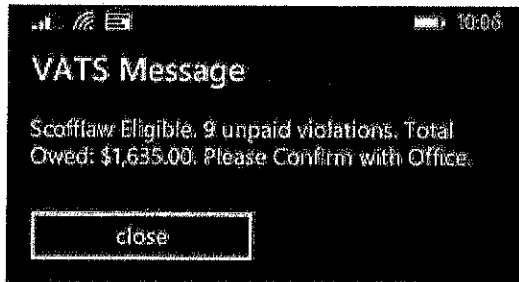


PHOTOS

See Section 23. Handheld Images.

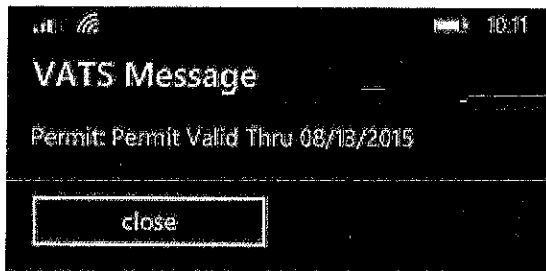
HOTLIST ALERTS

VATSMobile will automatically upload hotlists from the back-office to the handheld to identify vehicles of interest for issuance of parking citations or other client-defined functions. Examples of possible hotlists are for scofflaws (repeat offenders) or vehicles wanted by law enforcement. The scofflaw parameters are defined in our WebVATS Admin Module and automatically uploaded to the handheld in real-time. Any time an enforcement officer comes across a hotlist plate they will be immediately notified in the field so they can boot or tow the vehicle immediately. In addition, an email alert can be setup to notify management that a vehicle from the hotlist was found. Reports in the back-office can be generated which shows management anytime a hotlist vehicle was found to ensure enforcement officers are calling in all hotlist vehicles they come across.



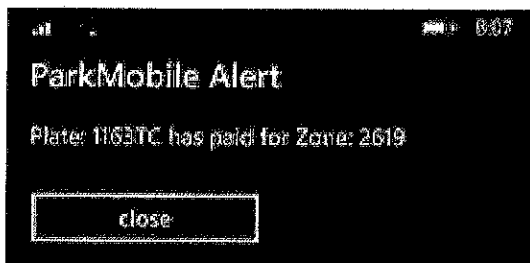
DO-NOT-TICKET (DNT) ALERTS

In addition to Hotlist Alerts, your team can setup Do-Not-Ticket (DNT) Alerts. All permits or bagging permits automatically have DNT Alerts created to ensure your permit customers are not improperly tickets. These DNT Alerts can be viewed, edited and deleted at any time by users with appropriate access. Other examples include setting up DNT Alerts for food inspection vehicles, unmarked police cruisers or any other vehicles that should not be ticketed for any reason.



REVENUE CONTROL EQUIPMENT ALERTS

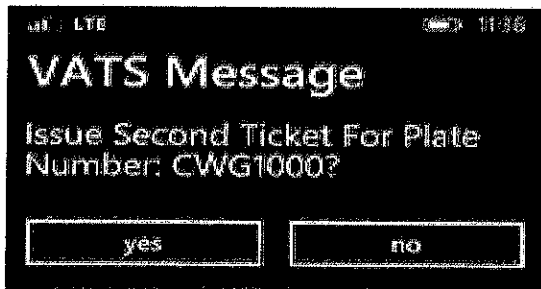
VATSMobile can integrate with revenue control systems offering pay-by-space or pay-by-plate payment options including all major park-by-phone providers. Upon entry of the vehicle plate number or space number, your officers will receive immediate alerts of payment information to ensure no customers are improperly cited. A full list of current integrations can be found in the Integrations section of this proposal.





DUPLICATE CITATION

VATSMobile offers a Duplicate Citation warning to prevent cars from being ticketed more than once per day. VATSMobile shares this information automatically, so one enforcement officer can issue the initial citation with one handheld in the morning and another enforcement officer with a different handheld in the afternoon would be notified of the Duplicate Citation alert.



TIME-ZONE ENFORCEMENT (ELECTRONIC TIRE CHALKING)

VATSMobile offers an electronic tire chalking feature for time-zone enforcement from which a citation can be issued and information already into the chalk record will transfer to the citation. The chalk record along with all pictures are automatically loaded into WebVATS for future reference on appeals. Our electronic tire chalking feature also alerts the users of any Hotlist, DNT or Revenue Control Alerts. All electronic tire chalking efforts from the enforcement officer are stored in WebVATS so that management can audit and manage enforcement officer chalking efforts.

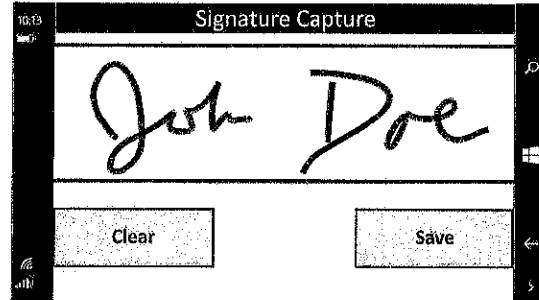
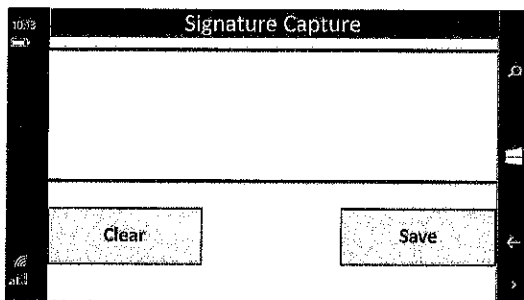
MAINTENANCE TRACKING

Included with VATSMobile at no up-charge, your users can enter in meter numbers or parking signs that are broken, missing or need maintenance, which will then alert the field tech of the issue via email. Furthermore, all broken meter and parking signage alerts are then tracked and available in a back-office report to be used for appeals.



OFFICE SIGNATURE

VATSMobile can be setup to require an officer signature. When your enforcement officers are logged in they can sign their name with their finger or stylus which is digitally captured and printed on the parking ticket.



BARCODE

Each of our handheld options can print a barcode on citations to assist your clerks and cashiers with pulling up the citation in WebVATS. In addition, select handhelds can be integrated with 1D or 2D barcode scanner. This enables enforcement officers to streamline the input process by scanning selected barcodes (Massachusetts inspection stickers and New York registration stickers) rather than manually entering the data. In the event the barcode is unreadable, the enforcement officer can still manually the vehicle information.

BACK-OFFICE PLATE LOOKUP

If a vehicle is already in our WebVATS back-office, when the enforcement officer enters a Vehicle Plate Number, the vehicle information (Vehicle Make, Vehicle Model, Vehicle Body Type, Vehicle Color Plate Type, Plate Color and VIN) will be auto-populated. For select states (New York and Massachusetts), the Vehicle Plate Number can be scanned resulting in the enforcement officer not even having to click the keyboard to get the vehicle information.

METER/SPACE MAPPING

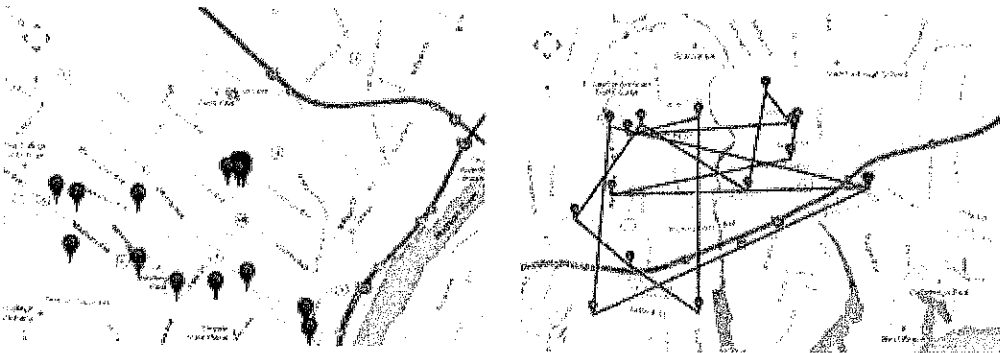
In WebVATS, you have the ability to assign a Street, Block Number, Violation Code and Comment to a Meter Number or Space Number. Once this is done, your enforcement officer can enter or scan a meter/space number which will then auto-populate the Street, Block Number, Violation Code and Comment. This feature greatly speeds up the enforcement process. To take this a step further, you can also purchase NFC stickers from our offices with the Meter Number to allow the enforcement officer to waive an



NFC enabled handheld in front of the meter to auto-populate without even having to enter the meter number.

GPS TRACKING

VATSMobile comes with GPS Tracking. All handhelds locations are grabbed every 5 minutes which will allow your supervisors to see where all officers are at a given time. Or they can view route information for a given date or timespan providing another auditing tool to ensure maximum production.



Our GPS features also allows the ability to automatically capture location information for every citation issued which is valuable for subsequent processing and analysis needs. With our VATS Ticket Density application, you will be able to view the ticket density in your area with a Google Maps. You can filter by date and by user to ensure they are staying in their zones or simply see the "hottest" enforcement areas in your area.





15.) RESPONSE TIME OF SYSTEM SERVER TO COMPUTER TERMINAL

MCS is headquartered in Chattanooga, Tennessee. Why does that matter? Chattanooga is the first city in the Western Hemisphere to offer one-gigabit-per-second fiber internet service to all residents and businesses giving Chattanooga the nickname of "Gig City". This is one reason our system is really fast. The account-based structure of VATS affords your operation the ability to locate individual citations as well as accounts by numerous search criteria through our Search Module. This structure enables the rapid and accurate identification of all citations for a specific customer, as well as the total amount owed by the customer. Users can seamlessly move from record to record within an account, review data at a high level, or drill down to the smallest detail record.

16.) SECURITY FEATURES/ AUDIT TRAIL

All data is hosted on the Microsoft Azure Cloud. Microsoft has made major investments in cloud security in the following areas.

DESIGN AND OPERATIONAL SECURITY

Microsoft Cloud security begins with a trustworthy technology foundation. Microsoft designs its software for security from the ground up and helps ensure that the cloud infrastructure is resilient to attack. They use an "assume breach" stance as a security strategy, and their global incident-response team works around the clock to mitigate the effects of any attacks against the Microsoft Cloud. These practices are backed by centers of excellence that fight digital crime, respond to security incidents and vulnerabilities in Microsoft software, and combat malware.

ENCRYPTION

Technological safeguards, such as encrypted communications and operational processes, enhance the security of our customers' data. For data in transit, the Microsoft Cloud uses industry-standard encrypted transport protocols between user devices and Microsoft datacenters, and within datacenters themselves. For data at rest, the Microsoft Cloud offers a wide range of encryption capabilities up to AES-256, giving you the flexibility to choose the solution that best meets your needs.

IDENTITY AND ACCESS MANAGEMENT

Azure Active Directory is a comprehensive identity and access management cloud solution that helps secure access to your data and on-premises and cloud applications, and simplifies the management of users and groups. It combines core directory services,



advanced identity governance, security, and application access management, and is a key component of Microsoft Cloud services, including Microsoft Azure, Microsoft Dynamics CRM Online, Microsoft Intune, and Microsoft Office 365 as well as thousands of third-party SaaS apps. Azure Active Directory also makes it easy for developers to build policy-based identity management into their applications.

SECURITY DEVELOPMENT LIFECYCLE

Microsoft recognizes that focusing on security as a core component in the software development process can reduce the risk of costly issues, improve the security and privacy of infrastructure and applications, and protect data in the Microsoft Cloud. The SDL is composed of proven security practices that consist of multiple phases in which core software assurance activities are defined.

In addition to the security offered by Microsoft Azure, all data is transmitted encrypted between the mobile app and the database servers through a secure web service. Furthermore, WebVATS, and all external Customer Portals all use a secure (HTTPS) website, with a security certificate verified by the Network Solutions Certificate Authority (NSCA). The data sent is fully encrypted with RCA 128-bit encryption. MCS has engineered security solutions to incorporate the most secure methods of data access and transport possible.

17.) TRAINING OF CITY STAFF

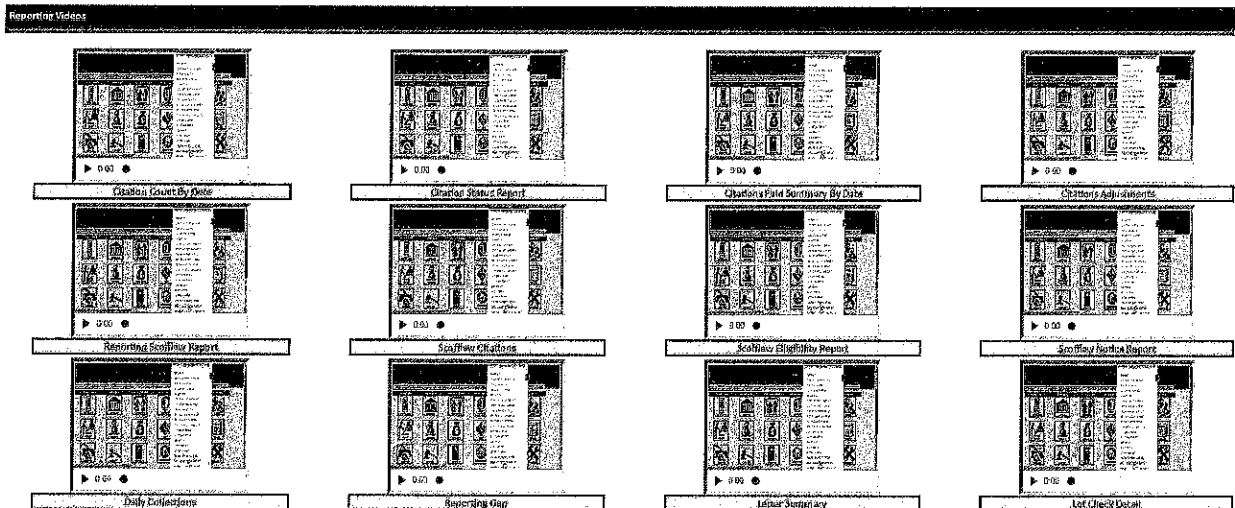
MCS will provide you with all training resources that will be used with the training program that MCS will conduct both locally in classroom and in the field and through our corporate office. MCS will provide printed training materials for all users of the system along with operation manuals. These manuals include key information explaining each component of the implemented solution as well as functional manuals describing how to use the system to perform job related responsibilities. The dates of the training will be approved by the City in advance. MCS Project Manager, Chandler Burke, will conduct the training along with several other key members of our Operations and Support team. The training team will conduct all of the training sessions and perform the system testing to ensure the VATS system is meeting all of the City's requirements.

The training content is as follows:

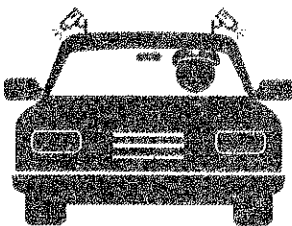
- 1.) Handheld – Training on ticket issuance, integrations and printers.
- 2.) Back-office – If applicable, training on our web-app (WebVATS)
- 3.) Admin – Training on administration of system for your local project admin



In addition to the training we provide, our Client Service Module keeps users up-to-date on all new features and updates. A full 150-page user manual is searchable, viewable and printable through the VATS program. Users can also upload their own reports or forms under our "My Documents" feature. With our Click-to-Call feature, users can enter their phone numbers to be directly connected with our support department. Dozens of training videos from all aspects of our web app can be viewed in this module.



18.) IN-STATE PROCESSING



The success of any collections program depends on the ability to retrieve accurate customer owner information. If awarded this contract, MCS will work immediately with the State of Michigan Secretary to develop the interface between their system and VATS to obtain vehicle ownership information and place vehicle registration holds if applicable. We already have the file layouts done due to our contract with the City of Marquette. Our Shared Services Center would run the export in real-time or nightly batch files depending on the State's capabilities, and import returns as they are received.



19.) OUT-OF-STATE PROCESSING

MCS also has access to the Vehicle Owner information to 46 other states as well as parts of Canada, including all the states surrounding your area. Our Shared Services would run out-of-state lookup files weekly or as needed, and import the results as received.

VATSMobile only allows valid vehicle plate data to be entered into the handheld ensuring no erroneous data is collected. VATSMobile also has different plate types per state ensuring maximum efficiencies when looking up out-of-state plates. We also can process driver license and vehicle registration holds (i.e. marks and stops) and release the holds when citations have been paid (i.e. clears and releases).

In addition to our access and integrations with DMV's, MCS has integrations with other customer aggregators like LexisNexis and R.L. Polk & Company. As of 2006, LexisNexis has the world's largest electronic database for public-records related information. R. L. Polk is a provider of automotive information to the automotive industry. Companies like LexisNexis and R.L. Polk obtain customer information for vehicle plates through different avenues such as Carfax, car dealerships, auto repair stores, vehicle warranty companies and more. This customer information is a valuable tertiary option for obtaining customer information when a DMV inquiry fails to materialize.



LexisNexis®



MCS offers dozens of reports to monitor customer retrieval efforts, results and compliance. With over 7 years of experience in dealing with different DMVs around the country, we can understand how important this is which is why it is one of our core shared services.

20.) NEW TICKET PROCESSING

Our Shared Services Center can also perform the data entry of handwritten manual tickets. Our CSRs currently enter over 25,000 manual citations each year. Once received, our CSRs will enter the manual tickets within 72 hours. Our manual ticket handling processes are designed to facilitate accurate daily reconciliation of citations received, scanned, and entered. Configurable, detailed, and sophisticated edit checks will be used to reduce data entry errors and ensure the accuracy of the data entered into WebVATS. Field specific data edit routines are used to verify that the data entered meets the field-specific, data type requirements (i.e. the entry of an alpha character in the Issuance Date field would trigger an error message). When possible, the data entered is also validated against agency-specific tables to prevent entry of invalid data (i.e. the entry of a Violation



that is not found on the City's violation table would trigger an error message). All data entered must pass the data entry edits and any applicable table edits before a citation is posted to the system.

Our Shared Services Center will provide daily reconciliation reporting for manual and automated citations entered to the system. To help enable timely and efficient resolution of customer inquiries, our experience indicates that entered citation source documents should be retained for the life of the contract.

21.) NOTICES

Our Shared Services Center can automatically generate and mail Notices of Unpaid Parking Citations, Delinquent Collection Notices, and Scofflaw Notices or any other notices as defined in the RFP using our WebVATS Letters Module. MCS will work with your team to establish and fine tune the notice generation and mailing program to meet the needs of your operation. Notice files are created on a predetermined schedule, printed and mailed the next business day. All letters are customized for your city, including the city logo, header and legal verbiage, if desired.

WebVATS maintains a saved image of **all** notices printed. Users can access these saved notices by citation number, license number, or any citation search criteria. Authorized City and MCS personnel will have the ability to view and assess notices by date mailed or violations status as a citation moves through the noticing and collections cycle. In addition, the system will provide a report of all notices mailed on a given date for quality assurance purposes which will be included in your monthly reconciliation invoice.

MCS currently meets the following requirements

Each notice should identify:

- The date the notice is generated **Meet requirements**
- The vehicle's registration/ plate number and state **Meet requirements**

Each notice should also include the following:

- Ticket number **Meet requirements**
- Ticket **Meet requirements**
- Ticket location **Meet requirements**
- Fine amount **Meet requirements**
- Name and address of the vehicle's registered owner **Meet requirements**
- Date and time ticket issued **Meet requirements**
- Color, style, make, and model of the vehicle **Meet requirements**



- License plate number of the vehicle **Meet requirements**
- Issuing officer's name **Meet requirements**
- Location of the ticket **Meet requirements**
- Other relevant information **Meet requirements**

22.) PAYMENT PROCESSING

Our Shared Services Center processes over 500,000 payments each year. All mail-in payments received through our lockbox are immediately posted, and funds deposited at the City-designated bank will be fully balanced, ensuring a fully reconcilable process.

At the end of each day, our Collections Manager generates a daily deposit summary report and compares it to the deposit slips and the individual batch listings to ensure that the daily deposit is balanced against system totals. MCS conducts full accounting audit at the end of each financial period. Records of daily deposits, management reports and statistical summaries of activity for the period, together with supporting audit transaction detail, will be provided according to the specific requirements of the City.

On a daily basis, MCS performs a bank account balancing/reconciliation procedure for the previous day's deposit. MCS compiles a reconciliation package which includes copies of the days deposit slips, system reports that break down the day's deposit by batch, and total deposit amounts. This information is compiled on a daily spreadsheet that is to be transmitted to the City for review. Any variances are tracked and followed to a resolution. Detailed process and management reporting will be made available to the City management and finance personnel.

Our CSRs understand the vital importance of properly managing returned checks. As such, we have built flexible and effective returned check capabilities into WebVATS. To optimize our client's revenue, our Shared Services Center has tools at its disposal to recover funds associated with returned checks, including automatic updates to the citation status and continued processing if a bad check is not redeemed within thirty calendar days.

MCS has extensive experience in facilitating payment processing and will help optimize efficiency, customer convenience, and the security of the City's parking payment services.

MCS currently meets the following requirements:

The following payment types must be accepted:

- a. whole and partial ticket payments **Meets requirements**



b. multiple whole and multiple partial ticket payments **Meets requirements**

The Vendor shall establish procedures to ensure that:

a. all mail retrieved at the post office lock box is delivered to the processing facility / location **Meets requirements**

b. all mail is correctly sorted and batched **Meets requirements**

c. the City receives all correspondence on a timely basis **Meets requirements**

d. the entry of payment information is accurate **Meets requirements**

e. all batched payments submitted to processing staff are subsequently processed **Meets requirements**

f. all processed payments are correctly updated to the system **Meets requirements**

g. all items rejected during batch update are recorded, including subsequent re-entry of such items. **Meets requirements**

23.) HANDHELD IMAGES

All VATSMobile handheld options include the ability to take a virtually unlimited number of high definition color digital images. Enforcement officers can decide if visual evidence of a parking violation is needed to further support the parking citation. All photos are immediately sent to the back-office for processing or appeals. Some competitors state they have real-time issuance, however the photos do not show up until an offload is complete. Our photos are immediately available in color as soon as the officer hits print. The officer does not have a limit on the amount of photos they take other than the handheld memory limits.

24.) ONLINE PAYMENTS AND ONLINE APPEALS

MCS will also offer an online payment portal at no extra charge. Through a user-friendly website this module allows citizens to locate individual citations by citation or license plate number. Once users locate citations, they can select multiple or individual citations with all major credit cards accepted.

MCS will also offer an online appeals portal at no extra charge. Through our online appeals portal, users can view their citation details and photos and appeal the citation by filling out the electronic form and adding multiple attachments to support their claim.



Our appeals website prevents citizens from appealing if the specified number of days to appeal has expired.

Both links can be "i-framed" to your operational website. With online citation payments, appeals and permits, your operation will see improved operational efficiency due to having less foot traffic in the office. You will receive higher customer satisfaction and payment rate from customers not having to take a trip down to the office.

25.) REPORTS

With **over 100 custom reports** plus an easy to use ad-hoc reporting tool, VATS Reporting is one of our strongest modules. Prior to go-live we will ensure every report you like from your current system will have an equivalent in our system. If not, we will create this report at no charge. All VATS reports generate in less than 30 seconds and are available in Excel, PDF, CSV and HTML. In addition, auto-emailed citation or revenue reports can be setup for any users or non-users. Our transparency separates us from our competitors. Does your current system tell you how many plates are missing customer information? Does your system tell you how many DMV Holds did not get processed? Our reporting and diagnostic system shares all the important information about your parking program to ensure you can audit our performance.

MCS has reporting equivalents to the following:

- Monthly New Ticket Report showing the new tickets entered on the master file, issued by date and fine amount. **Meet Requirements**
- Monthly Payments Collected Report showing ticket payment processing by date of processing including ticket numbers, amount paid, pay date, issue date, notice mailing date and totals for each day and each report. **Meet Requirements**
- Monthly Out-Of-State Report showing by state/plate, tickets issued to non-Michigan plates, including ticket number, issue date, issue time, ticket code, total fines, penalties, reductions, payments and total due, together with a summary showing total for each state and grand totals. **Meet Requirements**
- Monthly Report listing all outstanding tickets on each plate sorted alphabetically by the name of the registered owner. The report will include the plate number, ticket number, fine, penalty, reduction, paid and due amounts. **Meet Requirements**
- Monthly Disposition Report listing by state/plate number, the ticket numbers of tickets dismissed during the month on each plate, including the dollar amount for each ticket dismissed and total dollar amount for each plate and the total number



of tickets dismissed that month and the total dollar value of tickets dismissed during the month. **Meet Requirements**

- Weekly Scheduled-Hearing Report showing all tickets scheduled for hearing with ticket number and amount, date of issue, hearing date and time, state/plate name and address of owner. **Meet Requirements**
- Monthly DMV Scofflaw Report by license plate, showing the total plates flagged for non-renewal at the Michigan Department of Motor Vehicles. **Meet Requirements**
- Daily On-Line Cashiering Report listing all payments and adjustments by ticket number, amount, method of payment, cashier, date and plate number. **Meet Requirements**
- Weekly Noticing Activity Report showing by plate number, the noticing activity with mail date, ticket, number, name, address and amount due **Meet Requirements**
- Weekly DMV Make Match Failure Report showing by ticket number the tickets that failed to match up with DMV file information. **Meet Requirements**
- Monthly Lease/Rental Report showing by plate number, all tickets issued to lease/rental vehicles by company name, address, date of issue, location, make, color, and amount due. **Meet Requirements**
- Monthly Tickets Issued by Badge Number Report listing the number of tickets issued by each officer by badge number by ticket code. **Meet Requirements**

26.) BOOTING AND TOWING

WebVATS offers a Boot/Tow Module to track citations and automatically mark a plate on the boot/tow list based on your business rules. Your Enforcement Officers will automatically be notified when they come across a boot/tow vehicle. Your Enforcement Officers can enter boot transactions or boot ticket. The parking clerks can track them properly to ensure the boot is removed when paid or the vehicle is towed if not paid. The Boot/Tow Module will also add boot/tow fees and even track the tow to a specific tow yard for increased customer service if the citizen calls to find out where the vehicle is. The Boot/Tow Module comes with several reports to better track your boots and tows.

Highlights include:

- Boot and tow revenue reports
- Pending boot and tow reports
- Ability to track status of a boot



27.) SYSTEM INQUIRY

Search criteria include citation number, license plate number, license plate state, VIN number, street, issue date, violation and officer registered owner name, address, email and phone number. Searches may also be performed using partial data such as the first characters of a name. Additional data fields can be indexed and used as an access criterion at a client request.

28.) RETURNED CHECKS

Our system has an NSF Returned check feature. When used it applies the plate number to a notification list to let the cashier know if the customer tries to pay with a check in the future.

28.) CONVERSION FROM EXISTING SYSTEM

MCS understands that transitioning from one parking citation management system provider to another can be intimidating for our clients due to the inherent risks and confusion. Thankfully, MCS has experience converting most of the major competitor databases into VATS so the mapping has already been completed to ensure you receive every single piece of citation history associated with your citations. Some of the competitors we have imported data from recently include the following:

- Clancy – Converted City of Durham citation data (2016)
- Complus Data Innovations – Converted MBTA citation data (2017)
- Kelly and Ryan Associates – Converted Medford citation data (2014)
- NetTech Solutions – Converted City of Stamford citation data (2015)
- OmniPark – Converted Williston Airport citation data (2017)
- PKS Associates – Converted Town of Natick citation data (2017)
- T2 Systems - Converted Hartford citation data (2017)
- Other – We also have experience and flexibility in dealing with many internal proprietary City systems developed by the City themselves along with other smaller start-up companies

MCS takes care while importing your citation data and photos. A complete copy of the competitor cut-off data will be kept offline in case anything should ever be noticed to be missing in VATS. MCS generally recommends importing the data overnight for smaller operations (Less than 1 million citation records) and over a weekend for larger operations (More than 1 million citation records). We do our best to import the data without



interrupting your normal enforcement routines and try to have the online payment portal up and running as quick as possible after the competitor online payment portal site goes down.

29.) CONVERSION AND EXPORTING OF CITATIONS

We can setup a transfer of data between our VATS System and your 14A2 District Court System.

30.) PERMIT PROCESSING

For Permit Processing, we have partnered with one of the largest providers in the United States: Parkmobile.

Parkmobile leads mobile parking vendors in providing digital permits to public sector entities and authorities across the United States. Parkmobile will deliver to the City of Ypsilanti its industry leading permitting platform providing your staff with the ability to manage all the City's parking permit types through one digital platform.

Examples of Parkmobile Digital Permitting Installations (2011 – Present)		
Municipality or Authority	Installation Date	Number of Spaces Deployed
Montclair, NJ	April 2011	1,433
Vallejo, CA	July 2013	1,250
East Hazel Crest, IL	April 2015	1,323
New York MTA North	May 2011	13,693
Columbia, MO	August 2015	700
New Rochelle, NY	January 2016	1,400
Golden Gate Bridge, Highway, and Transportation District	February 2014	1,783
NUMBER OF SPACES		21,582

An example of Parkmobile's permitting services is New Rochelle, NY, where in 2016, they issued nearly 3,000 permits for residents and their visitors using our digital permitting platform.



PARKMOBILE
CITATION SOLUTIONS

Client: City of Ypsilanti
RFP Name: Parking Ticket &
Permit Processing



Parkmobile provides annual, semi-annual, and quarterly permits to residents, non-residents, and special groups such as city employees. Our services deliver:

- Over 3,000 permits processed
- Nearly 3,500 parking spaces



Parkmobile provides permitting services to the New York City Metropolitan Transit Authority (MTA) for their transit operations. Our services are offer:

- Over 1,700 MTA permits issued per month
- On approximately 14,000 parking spaces



PARKING PERMIT SYSTEM

Home
Apply for Permit
My Permits
Payment
My Messages
My Account
Log Off

Logged on as: Philip Higgins

Active permits

Permit ID	Permit type	Location	Lpn	Vehicle owner	Start date	End date	Enabled	Revoke	Auto pay
No records to display									

Purchase by Location

Location:
Permit:

STEPS 1 AND 2: RESIDENT LANDING/HOMEPAGE: Ypsilanti residents will apply for any permit type configured (i.e., residential, visitor, employee). The drop-

Similar to the needs of the City of Ypsilanti, Parkmobile provides digital parking permits to the City of New Rochelle, NY. Parkmobile created a customized microsite for New Rochelle operations and on the following pages is a step by step description of their industry leading Parking Permit System; demonstrating Parkmobile's digital permitting workflow.



PARKING PERMIT SYSTEM

Logged on as: Phillip Wiggins

[Home](#)

[Apply for Permit](#)

[My Permits](#) ▶

[Payment](#) ▶

[My Messages](#)

[My Account](#)

[Log Off](#)

New application

209724
Phillip Wiggins
1100 Spring St NW
Atlanta Georgia, 30345

Permit

Permit details

Permit: Area Resident Permit
Location: Davenport Avenue

Permit Term: * 6 months ▼

Start date: * November 2016

End date: * December 2016

Cost

Cost	Description
\$300.00	Permit costs

Total cost \$300.00

Auto renew

Select 'Yes' to have this permit renewed. You'll receive an email reminding you to purchase the permit. Select 'Autopay' on the checkout page to automatically purchase the permit. *

☐ Yes ☒ No

Vehicles

[Register additional vehicle](#)

Vehicle

License Plate Number: * PM1100

Country: * United States of America ▼

State: * Georgia ▼

Please make sure your vehicle license plate information is entered accurately. With the implementation of an electronic parking permit system, your license plate information is used to enforce your permit. Failure to enter license plate information accurately, or update information if it changes, may result in a parking violation being issued.

Documents

STEP 3: RESIDENTIAL PERMIT APPLICATION: Ypsilanti residents will provide vehicle information and can elect to have their permit renewed with it expires. Vehicle and license plate information is required. A confirmation page will appear after completing the application to provide an overview before residents can continue to payment section.



PARKING PERMIT SYSTEM

- Home
- Apply for Permit
- My Permits
- Payment
- My Messages
- My Account
- Log Off

Logged on as: Philip Wiggins

Application Confirmation

You are requesting the following:

Permit Summary

You are applying for the following:

Permit:	Area Resident Permit
Location:	Davenport Avenue
Permit Term:	6 months
Start date:	11/11/2018
End date:	12/31/2018
Total cost:	\$300.00
License Plate Number:	PM1100 (GA)

[Stop](#)

[Back](#)

[Continue](#)

STEP 4: APPLICATION CONFIRMATION: Parkmobile platform confirms City of Ypsilanti resident's permit request.



PARKING PERMIT SYSTEM

- Home
- Apply for Permit
- My Permits
- Payment
- My Messages
- My Account
- Log Off

Logged on as: Philip Wiggins

Application Completed!

Confirmation

You have successfully completed the application.

You will be notified by email once your application has been approved.

Suggested links:

Trace	Review your application in the Track & Trace section.
Permit Overview	View your current and archived permits.
Home	Go to your Personal Homepage.

STEP 5: APPLICATION COMPLETED: Approval is subject to the City of Ypsilanti's protocols. Parkmobile does not charge the resident until Ypsilanti staff affirmatively approves the permit application.



PARKING PERMIT SYSTEM

Logged on as: Philip Higgins

- Home
- Apply for Permit
- My Permits
- Payment
- My Messages
- My Account
- Log Off

Shopping cart

☒	Permit	Location	Term	Start date	End date	LPN	Cost	
Supplier Approved/Created Applications								
☒	Area Resident Permit	Davenport Avenue	6 months	11/11/2016	12/31/2016	PM1100	\$0.01	Modify Delete
							\$0.01	

Selected items will be processed for checkout.

Start new search

Checkout

STEP 6: PARKMOBILE'S SHOPPING CART: This functionality allows the purchase of multiple permits at the same time, making it easy for Ypsilanti residents, visitors and businesses to handle all their permit needs in one consolidated payment platform.



PARKING PERMIT SYSTEM

Logged on as: Philip Higgins

- Home
- Apply for Permit
- My Permits
- Payment
- My Messages
- My Account
- Log Off

Checkout

Permit	Renew	Autopay	Location	Term	Start date	End date	LPN	Cost
Area Resident Permit	No		Davenport Avenue	6 months	11/11/2016	12/31/2016	PM1100	\$0.01
								\$0.01

By checking the Autopay box above, I authorize the City of New Rochelle, New York to charge my credit card during the last month of the permit's term to issue the subsequent renewal.

Invoices

Invoice ID	Cost	Amount paid	Payment date	Method	Status
433474	\$0.01				New invoice

Select Payment Method

Payment method: Credit/Debit Card

Payment amount
Area Resident Permit \$0.01

Payment details
Credit cards: VISA ****1080 - 10/19
New credit card

☒ I agree with Rules and Regulations set forth by the City of New Rochelle, New York.

Back to shopping cart

Submit payment

STEP 7: ONLINE PAYMENT SECTION: City of Ypsilanti residents will be prompted to pay for their permit via credit card or ACH online. Ypsilanti residents can elect to have their payment method charged automatically at time of renewal. If the customer chooses not to be charged automatically, the system will email the customer notifying them that their permit is ready and requires payment for a renewal. All Parkmobile permit requests are processed only after the resident reviews and agrees to the rules and regulations outlined and the application is approved by the City of Ypsilanti. Parkmobile's mobile permit system is a PCI DSS v3.2 Level 1 Service Provider certified environment.



PARKING PERMIT SYSTEM

Logged on as: Philip Wiggins

- Home
- Apply for Permit
- My Permits >
- Payment >
- My Messages
- My Account
- Log Off

Shopping cart

Payment

Status: Paid
Amount paid: \$0.01
Payment method: Credit/Debit Card
Date: 11/11/2016
Time: 3:00 PM
Invoice number: 733874
Invoice: [Click here to view the invoice \(PDF\)](#)

[Start new search](#)

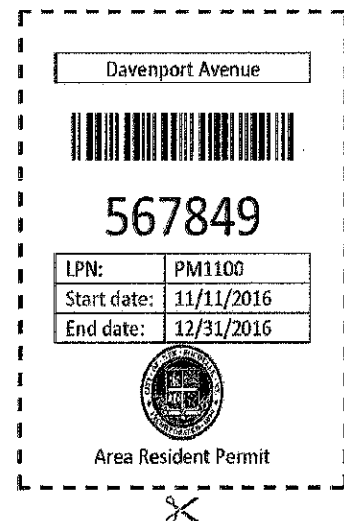
STEP 8: PARKING PERMIT CONFIRMATION: Once City of Ypsilanti staff approve the permit application, Parkmobile confirms payment and the transaction is completed. Ypsilanti permit customers will have the option to print out a receipt and/or receive an email with the payment details as well as receive a paper permit.

The entire Ypsilanti digital permitting process flow will take place in the same PCI DSS v3.2 Level 1 Service Provider secure environment Parkmobile uses to process on demand mobile parking transactions from Grosse Pointe to Grand Rapids daily.

Parkmobile's digital permitting integration functionality means they can coordinate permit fulfillment with the City's existing enforcement vendors. Furthermore, with 50+ integration partners, Parkmobile is ready to integrate with any other vendors chosen by the City of Ypsilanti in the future.

Parkmobile also supports hangtags as well as other credentials such as decals and proxy cards for one time use permits. All Parkmobile printed permits contain a QR code (2D barcode) with unique hash value code. This code provides unique user information and eliminates any potential fraud. Parkmobile's digital permitting platform is fully customizable down to the field's partner's choose to have their customers complete.

The City of Ypsilanti staff will choose the credentials that residents, visitors or businesses need to provide for permit approval. No permit is approved in Parkmobile's permitting platform without



PERMIT PRINTING OPTIONS:
Parkmobile's digital permit platform can provide Ypsilanti patrons with printable hangtags or the entire process can be cloud based and City staff can perform permit enforcement digitally through our full integrations. Parkmobile performs these digital permitting services daily across the United States.



prior approval from the City. City of Ypsilanti staff will control the permitting approval process at all times.

ADDITIONAL PARKMOBILE DIGITAL PERMITTING CUSTOMER SERVICE FUNCTIONALITY

Parkmobile's digital permitting platform will provide Ypsilanti staff with the ability to post emails and correspondences as well as customize announcements for special events to patrons. Permit holders will also have access to invoices and transactions and Parkmobile's digital permitting system supports pre-tax employer supported programs such as Wage Works.



PARKING PERMIT SYSTEM

Logged on as: Philip Wiggins

- Home
- Apply for Permit
- My Permits
- Payment
- My Messages
- My Account
- Log Off

Documents

Messages

Message ID	Message	Message Type	Date sent
1925655	Area Resident Permit - City of New Rochelle Permit Issued	Email	11/11/2016
1925655	Area Resident Permit - City of New Rochelle Hang Tag	Email	11/11/2016
1925648	Area Resident Permit - City of New Rochelle Permit Ready to be issued	Email	11/11/2016
1925633	City of New Rochelle Permit Registration	Letter or Email	11/11/2016

Navigation: [Previous] [Next] [10]

PARKMOBILE MESSAGING CENTER: Parkmobile's digital permitting platform also provides the City of Ypsilanti with the ability to post custom announcements to inform customers of pending events such as festivals.



PARKING PERMIT SYSTEM

Logged on as: Philip Wiggins

- Home
- Apply for Permit
- My Permits
- Payment
- My Messages
- My Account
- Log Off

Overview

Active permits

Permit ID	Permit type	Location	Lpn	Vehicle owner	Start date	End date	Enabled	Renew	Auto pay
567849	Area Resident Permit	Davenport Avenue	PM1100	-	11/11/2016	12/31/2016	☐		

Navigation: [Previous] [Next] [10]

Archived permits

Permit ID	Permit type	Location	Lpn	Vehicle owner	Start date	End date	Enabled
No records to display							

PARKMOBILE PERMIT PERSONAL PAGES: City of Ypsilanti permit holders will have a simple application dashboard that provides a quick overview of all permit applications.



ADDITIONAL PARKMOBILE DIGITAL PERMITTING ADMINISTRATIVE SERVICE FUNCTIONALITY

PARKING PERMIT SYSTEM

Logged on as: Phillip Wiggins

[Home](#)
[Apply for Permit](#)
[My Permits](#)
[Payment](#)
[My Messages](#)
[My Account](#)
[Log Off](#)

Overview

From:

Amount from:

Invoice number:

Until:

Amount to:

License Plate Number:

Invoices

Invoice ID	Permit ID	Invoice type	Amount	Amount paid	Paid date	Method	Status
> 733874	567849	Debit	\$0.01	\$0.01	11/11/2016	Credit/Debit Card	Successfully paid
> 733873	567849	Debit	\$0.01	\$0.00	-	Invoice	Cancelled
> 733869	567849	Debit	\$0.01	\$0.00	-	Invoice	Cancelled

DIGITAL INVOICING AND DIGITAL PERMIT HOLDER EMAIL CORRESPONDENCE: City of Ypsilanti permit holders will have access to all permit invoices and transactions details for record keeping purposes. The system also generates email correspondences customized for each permit holder.



515 North Ave.
New Rochelle, NY 10801

Dear Mr. Phillip Wiggins,

Davenport Avenue

This notice is to confirm that your application and payment for a City of New Rochelle parking Permit has been processed. The actual Permit is attached as a PDF file. Please open the attached PDF file and verify that the information on your Permit is correct. Once confirmed please print, cut, and display your Permit on your rearview mirror using our official 1A2 hanging. If for any reason your hanging does not fit on your rearview mirror, please display your hanging (with permit inside the clear pouch) on your vehicle dashboard in the area of your DMV stickers on the drivers' side. Please note your hanging will be mailed to you within 1-3 business days. If you do not receive your official hanging in the mail within five (5) business days after date of purchase, please contact our office via email or phone.

Below is your payment receipt **THIS IS NOT YOUR PERMIT**. If you did not get an attachment with this notice or cannot open your permit please contact the City of New Rochelle parking dept. at (914) 654-2186 Monday through Friday 8:30am to 4:30pm

Thank you for your patronage
City of New Rochelle

Customer:	
First name(s):	Phillip
Last name:	Wiggins
Payment details:	
Method:	Credit/Debit Card
Permit:	
Permit:	Area Resident Permit
Station Name:	Davenport Avenue
Permit Term:	6 months
Start date:	11/11/2016
End date:	12/31/2016
Total cost:	\$0.01
License Plate Number(s):	P641103



Permit

Permit details

Permit: Area Resident Permit
Location: Davenport Avenue

Permit Term: 6 months
Start date: November 2016
End date: December 2016
Price: \$300.00

Cost

Cost	Description
\$300.00	Permit costs

Total cost: \$300.00

Auto renew

Select 'Yes' to have this permit renewed. ☒ Yes ☐ No
You'll receive an email reminding you to purchase the permit. Select 'Autopay' on the check-out page to automatically purchase the permit.

Vehicles

[Register additional vehicle](#)

Vehicle

License Plate Number: * PH1100
Country: * United States of America
State: * New York

Please make sure your vehicle license plate information is entered accurately. With the implementation of an electronic parking permit system, your license plate information is used to enforce your permit. Failure to enter license plate information accurately, or update information if it changes, may result in a parking violation being issued.

Documents

☒ New Rochelle requires documentation to complete your application process. Please provide proof of residency to obtain the resident permit rate. Select and provide one of the following:

Copy of Lease or Deed

Utility Bill (Power, Gas, Cable, Water, Internet or Phone)

Please send a copy of your lease/deed or utility bill via fax to 914-654-2031 or email directly to NRParking@azparking.com. After receipt of these documents, you will be notified by email when your application is approved.

CITY OF YPSILANTI ADMINISTRATIVE VIEW OF PERMIT: Parkmobile's permitting back office provides credentialed City of Ypsilanti staff with the ability to view all permit details throughout the entire approval process. Parkmobile also customizes their partner's back offices based on required documentation needed to approve a permit.

Applications

Pending Supplier Pending Client Archive Waiting lists zones Waiting lists boys

Pending Approvals

Show all items ☒ Update selection ☒ Show All

Filter on type of request: Select type...

	App. ID	Client ID	Client name	Request type	Location	Effective date	Last changed			
>	645447	207364	Brandi Washington	Permit application	New Roc Garage	11/7/2016	11/7/2016	Approve step	Modify	Cancel
>	645442	209342	Jake Millo	Permit application	Library Lot	11/7/2016	11/7/2016	Approve step	Modify	Cancel
>	631634	208276	Diakouwane Diallo	Permit application	Prospect Street	10/17/2016	10/17/2016	Approve step	Modify	Cancel
>	626487	207642	Justin Malfetano	Permit application	New Roc Garage	10/3/2016	10/3/2016	Approve step	Modify	Cancel

Assign selected items to New Rochelle Admin and set status to None ☒ Assign

☒ Batch cancel

PARKMOBILE BACK OFFICE PERMIT APPLICATION TRACKING: Parkmobile's digital permitting platform will provide credentialed City of Ypsilanti staff with the ability to track all permits, either active or in the queue for approval. Tracking details include name of permit holder, permit type (e.g., residential, visitor or employee), area where permit is valid as well as the effective dates of the permit(s).



31.) CUSTOMER SERVICE

Our Shared Service Center manages a 24/7 X 365 customer service call center specifically trained to provide immediate customer assistance with parking citations. When customers call with questions about a parking citation they can expect courteous and professional assistance every time.

The key to our success is understanding that our CSRs serve as representatives of your City. When a customer contacts our Call Center, we may be the first and only point of contact they have with the City's parking department. Our Call Center answers 95%+ of calls within 40 seconds. Our staff is trained to provide world-class assistance in a brief and professional manner. Most customers receive help and are on their way in less than two minutes.

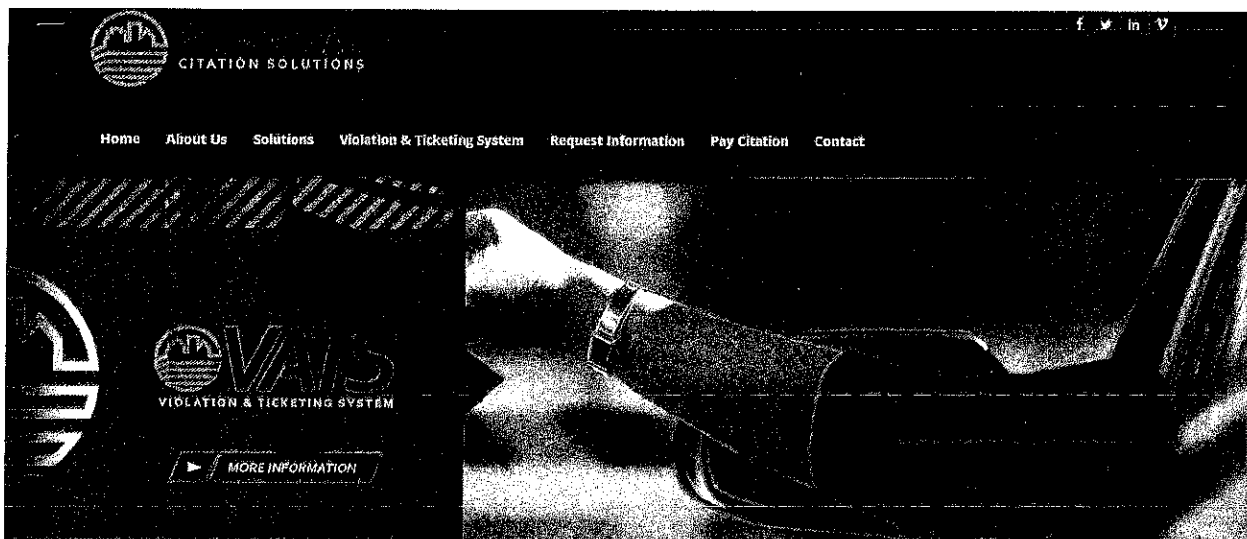
All of our CSRs will enter notes into WebVATS about a specific citation or customer for each phone call, email or letter. Each week an updated call log is sent to the City designated manager for review and analysis to aid and enhance overall operations. We believe that the transparency and accountability offered by our customer service solution will allow the City to achieve the goal of providing prompt and efficient service to the public.



32.) FOR MORE INFORMATION

COMPANY WEBSITE

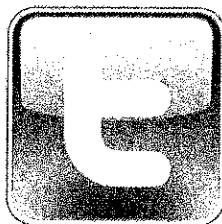
For more information outside out of our client references, please check out our company website at www.municipalcitationsolutions.com. There you will find more information including promotional videos and testimonials.



SOCIAL MEDIA

Or see what MCS is up to by following any of our official social media pages. Don't forget to like us!

- **Twitter:** <https://twitter.com/muncitations>
- **LinkedIn:** <https://www.linkedin.com/company/municipal-citation-solutions>
- **Vimeo:** <http://vimeo.com/municipalcitations>





33.) PRICING INFORMATION

Municipal Citation Solutions is pleased to submit this Cost Proposal to provide our complete VATS Solution for your City. Please reach out to the contact identified in the Transmittal Letter should you have any questions or need any clarifications about our pricing information. As you make your final decisions, please remember to reach out to any of our clients to ask them how MCS increased their revenue almost every time.

SOFTWARE PRICING

Item	Quantity	Price
WebVATS and VATSMobile Software License	1	\$0.95 per citation issued
Parkmobile Permit Software License	1	\$0.95 per permit issued

We provided pricing on a "per citation issued" basis. We feel this is the best model as it allows you to pay for what you use. We have had clients who have had to stop issuing citations due to catastrophic events such as hurricanes who did not have to pay a high monthly premium when they stopped using our service for a month. This also motivates us to continue to offer the fastest ticketing software in the world. With a price per citation issued model, we are motivated to provide your staff with efficient and easy to use ticketing software. This also aligns with our vision of creating lasting partnerships with clients by serving as teammates and consultants within the client's organization to foster relationships which will lead to client satisfaction, retention and ROI.

HARDWARE PRICING

Item	Quantity	Price
iPhone 6 or Samsung 7	3	Included with software license
Panasonic FZ-E1 Upgrade	1	\$2,200.00 Per Unit
Star Micronics SM-L300	3	Included with software license

This was not a typo. Our state-of-the-art enforcement and collection system can be yours with **no capital investment**. Unless a rugged handheld upgrade is requested, we will provide up to 3 phones and handhelds at no charge to the City.



Notes: Data plans are not included with our software license and should be procured by the City. If MCS should be the data carrier pricing can be requested for this service.

SUPPORT AND WARRANTY PRICING

Item	Quantity	Price
Annual WebVATS and VATSMobile Remote Support	1	Included with software license
Annual Hardware Warranty	1	24 month hardware replacement is included with software license. Warranty pricing beyond the 24 months can be requested.
Annual Software Upgrades	1	Included with software license

We feel strongly enough in our products and services to not feel the need to charge an exorbitant support and warranty fees. All hardware will be completely replaced if damaged during the first two (2) years. As mentioned in our technical proposal, our Support model allows us to offer world-class support included in your software lease costs.

IMPLEMENTATION COSTS

Item	Quantity	Price
Data import from competitor system	1	Included with software license
Park-By-Cell integration	1	Included with software license
Meter/Paystation integration	1	Included with software license
Webex Training (All modules and unlimited)	1	Included with software license
On-Site Training & Travel	3	3 Day On-Site Training (Classroom and Field) Included with software!



We will provide all the integrations as requested in the proposal at no charge. Further integrations after go-live will be negotiated on a per item basis.

ADD-ON SHARED SERVICES PRICING

Item	Quantity	Price
Notice Processing	1	\$0.78 per notice mailed. Includes postage, envelope costs, paper costs and labor.
Payment Processing	1	\$0.95 per mail-in payments processed by our Shared Services Center team.
Manual Citation Input	1	\$0.95 per manual citation input into WebVATS by our Shared Services team.
Permit Fulfillment	1	\$2.50 per permit processed (Meaning MCS staff reviews applications and approves)
Permit Renewal Letter	1	\$0.95 per permit letter mailed
In-State DMV Lookups	1	In-State lookup integration and imports jobs are included with the software lease. If the DMV charges for lookups then we will invoice at cost only.
Out-State DMV Lookups	1	\$1.50 per registered owner imported. You are only invoiced for addresses returned (Hits) and not every plate sent.
Return Mail Processing	1	\$0.19 per return mail processed.
Credit Card Processing	1	The City can be the Merchant of Record which would result in no costs from MCS. If MCS is to be the Merchant of Record, then we charge \$3.50 per transaction (not per citation) directly to the customer.

The most important thing to consider about our Shared Services pricing is that these are **all optional**. The City can mail the letters, process the mail-in payments or input manual citations at **no charge** or we can provide these services for you to free up your staff to work on other items.



34.) APPENDIX

Attachment A: Hartford Parking Authority Case Study



Implementation

The Hartford Parking Authority's (HPA) parking program demanded an enforcement solution capable of speaking to a variety of software systems and payment sources. To meet this need, HPA selected Municipal Citation Solutions (MCS) as their citation management provider in January 2017. MCS quickly implemented our comprehensive VATS (Violation and Ticketing System) solution, which included:

- Mobile enforcement platform
 - Allowed officers to issue citations from a smartphone.
- 7 Genetec license plate recognition (LPR) systems programmed to coordinate with VATS smartphones.
 - Allowed all violation pictures to be transferred to the handhelds when citations are issued.
 - Let officers work from a single system.

Integration

MCS's VATS handhelds and Genetec LPR system proved up to the challenge of HPA's parking program, permitting seamless integration with:

- Parkeon pay-by-plate pay stations and Passport mobile payment system, allowing real-time updates to the list of paid parkers from both sources and reducing the risk of enforcement officers issuing a citation in error.
- Connecticut's new Department of Motor Vehicles (DMV) software system, completely avoiding any interruption or delay in notice delivery.
- Unique Management Services, allowing HPA to collect on backlogged parking citations through a comprehensive third-party collections strategy.

Results

- Increased revenue by 50% in the first year alone from \$2.4 million in 2016 to \$3.6 million in 2017, without additional staff.
- Improved efficiency of enforcement team and clerks, delivering more citations in less time and with fewer errors.
- Enhanced public satisfaction with parking enforcement, reducing complaints and boosting employee morale.

Learn more at www.municipalcitationsolutions.com

2017 RESULTS



73,000+
Citations Issued



\$3,600,000
Citation Revenue



85%
Collection Rate



50%
Increase in Revenue

"Municipal Citation Solutions has made an immediate impact on our bottom line. Their relationship with the DMV and notice processing procedures ensured we were maximizing collection efforts. Their LPR enforcement system integrated with our Parkeon machines and increased efficiencies with our enforcement team."

Eric Boone
Chief Executive Officer
Hartford Parking Authority



Attachment B: Stamford Parking Authority Case Study



MUNICIPAL
CITATION SOLUTIONS

CITY OF STAMFORD

In December 2014, the City of Stamford chose Municipal Citation Solutions (MCS) as their citation management provider. At that time, MCS implemented its electronic, handheld ticketing system known as VATS and paired it with the world's most rugged phone (Panasonic FZ-E1) handhelds and Star Micronics printers in an effort to improve the city's parking enforcement program. The VATS solution had an immediate impact, increasing citation issuance by over 5 percent from 2014 to 2015 and over 19 percent from 2015 to 2016 and over 17 percent from 2016 to 2017.

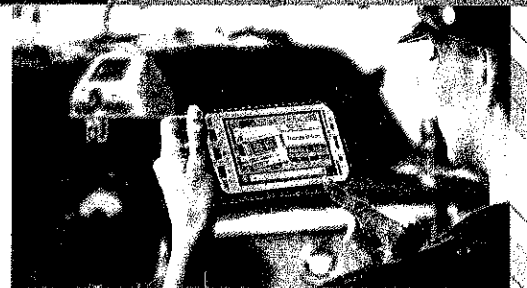
With help from MCS, the City of Stamford was able to easily integrate several additional parking services to improve the customer experience. In early 2016, the city introduced a mobile payment option for consumers. MCS was quick to integrate data from the mobile payments provider (Parkmobile) into the VATS handhelds for comprehensive enforcement. And when the Town Center mall installed dozens of Digital Payment Technologies parking pay stations, MCS was able to seamlessly incorporate the pay station data into the existing ticketing system.

Ultimately, parking enforcement officers were able to view payments from the handhelds and receive an alert if they inadvertently tried to ticket a paid vehicle. They no longer had to pull the stall report and compare it to the vehicles parked, saving time and frustration.

In 2016, the City of Stamford purchased PermitVATS to begin selling beach permit stickers online. MCS was pleased to implement its online permitting system and take what was already a productive operation and make it even more efficient while helping the City of Stamford reach their customer service goals.

The City of Stamford continues to see increases in efficiency and revenue year over year due to the selection of MCS as their citation management provider. In 2015, Stamford experienced a 90 percent collection rate without using a third-party collections agency. The success of the citation program continued into 2016 with over \$2.77 million in citation revenue — a 43 percent increase from 2015.

In 2017, the city is projected to bring in over \$3.04 million in citation revenue, a 10 percent increase from 2016.



2016 RESULTS

73,775+
Citations Issued

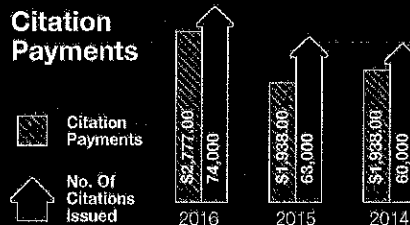
\$2.8M+
Citation Revenue

90%
Collection Rate

"We are very satisfied with the technologies and customer service that Municipal Citation Solutions has provided for our operation. They bring the parking expertise to the table to help the City of Stamford reach our parking and transportation goals."

Joshua W. Benson
Bureau Chief of Transportation, Traffic & Parking
City of Stamford

Citation Payments



Learn more at www.municipalcitationsolutions.com

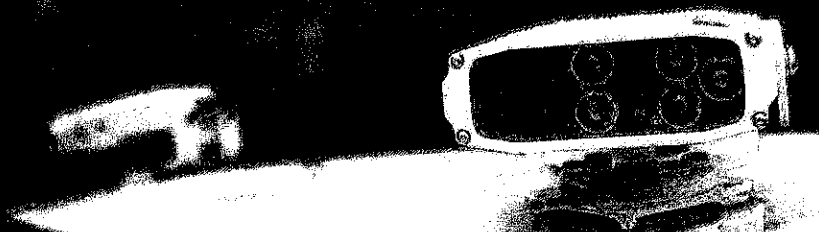


Attachment C: City of Chattanooga Case Study



CITATION SOLUTIONS

CHATTANOOGA PARKING AUTHORITY



Implementation

In an effort to improve their parking enforcement program, the Chattanooga Parking Authority (CPA), an entity of the Chattanooga Area Regional Transportation Authority (CARTA), transitioned their enforcement platform from paper tickets to Municipal Citation Solutions' (MCS) digital Violation and Ticketing System (VATS) product in the third quarter of 2012.

Using rugged smartphone handhelds and two license plate recognition (LPR) systems, MCS's VATS brought CPA's enforcement program into the 21st century and had a transformative effect on efficiency and revenue generation.

Forward-Thinking Enforcement

Mobile Payment Integration

When CPA introduced Parkmobile pay-by-phone in 2013, MCS was able to integrate the VATS handhelds with the application quickly and seamlessly. The successful integration of mobile payment not only made parking quicker and more convenient for customers, but also:

- Allowed enforcement officers to receive real-time alerts on their handhelds indicating which license plates had been paid by phone.
- Reduced the number of tickets issued in error, preventing consumer frustration and vastly improving the parking experience.

Seamless Upgrades

CPA upgraded their handhelds with MCS in 2015. Now using the VATS mobile app, enforcement officers were able to issue citations directly from a cell phone, markedly improving the efficiency of the enforcement team.

Results

- Delivered annual increases in efficiency and revenue, increasing citation revenue by over 75% in the first year alone and generating \$1 million in citation revenue in 2016.
- Increased the number of citations issued by 12% between 2014 and 2015 as result of the 2015 upgrade of the handhelds.
- Posted an 85% collection rate in both 2015 and 2016, without using a third-party collections agency.

2016 RESULTS

-  **69,000+**
Citations Issued
-  **\$1M+**
Citation Revenue
-  **85%**
Collection Rate
-  **150,000+**
Mobile Transactions

"We chose Municipal Citation Solutions because of their customer service and willingness to adapt to our needs. If we have an issue that arises, they are quick to help us resolve it. We wanted our system to be easily accessible and customer friendly, and we feel like we have accomplished that with Municipal Citation Solutions."

Brent Matthews
Parking Director
Chattanooga Area Regional
Transportation Authority

Learn more at www.municipalcitationsolutions.com



**MUNICIPAL
CITATION SOLUTIONS**

Client: City of Ypsilanti
RFP Name: Parking Ticket &
Permit Processing

Attachment D: Panasonic FZ-E1 Spec Sheet



ENFORCEMENT OPTIONS: PANASONIC FZ-E1

VATS 3.0 makes enforcement easy with a user friendly phone app designed by parking professionals for parking professionals. The VATS 3.0 enforcement app is available on the Windows 8.1 mobile operating system making it available on many Windows mobile devices including the Panasonic FZ-E1.

The FZ-E1 boasts the world's longest battery life for a hand held tablet, with 14 hours of continuous data access making it a perfect solution for busy parking operations. Advertised as the world's most rugged 5" phone, the FZ-E1 is IP65/68 tested with a 10' drop resistance, operating temperature of -4° F to 140° F and a glove-enabled multi-touch daylight readable display ensuring that the Panasonic FZ-E1 is tough enough for any parking enforcement operation.

SPECIFICATIONS

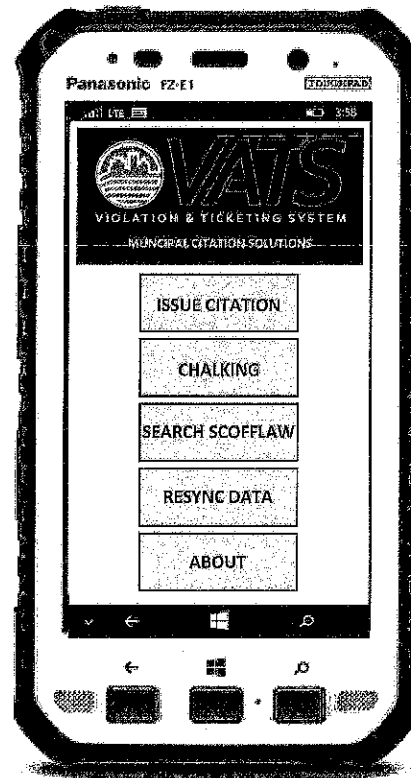
- Weight: 15.04 oz
- Dimensions: W 3.4" – H 6.5" – D 1.2"
- Battery Life: 14-hour Hot-swappable Battery
- Drop Radius: 10 Feet
- Operating Temps: -4° F to 140° F
- Scanner: Available

FEATURES

- Issue citations with real-time photos.
- Electronic chalking with photos.
- Perform scofflaw searches.
- Real-time integrations with all major pay-by-space, pay-by-plate and pay-by-cell providers.
- Broken meter alerts and emergency alerts.
- Three-click ticket feature to issue a ticket with just three clicks.

BENEFITS

- World's toughest 5" hand held tablet with optional data and voice technology.
- World's longest battery life for a hand held tablet, with 14 hours of continuous data access.
- Less RMAs and support calls due to extreme rugged design.
- Optional 1D/2D bar code reader for reading registration stickers and permit bar-codes.
- Increase citation revenue due to three-click ticket feature and user-friendly design
- Mix and match with any other VATS enforcement options.



Municipal Citation Solutions
633 Chestnut Street, Suite 2000
Chattanooga, TN 37450
Tel 1-888-866-6466
Fax 423-265-5728
support@municipalcitationsolutions.com
sales@municipalcitationsolutions.com



VIOLATION & TICKETING SYSTEM





Attachment E: Star Micronics Spec Sheet



PRINTER OPTIONS: STAR MICRONICS SM-T300

VATS 3.0 makes enforcement easy with a user friendly phone app designed by parking professionals for parking professionals. With numerous mobile handheld options, our Star Micronics SM-T300 printer is the perfect Bluetooth solution that can work with all of them. With a rugged and water-resistant design coupled with a long battery life makes the SM-T300 a welcomed option for parking operations in harsh outdoor environments. In addition to easy drop in and print paper loading and print speed of 75mm per second, the SM-T300 also features an LCD display, magnetic stripe reader and comes standard with a Wireless/LAN & Serial connection.

SPECIFICATIONS

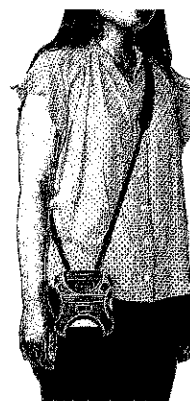
- Weight: 15.34 oz
- Dimensions: W 4.72" – H 5.11" - D 2.28"
- Battery Life: 8-10 Hours
- Drop Radius: 5 Feet
- Operating Temps: 0 F to + 110 F
- Paper Roll Size: 3"

FEATURES:

- Drop in and print paper loading.
- Print speed of 75mm per second.
- Backlit LCD Display with 8-10 battery life.
- Dust protected and splash proof (IP54 Certified).
- Test Printer Feature with all VATS phone handheld units.
- Belt clip, shoulder straps and protective covers available.

BENEFITS:

- Lower hardware capital investment.
- Conveniently fits on a belt buckle under a jacket to minimize exposure to elements.
- Increase citation revenue due to 75 mm per second print speed.
- Mix and match with any other VATS enforcement handheld units.
- No need to mail a handheld for repair if there is a printer hardware issue. Having a Bluetooth printer allows you to change printers if one were damaged to prevent any downtime from the handheld.



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sales@municipalcitationsolutions.com



VATS
VIOLATION & TICKETING SYSTEM





Attachment F: iPhone Spec Sheet



ENFORCEMENT OPTIONS: IPHONE 7 PLUS

VATS 3.0 makes enforcement easy with a user friendly phone app designed by parking professionals for parking professionals. The VATS 3.0 enforcement app is available on the iPhone operating system (iOS) making it available on all new iPhones. Parking operations can spend less on an initial hardware investment by using our iPhone solution instead. With an Otterbox case, your iPhone can face rugged environments and still be small and user-friendly. In addition, other city users can use their iPhones to issue a parking citation even if it is outside of their normal responsibilities.

SPECIFICATIONS

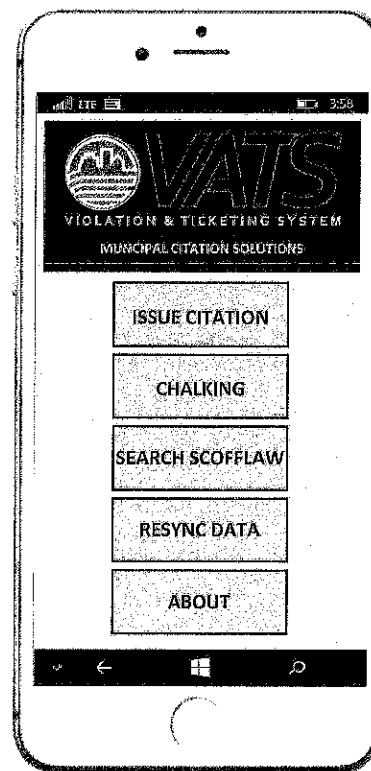
- Weight: 6.63 oz
- Dimensions: W 0.29" – H 6.23" – D 3.07"
- Battery Life: 8-10 Hours
- Drop Radius: 5 Feet (with rugged case)
- Operating Temps: 0° C to + 35° C
- Scanner: No

FEATURES:

- Issue citations with real-time photos
- Electronic chalking with photos.
- Perform scofflaw searches.
- Real-time integrations with all major pay-by-space, pay-by-plate and pay-by-cell providers.
- Broken meter alerts and emergency alerts.
- Three-click ticket feature to issue a ticket with just three clicks.

BENEFITS:

- Lower hardware capital investment.
- Often no or low cost for iPhones with data provider contract.
- Conveniently fits in your pocket eliminating the need for shoulder straps and belt buckles.
- Lower learning curve due to users experience with Apple iPhone and iPads.
- Increase citation revenue due to three-click ticket feature and user-friendly design.
- Mix and match with any other VATS enforcement options.





Attachment G: Samsung Spec Sheet



ENFORCEMENT OPTIONS: SAMSUNG GALAXY S8

VATSMobile makes enforcement easy with a user friendly phone app designed by parking professionals for parking professionals. The VATSMobile enforcement app is available on the Android operating system making it available on the Galaxy S Series. Parking operations can spend less on an initial hardware investment by using our Android solution.

With an Otterbox case, your Android can face rugged environments and still be small and user-friendly. In addition, other city users can use their Androids to issue a parking citation even if it outside of their normal responsibilities.

SPECIFICATIONS

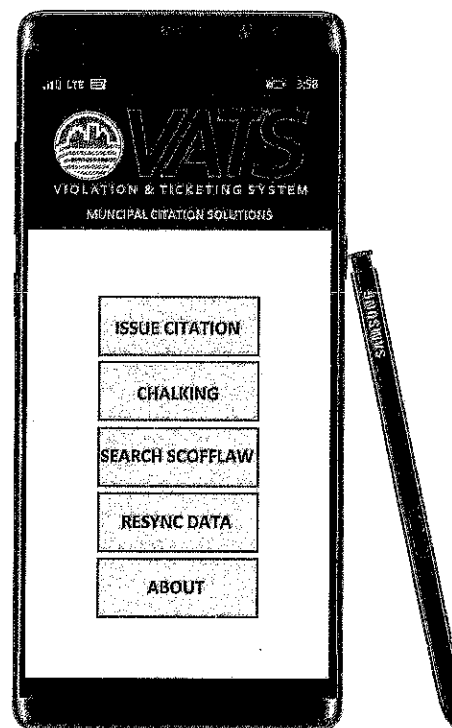
- Weight: 5.46 oz
- Dimensions: W 2.68" – H 5.86" – T 0.31"
- Battery Life: Up to 12 Hours
- Drop Radius: 5 Feet
- Operating Temps: 0 C to + 35 C
- Certified: IP68
- Scanner: No

FEATURES

- Issue citations with real-time photos
- Electronic chalking with photos
- Perform scofflaw searches
- Real-time integrations with all major pay-by- space, pay-by-plate and pay-by- cell providers
- Broken meter alerts and emergency alerts
- Three-click ticket feature to issue a ticket with just three clicks.

BENEFITS

- Lower hardware capital investment
- Often no or low cost for Android with data provider contract
- Conveniently fits in your pocket eliminating the need for shoulder straps and belt buckles
- Lower learning curve due to users experience with Android
- Increase citation revenue due to three-click ticket feature and user-friendly design
- Mix and match with any other VATS enforcement options
- IP68 Certified (Dust/water proof over 4.9 feet and 30 minutes)



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sales@municipalcitationsolutions.com



VATSMOBILE
VIOLATION & TICKETING SYSTEM





MUNICIPAL
CITATION SOLUTIONS

Client: City of Ypsilanti
RFP Name: Parking Ticket &
Permit Processing

Attachment H: Infographic



VATS ALL-IN-ONE CITATION MANAGEMENT

VIOLATION & TICKETING SYSTEM

\$20,000,000
IN CITATIONS ISSUED
YEARLY

Over 4,000 users
in 28 states
Over 50 LPR's installed

\$19.3 MILLION
in payments processed

Countless Features and Functionality:

- GPS Tracking, Meter Integrations, Virtual Permitting
- Custom Reporting, Easy Customization, Virtual Permitting
- Partners with Panasonic, Genetec, Alrwatch, and Star Micronics

99.9% System Uptime

Headquartered in "Gig City" Chattanooga, TN

First City in the Western Hemisphere to offer 10 GB per second Internet Service



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Dozens of
Reporting
Features





REQUEST FOR LEGISLATION
February 20, 2018

To: Mayor and City Council

From: Beth Ernat, Director of Community and Economic Development

Subject: Second Extension Request – Huron/Superior property Purchase Agreement

SUMMARY & BACKGROUND:

On June 20, 2017, City Council approved entering into a Purchase Agreement with Ozone House for the city-owned property located at the Northwest corner of Huron River Drive and Superior Road. The Purchase Agreement for to be in effect for 120 days and allowed for one 60-day extension for the purchaser to complete all due diligence on the property.

In December, the Purchaser (Ozone House) executed the 60 day extension which included the forfeit of the original \$5,000 earnest deposit and a second non-refundable deposit of \$5,000. The combined \$10,000 will be applied to the purchase if the property closes but will be forfeited if the property does not proceed to closing.

The extension of the Purchase Agreement expires on February 20, 2018.

The attached letter from Ozone House is a request for an additional extension of 90 days. It includes an offer of an additional \$10,000 in earnest money for the property.

Since the execution of the original Purchase Agreement, Ozone House has completed substantial due diligence on the complicated property and has also had a change in administration during the holiday season. There are several reasons for the request including, additional soil borings that cannot be completed in the winter season and a lack of information and responses from Washtenaw County Road Commission regarding required street improvements.

Ozone House has provided in their letter their continued commitment to the project which include voluntarily hosting a neighborhood meeting; hiring a construction manager for the projects, and planned submittal of application for Planning Commission.

The property has been vacant and unused for more than 40 years. There have been interested parties in the recent past but due to river, easements from YCUA, and other physical conditions, the City has never entered into a Purchase Agreement for this property. In speaking with our realtor, Dave Hamilton, there is an interested individual looking to build a single family house on the property. There is no official back-up offer at this time. Based on Ozone House's regular communication and commitment to the project, staff recommends continuing with the purchase agreement extension.

RECOMMENDED ACTION: Approval of 90-day Purchase Agreement Extension with an additional \$10,000 earnest money.

ATTACHMENTS: Purchase Agreement Extension and Letter request from Ozone House.

CITY MANAGER APPROVAL: _____ COUNCIL AGENDA DATE: 2/20/18

CITY MANAGER COMMENTS: _____

FISCAL SERVICES DIRECTOR APPROVAL: _____



Resolution No. 2018 - 034
February 18, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, A request has been received for a second extension of the Purchase Agreement for the property located at the northwest corner of Huron River Drive and Superior Road for an additional 90 days; and

WHEREAS, The Purchaser of the property, Ozone House, has offered an additional \$10,000 for the extension of the Purchase Agreement and has acted in good faith and needs additional time to complete due diligence for the purchase of the property; and

WHEREAS, The subject property is City-owned, vacant, and does not have a back-up offer.

NOW THEREFORE BE IT RESOLVED THAT the Ypsilanti City Council directs the Mayor and the City Clerk to enter into a 90-day extension of the Purchase Agreement with Ozone House for the property located at the northwest corner of Huron River Drive and Superior Road.

OFFERED BY: _____

SUPPORTED BY: _____

YES: NO: ABSENT: VOTE:



Dear Ypsilanti City Council Members,

We are writing to request a 90-day extension of our purchase agreement for the parcel of land at the NW corner of Huron River Drive and Superior Roads in Ypsilanti Michigan in exchange for an additional \$10,000 earnest money deposit to be used towards the ultimate purchase price for the parcel. We remain fully-committed to purchasing the parcel. In support of that commitment, we have undertaken and completed many action items including but not limited to the following:

- We have completed much of our due diligence for the site including a Phase I assessment, preliminary soil studies, and a feasibility analysis.
- We have completed assembling our team of consultants for the project. In addition to A3C and Washtenaw Engineering, MAVD will serve as our owner's representative, and Phoenix Contractors will be our Construction Manager. A schematic design drawing package will be completed on February 9th.
- We are hosting a neighborhood meeting to discuss the proposed project on February 11th.
- A pre-submission meeting is scheduled with the City on February 12th.
- The site plan submission will be made on or before February 21st, in order to present to our first planning commission meeting on March 20th.
- We continue to work with various agencies that require approvals, including the MDEQ, which will need to grant us a temporary access easement at the NE corner of the site for construction activities.

We are requesting a 90-day extension to the Inspection Period in the Purchase Agreement for the following reasons:

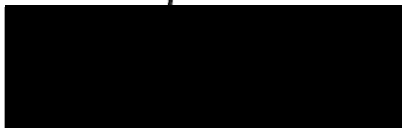
- The initial soil boring report indicates a subgrade of natural, loose sands which can be sensitive to disturbances during construction. The report recommends further testing and careful consideration to re-grading the steep slopes to the east of the proposed building and parking locations. We plan to take additional soil borings and further evaluate soil conditions in warmer weather conditions to further evaluate the constructability at the site.
- We will be required to install a pedestrian crossing signal at the traffic light. We understand its importance to both Ozone House and the neighboring residents, as it will provide safe access to the west bound bus stop at this corner. The scope of this work is governed by the Washtenaw County Road Commission. While we have been diligent in our requests to understand the scope of this work, we do not have a definitive answer on the cost. The current estimates range from \$30,000 to \$100,000.
- In addition to the crosswalk, the Road Commission has directed us to put the sidewalk along our frontage in a location that will result in construction of a very tall retaining wall and fence. We need additional time to work through a compromise solution with them that will reduce the impact on the natural features of the parcel, and make the bus stop access much better.
- We believe we will have our entitlement approved by the end of this 90 day extension, or at least be through the planning commission approval process.



In the midst of these efforts, we have also transitioned Executive Directors for Ozone House. For those of you that might not know, Katie Doyle accepted a full-time position of U of M School of Social Work after serving Ozone House for 17 years. I started as our new Executive Director on November 1st. As you might imagine an ED transition over the holidays, in the middle of conducting a Capital Campaign, purchasing property, and designing a new facility is a massive process. I am a long-time Ypsilanti community member, moved back from the Bay Area for this position, and now reside (again) in Ypsilanti. I have been working in and/or directing youth programs for over 20 years professionally, and I am actually returning to Ozone House after first working with the organization in 2001-2006.

It is important to mention that we are using funds donated by citizens in Washtenaw County, including Ypsilanti, for our project. Donors are also very committed to this project and are as excited as we are to move forward with the purchase of the parcel and the construction of our new facility. But donors supporting Ozone House's invaluable services also expect us to be careful stewards of their money as we design and build our new Ypsilanti facility. This obligates us to take all steps necessary to eliminate obvious risks with our purchase. Thus, for these reasons (and those stated earlier in this letter), we are requesting a 90-day extension to the Inspection Period in the Purchase Agreement (with an accompanying \$10,000 increase to our earnest money deposit). A proposed Second Addendum to the Commercial Purchase Agreement is attached for you review and consideration.

Very Truly Yours,



Krista Girty
Executive Director of Ozone House

SECOND AMENDMENT OF COMMERCIAL PURCHASE AGREEMENT

THIS SECOND AMENDMENT OF COMMERCIAL PURCHASE AGREEMENT (this “Amendment”) is made and entered into as of February __, 2018, by and between the CITY OF YPSILANTI, a Michigan home rule city (“Seller”) and OZONE HOUSE, INC., a Michigan nonprofit corporation (the “Purchaser”).

Recitals

- A. Purchaser and Seller entered into that certain Commercial Purchase Agreement effective as of June 25, 2017, as amended by First Addendum to Commercial Purchase Agreement dated “_____, 2017” (the “Purchase Agreement”), pertaining to the sale and purchase of certain vacant land located in the City of Ypsilanti, Washtenaw County, Michigan (the “Property”).
- B. The parties have agreed to amend the Purchase Agreement to extend the Inspection Period, subject to the terms and conditions set forth herein. Capitalized terms not defined herein shall have the meanings ascribed to them in the Purchase Agreement.

NOW, THEREFORE, for Ten Dollars (\$10.00) and other good and valuable consideration, the receipt and adequacy of which is hereby expressly acknowledged, the parties hereby agree as follows:

1. Inspection Period. The “Inspection Period” (as defined in the Purchase Agreement) shall expire May 21, 2108. Purchaser acknowledges that Purchaser had previously exercised its option to extend the Inspection Period pursuant to Section 5(e) of the Purchase Agreement, and shall no longer have such right to extend the Inspection Period pursuant to Section 5(e) of the Purchase Agreement.
2. Deposit. Within one (1) business day after the full execution of this Amendment, Purchaser shall increase the Deposit by Ten Thousand Dollars (\$10,000), which such Deposit shall be non-refundable, except as otherwise provided in the Purchase Agreement, as amended by this Amendment. The parties acknowledge upon Purchaser funding the additional Deposit contemplated herein, the entire Deposit shall be Twenty Thousand Dollars (\$20,000).
3. Counterparts; Electronic Signature. This Amendment may be executed in multiple counterparts, each of which shall be deemed an original and all of which shall constitute one agreement, and may be executed and transmitted via electronic or facsimile delivery, which shall be relied upon as an original.
4. Ratification. In all other respects, except as modified by this Amendment, the parties ratify and affirm the terms of the Purchase Agreement.

[Remainder of page intentionally left blank]

[SIGNATURE PAGE TO SECOND AMENDMENT OF COMMERCIAL PURCHASE AGREEMENT]

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date and year first written above.

PURCHASER:

OZONE HOUSE, INC., a Michigan nonprofit corporation

By: _____
Name: _____
Its: _____

SELLER:

CITY OF YPSILANTI, a Michigan home rule city

By: _____
Name: _____
Its: _____

By: _____
Name: _____
Its: _____



REQUEST FOR LEGISLATION
February 20, 2018

To: Mayor and City Council

From: Beth Ernat, Director of Community and Economic Development

Subject: Extension of Purchase Agreement – 220 N. Park

SUMMARY & BACKGROUND:

In November, City Council approved a Purchase and Sales Agreement with Norfolk Development Corporation for the sale of the property located at 220 N. Park. The Purchase and Sale Agreement is contingent upon approval of terms in a development agreement with Norfolk Development Corporation by or before February 20, 2018. On December 14, 2018 City Council hosted a working session to discuss terms of negotiation for the redevelopment agreement.

The City Attorney's office subcontracted legal services for the purpose of the development agreement with attorneys from Miller Canfield law. The special counsel met with staff and worked on a draft for the development agreement in January. Unfortunately, a draft to send to Norfolk Development was not provided until February 9th.

At this point, Norfolk has been unable to respond to the City terms of the agreement due to the timing of providing language to them. If the Purchase and Sales Agreement regarding the terms of the Development Agreement can be extended 60 days it would allow time for Norfolk to review and respond; a second working session to be scheduled with Council and interested neighbors; and the City to respond with counter points if necessary.

The delays have not been caused by the developer and the developer agrees to extend the time frame to continue to work together.

RECOMMENDED ACTION: Staff recommends approval of a 60 day extension to the development agreement terms of the Purchase and Sales Agreement.

ATTACHMENTS: Purchase and Sales Agreement extension

CITY MANAGER APPROVAL: _____ COUNCIL AGENDA DATE: 2/20/18

CITY MANAGER COMMENTS: _____

FISCAL SERVICES DIRECTOR APPROVAL: _____



Resolution No. 2018 - 035
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, the City and Norfolk Development Corporation entered into a Purchase and Sales Agreement with a 90-day term to negotiate a Development Agreement for the property located at 220 N. Park; and

WHEREAS, due to holidays and unforeseen delays in drafting a development agreement the parties were unable to negotiate said agreement within the 90 days; and

WHEREAS, an extension of 60 days to negotiate the development agreement would be mutually beneficial.

NOW THEREFORE BE IT RESOLVED THAT the Ypsilanti City Council directs the Mayor and City Clerk to sign an extension of the Purchase and Sales Agreement with Norfolk Development Corporation until April 23, 2018.

OFFERED BY: _____

SUPPORTED BY: _____

YES: NO: ABSENT: VOTE:

AMENDMENT OF PURCHASE AND SALE AGREEMENT

THIS AMENDMENT OF PURCHASE and SALE AGREEMENT (this "Amendment") is made and entered into as of February ____, 2018, by and between the CITY OF YPSILANTI, ("SELLER"), having an address at City of Ypsilanti, City Hall, One South Huron Street, Ypsilanti, Michigan 48197 and Norfolk Development Corporation, a Michigan corporation, on behalf of an entity to be formed, ("PURCHASER"), having an address at 8178 Jackson Road, Suite D, Ann Arbor, Michigan 48103.

Recitals

- A. Purchaser and Seller entered into that certain Purchase and Sale Agreement effective as of December 7, 2017, pertaining to the sale and purchase of certain vacant land commonly known as 220 N. Park located in the City of Ypsilanti, Washtenaw County, Michigan (the "Property").
- B. The parties have agreed to amend the Purchase Agreement to extend the Development Agreement Period, subject to the terms and conditions set forth herein.

NOW, THEREFORE, the parties hereby agree as follows:

1. Development Agreement Period. The "Development Agreement Period," as defined in the paragraph 5(a) of the Purchase and Sale Agreement shall expire on April 23, 2018.
2. Counterparts; Electronic Signature. This Amendment may be executed in multiple counterparts, each of which shall be deemed an original and all of which shall constitute one agreement, and may be executed and transmitted via electronic or facsimile delivery, which shall be relied upon as an original.
3. Ratification. In all other respects, except as modified by this Amendment, the parties ratify and affirm the terms of the Purchase and Sale Agreement.

[Remainder of page intentionally left blank]

[SIGNATURE PAGE TO AMENDMENT OF PURCHASE and SALES AGREEMENT]

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date and year first written above.

PURCHASER:

NORFOLK DEVELOPMENT CORPORATION, on
behalf of an entity to be formed

By: _____
Name: _____
Its: _____

Dated: _____

SELLER:

CITY OF YPSILANTI, a Michigan home rule
city

By: _____
Name: _____
Its: _____

Dated: _____

By: _____
Name: _____
Its: _____

Dated: _____



REQUEST FOR LEGISLATION
February 20, 2018

To: Mayor and City Council

From: Beth Ernat, Director of Community and Economic Development

Subject: Rental Fees Update - 2018

SUMMARY & BACKGROUND:

The City of Ypsilanti operates a rental inspection program. In order to provide safe and properly maintained rental structures, rental properties are inspected every two years. There are over 8,500 rental units in the City. The Rental Inspection Division of the Building Department is staffed by a Department Manager, two full-time rental inspectors, and the department secretary. The last major update to the fee schedule was in 2009.

Rental inspections are performed by using the International Property Maintenance Code. Rental properties are in the form of single family and two-family homes, townhomes, duplexes, apartments, and apartment complexes. Each type of housing presents its own challenges. The average inspection time is less than one hour for single family and two-family homes and less than a half-hour for multi-family dwellings. The range of multi-family dwellings is particularly challenging as there can be three or more apartments in a single family type structure; a large ten story structure with 100 or more units; a small multi-family structure with four units, a condo-complex; or 12 buildings with 20 units. Because of the range of unit types, it is difficult to set a fee schedule that covers the cost of the inspection.

The inspection process is more than the physical inspection. The department secretary is the keeper of the two-year schedule for inspections. The department is currently about six months behind for scheduling due to staff turnovers. The department manager has been inspecting large complexes in order to catch up with the inspection schedule. Each property owner/landlord has to be notified of inspection 14 days prior to inspection, and each individual unit needs to be notified by the landlord 72 hours in advance of inspection. Once notification has been made, the inspector must review the property, prior violations and building permits pulled since the last inspection. In single family type structures, only the structure and exterior are inspected; in multi-family structures, all common areas must also be inspected. Once the inspection is complete, the rental inspector prepares an inspection report that includes any violations. Violations must be reinspected, the time frame varies by violation. During winter months, outdoor repairs cannot be made until the ground thaws; cracked tiles can be repaired within a week; and electric work may take 30 days or longer. Although it varies, typically 60 percent or more of units have violations that require a reinspection.

Once a reinspection is completed (when necessary), the department secretary prepares the certificate of compliance and files the reports.

In the past year, a major area of violation has been water heater and furnace certifications. This was an item that was discussed at an inspection seminar that is often overlooked and can be extremely dangerous in rental units. Landlords have expressed numerous concerns about the inspectors requiring maintenance certificates and proof of inspections. Although this has caused an increased number of violations this year, it is an important area of inspections.

A new fee has been added to the fee schedule, Administrative Review. The two rental inspectors have been in their positions for less than 18 months and are both new to the department. The previous inspectors were in their positions for over 15 years each. With new inspectors, and new eyes of properties, there has been an increase in violations reported with many inspections. This has resulted in the questioning of the rental inspection staff and an increase in the department manager being involved in inspections.

As requested, reinspections, and reviews of inspection reports, take significant time, which means time away from other duties, therefore, we are proposing an Administrative Review fee. This fee would be applied when a property owner/landlord requests a review from the supervisor of an inspection report or violation. The proposed fee would be prepaid and would be accompanied by a written request.

If it is found that the violation was issued in error, the applicant's money will be returned in full. If the violation is upheld, the fee will be processed.

In addition to regularly scheduled inspections and reinspections, the department manager and the rental inspectors respond to all rental complaints and inquiries. They also manage the dangerous and vacant building program and general building inspection program.

As designed by the Bolt (Bolt v. City of Lansing) ruling, and expressed by the City Council, the rental inspection program should be self-funded and should only have fees in relation to the cost of providing services. As described above, there are several salaries, office supplies, and equipment that go into providing the rental inspection program. On average, it costs the department approximately, \$36.48 an hour to operate the rental inspection program. This excludes the costs of vehicles and gas. The average time spent on inspections can range from five to 15 hours.

Current Fee Structure:

Dept./Div.	Ordinance Sec. No.	Shortcut Code for Treasury	G/L ACCT #	Type of Fee	Fee (\$)	Fee (\$)
Building	18-153			Certificate of Compliance Inspection Fees (rental inspection/per apt./unit/or as noted)		
				Multiple Family-3 or more dwelling units		
		100	101-4-3710-461-08	Initial certification inspection	50	
		100	101-4-3710-461-08	Re-certification inspection	42	
		100	101-4-3710-461-08	Re-inspection	40	
				Single Family and Duplex		
		100	101-4-3710-461-08	Initial certification inspection	75	
		100	101-4-3710-461-08	Re-certification inspection	65	
		100	101-4-3710-461-08	Re-inspection	55	
		100	101-4-3710-461-08	City scheduled inspection	42	
		100	101-4-3710-461-08	Search warrants obtained for inspection	65	
		100	101-4-3710-461-08	Rooming House - 1-3 sleeping rooms	55	
		100	101-4-3710-461-08	Rooming House - 4-7 sleeping rooms	100	
		100	101-4-3710-461-08	Rooming House - 8-11 sleeping rooms	160	
		100	101-4-3710-461-08	Rooming House - 12-15 sleeping rooms	210	
		100	101-4-3710-461-08	Rooming House - 16+ sleeping rooms	260	
		100	101-4-3710-461-08	Late cancellation or no-show inspection	55	
		100	101-4-3710-461-08	Commercial/residential certificate of occupancy	55	
		104	101-4-3710-461-00	After Hours Inspection (pre-approval required by inspector)		\$30 per .5 hours

Proposed Fee Structure:

Type of Fee	Fee (\$)
Certificate of Compliance Inspection Fees	
Single Family* – Initial Inspection and 1 st reinspection	\$200 per unit
Single Family* – Recertification (2-year) and 1 st reinspection	\$130 per unit
Single Family* - Recertification (3-year special circumstance**) and 1 st reinspection	\$180 per unit
Additional reinspections	\$55 per inspection
Multi-Family Building – Recertification (2-year) and 1 st reinspection up to half the units inspected	
25 or less units	\$90 per unit
26 or more units	\$85 per unit
Multi-Family Complex – Recertification (2-year) and 1 st reinspection up to half the units in each building	\$500 per building inspected plus \$42 per unit
Additional reinspection (if reinspections exceed half the units inspected or required 2 nd reinspections)	\$55 per inspection
Townhouse/Condo – recertification (2-year) and 1 st reinspection	\$90 per unit
Rooming House – recertification and 1 st reinspection	\$100 per structure
No Show Fee	\$85 per unit
Late Payment Fees	Original fee plus 1/2 the original fee
Lien Collection Fee	\$100
Administrative Review Fee	\$50 per unit
Search Warrants obtained for inspection	\$100 per unit
*single family includes one and two family dwellings as defined by the International Building Code	**3-year special circumstance certificate is available to single family rental properties that received an annual reinspection with less than 3 violations and no formal complaints during the last certification period

The proposed fee schedule has taken a different format than previous rental inspection fees. The entire inspection system was evaluated and the proposed fee categories were created to more accurately charge by type of inspection and what is involved in the inspection. For instance, single family houses take longer and are more extensive than ten unit apartment buildings, townhouses are more challenging than single family houses but less challenging than multi-family complexes, and multi-family complexes have common spaces that require more inspection than four unit multi-family buildings.

In reviewing other municipalities, and from our experience, 60 percent or more of the properties require at least one reinspection. It would streamline the administrative process to include one reinspection. While it seems fees have increased dramatically, the inclusion of the first reinspection will reduce paperwork for both the department and the property owner/landlord.

The addition of the three year special circumstance certificate is a pilot program to incentivize preparation for recertification inspection, and property owners/landlords that provide good maintenance of their rentals. This program is only being offered for single family and will be reviewed over the next year, after which it will either be extended to multi-family, kept just for single family or deleted in its entirety. Offering the three year special circumstance certificate will also allow for rental inspectors to get caught up with rental inspections. It will only be used for rentals that have less than three violations in a recertification inspection and have had no formal complaints filed on the property during the last inspection cycle.

It is very difficult to predict the revenue increase from the proposed fee schedule update. The factors for consideration are how many, and what type of inspections, are done within a fiscal year cycle, and the number of reinspections required. Below are a couple of scenarios to offer an example of how the proposed fee structure will impact the budget.

Single Family recertification with 1 reinspection:

Current:

Recertification - \$65 + reinspection \$55 = 120 total cost

Proposed:

Recertification and 1st reinspection = \$130 Total cost (increase of \$10 per unit)

Multi-Family building recertification, 64 units with 1 reinspection each of 32 units

Current:

Recertification - \$2688 + reinspection 1280 = \$3968 total cost

Proposed:

Recertification - \$5440 (increase of \$1472)

Multi-family complex with 6 buildings and 168 units with 1 reinspection each of 84 units

Current:

Recertification - \$42 each unit + 84 reinspections at \$40=\$10,416

Proposed:

Recertification - \$500 per building + \$42 per unit = \$13,056 (increase of \$2640)

Municipal Comparisons

Adrian:

Annual registration fee \$50/per building + \$10 additional units

Annual Inspection fee \$60 per building +\$10 additional units

Inspections include 1st reinspection, additional reinspections \$115 per unit

Kalamazoo:

16 month certifications/40 months/50 months

Annual registration - \$110 + \$1 per unit

Inspection fees - \$77 per unit

Enforcement letters - \$75 per letter

Alma:

Registration \$40 per unit + \$8/unit

Annual Inspection fee \$35 per building + \$35 reinspection

East Lansing:

Initial License \$1550

Renewal Licenses \$240

Annual Inspection \$165

Reinspection \$85

Dearborn:

Annual Registration \$200

Three-Year inspection \$200

Reinspection \$50

Mount Pleasant:

Annual Inspection \$66 + 19/unit

Reinspection 1/2 the base fee

RECOMMENDED ACTION: Staff recommends approval of the proposed new fee schedule to be effective April 1, 2018.

ATTACHMENTS: Resolution

CITY MANAGER APPROVAL: _____ COUNCIL AGENDA DATE: 2/20/18

CITY MANAGER COMMENTS: _____

FISCAL SERVICES DIRECTOR APPROVAL: _____



Resolution No. 2018 - 036
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, the City of Ypsilanti operates a rental inspection program; and

WHEREAS, City Council seeks to increase the fees associated with the rental inspection program in order to have a more complete cost recovery system for operations of the rental inspection department; and

WHEREAS, City staff has researched the cost of operations, the staff time associated with operations, and the comparable costs in similar communities.

NOW THEREFORE BE IT RESOLVED THAT the Ypsilanti City Council approves the proposed Fee Schedule Update for the Rental Inspection Program to go into effect on April 1, 2018:

Type of Fee	Fee (\$)
Certificate of Compliance Inspection Fees	
Single Family* – Initial Inspection and 1 st reinspection	\$200 per unit
Single Family* – Recertification (2-year) and 1 st reinspection	\$130 per unit
Single Family* - Recertification (3-year special circumstance**) and 1 st reinspection	\$180 per unit
Additional reinspections	\$55 per inspection
Multi-Family Building – Recertification (2-year) and 1 st reinspection up to half the units inspected	
25 or less units	\$90 per unit
26 or more units	\$85 per unit
Multi-Family Complex – Recertification (2-year) and 1 st reinspection up to half the units in each building	\$500 per building inspected plus \$42 per unit
Additional reinspection (if reinspections exceed half the units inspected or required 2 nd reinspection)	\$55 per inspection
Townhouse/Condo – recertification (2-year) and 1 st reinspection	\$90 per unit
Rooming House – recertification and 1 st reinspection	\$100 per structure
No Show Fee	\$85 per unit
Late Payment Fees	Original fee plus 1/2 the original fee
Lien Collection Fee	\$100
Administrative Review Fee	\$50 per unit
Search Warrants obtained for inspection	\$100 per unit
*single family includes one and two family dwellings as defined by the International Building Code	**3-year special circumstance certificate is available to single family rental properties that received an annual reinspection with less than 3 violations and no formal complaints during the last certification period

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:



REQUEST FOR LEGISLATION
February 20, 2018

To: Mayor and City Council

From: Beth Ernat, Director of Community and Economic Development

Subject: Pre-Payment of Rental Fees

SUMMARY & BACKGROUND:

In 2011, City Council passed Resolution No. 2011-170 requiring any property owner/landlord with outstanding inspection fees that are placed on the tax rolls for inclusion in the tax bill to pre-pay for any rental inspection. At the time the resolution was passed, the City had just started the AHB (Administrative Hearings Bureau) and had not yet been able to fully utilize its services.

The current difficulty with the pre-pay program is that if a pre-payment is not received prior to the inspection or re-inspection the inspection has to be pulled the day of the inspection. This results in a loss to the inspection program as it is an unfilled inspection slot (loss of \$40-\$65 currently) and this cannot be predicted and the inspection slot cannot be filled by the time it is known that the payment is not made. Although this does not occur often with regular bi-annual inspection dates it does occur often with reinspections as the timeline is shorter for notification and payment.

When this resolution was passed the City was dealing with tens of thousands of dollars in unpaid inspections fees. That number has significantly reduced in the last couple of years. In order to increase efficiency the proposed resolution would rescind Resolution No. 2011-170 and create a new system.

Inspections would be scheduled and completed for all landlords, however, no certificate of compliance would be issued until all fees are current and paid. Additionally, if inspection fees are not paid within 30 days of the inspection an administrative late fee of 50 percent the inspection fee would be added and a ticket would be issued for the violation. The ticket would be to the AHB for occupancy without a certificate.

Some AHB violations that are corrected prior to the hearing date may be dismissed, which is why a late fee has been added. In the instance that the fees have not been settled prior to the hearing date an additional penalty could be imposed by the Hearing Officer.

This system provides assurance that fees, penalties, and taxes are paid on all rental properties. It provides additional revenue to cover the increased staff time that would be required to process non-payments or violations and also provides enforcement mechanisms to ensure on-going compliance within the rental inspection program. Additionally, if fees are not paid

following a second notice and a lien is required to be placed on the tax rolls, a \$100 lien collection fee be added.

Below, are inspection fees that have been sent to the Treasurer's office for collection. The list goes back to 2002, which is when reports started being sent to the Treasurer. The amounts are listed by tax year, and is a total of summer and winter.

2002	\$42,430
2003	\$76,135
2004	\$78,698
2005	\$73,807
2006	\$59,461
2007	\$34,113
2008	\$37,176
2009	\$36,383
2010	\$28,563
2011	\$19,578
2012	\$11,899
2013	\$7,375
2014	\$9,126
2015	\$5,098
2016	\$5,976
2017	\$7,175

RECOMMENDED ACTION: Rescind Resolution Number 2011-107 and approval of the attached resolution to impose late payment fees and court action for non-payment.

ATTACHMENTS: Resolution.

CITY MANAGER APPROVAL: _____ COUNCIL AGENDA DATE: 2/20/18

CITY MANAGER COMMENTS: _____

FISCAL SERVICES DIRECTOR APPROVAL: _____



Resolution No. 2018 - 037
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, the City of Ypsilanti requires inspections of rental property every two years; and

WHEREAS, Resolution No. 2011-170 required the prepayment of rental inspection fees for any property owner/landlord that had rental inspection fees placed on the tax rolls for nonpayment; and

WHEREAS, the creation of a late fee and Administrative Hearings Bureau enforcement would address the issue of payment of rental inspection fees and keep enforcement local; and

WHEREAS, the Rental division is experiencing lost revenue in conjunction with the prepayment policy.

NOW THEREFORE BE IT RESOLVED THAT the Ypsilanti City Council that effective April 1, 2018, Resolution 2011-170 is rescinded and this resolution enacted that requires any property owner/landlord that fails to pay rental inspection fees within 30 days of inspection will not receive a certificate of compliance, will be assessed a late fee of 50 percent the original fees, and will be issued a citation for allowing occupancy without a certificate of compliance. Additionally, if fees are not paid following a second notice and a lien is required to be placed on the tax rolls, a \$100 lien collection fee be added.

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:

	Current System			
	2016/17 Permits		2015/16 Permits	
3+ Recertification	1009	\$42,378.00	1082	\$45,444.00
3+ Reinspection	618	\$24,720.00	530	\$21,200.00
Single Family/Duplex Recertification	278	\$18,070.00	300	\$19,500.00
Single Family/Duplex Reinspection	220	\$12,100.00	267	\$14,685.00
Single Family/Duplex Initial	20	\$1,500.00	33	\$2,475.00
Roominghouse	11	\$1,100.00	11	\$1,100.00
No Show	53	\$2,915.00	64	\$3,520.00
Charge Backs		\$9,565.00		\$4,900.00
		\$112,348.00		\$112,824.00

	Estimates with Proposed Fee Structure					
	2016/17 Permits		2015/16 Permits		Average permits	Average Fees
Over 25	371	\$31,535.00	422	\$35,870.00	396.5	\$33,702.50
Under 25	638	\$57,420.00	660	\$59,400.00	649	\$58,410.00
3+ Reinspection*	618	\$16,995.00	530	\$14,575.00	574	\$15,785.00
Single Family/Duplex Recertification	278	\$36,140.00	300	\$39,000.00	289	\$37,570.00
Single Family/Duplex Reinspection*	220	\$6,050.00	267	\$7,342.50	243.5	\$6,696.25
Single Family/Duplex Initial	20	\$4,000.00	33	\$6,600.00	26.5	\$5,300.00
Roominghouse	11	\$1,100.00	11	\$1,100.00	11	\$1,100.00
No Show	53	\$4,505.00	64	\$5,440.00	58.5	\$4,972.50
Charge Backs		\$9,565.00		\$4,900.00		\$7,232.50
		\$167,310.00		\$174,227.50		\$170,768.75

* = estimating half amount of charged reinspections

Difference between old and Proposed Fee Structure	\$54,962.00		\$61,403.50
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REQUEST FOR LEGISLATION

February 20, 2018

To: Honorable Mayor and Ypsilanti City Council

From: Darwin D. P. McClary, City Manager

Subject: **APPOINTMENTS TO AD HOC STREETS CAPITAL IMPROVEMENT
PLAN REVIEW COMMITTEE**

SUMMARY & BACKGROUND:

The City Manager is establishing an ad hoc Streets Capital Improvement Program Review Committee comprising key city staff members, city engineer, two (2) representatives from the planning commission, and two (2) representatives from the city council similar to last year's committee. The committee will be responsible for reviewing the city's streets capital improvement needs and to help formulate the multi-year streets capital improvement plan and funding sources for recommendation to the city council and planning commission as part of the budget process. The committee's term would expire on May 31, 2018. The City Manager is requesting that the city council appoint two of its members to serve on this committee.

PREVIOUS COUNCIL ACTION:

None

FINANCIAL IMPACT:

None

RECOMMENDED ACTION:

Appoint two (2) members of the city council to serve on the ad hoc Streets Capital Improvement Program Review Committee for the purpose of reviewing the city's streets capital improvement needs and to help formulate the multi-year streets capital improvement plan and funding sources for recommendation to the city council and planning commission, with the term of the committee to expire on May 31, 2018.

ATTACHMENTS:

CITY MANAGER APPROVAL: DDPM

COUNCIL AGENDA DATE: 02/20/18

CITY MANAGER COMMENTS: Appoint two members of the city council to the ad hoc committee as requested.

FISCAL SERVICES DIRECTOR APPROVAL: _____



Resolution No. 2018 - 038
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, the City Manager has established an ad hoc administrative Streets Capital Improvement Plan Review Committee to review the capital improvement needs for streets within the city and to help formulate recommendations to the city council and planning commission on the multi-year Streets Capital Improvement Program; and

WHEREAS, the term of the committee will expire on May 31, 2018; and

WHEREAS, the City Manager has requested that the city council appoint two of its members to serve on this committee;

NOW THEREFORE BE IT RESOLVED BY THE CITY OF YPSILANTI that the city council does hereby appoint _____ and _____ from the city council to serve on the City Manager's ad hoc administrative Streets Capital Improvement Plan Review Committee to review the capital improvement needs for streets within the city and to help formulate recommendations to the city council and planning commission on the multi-year Streets Capital Improvement Plan for a term to expire on May 31, 2018.

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:

DIVISION 6. - SNOW REMOVAL ROUTES^[5]

• Sec. 102-181. - Definitions.

The following words, terms and phrases, when used in this division, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Primary snow emergency routes means those streets generally traversing the entire city or major portion thereof and are considered essential to the rapid movement of emergency vehicles, and normally carry the heaviest traffic volume.

Secondary snow emergency routes means streets which provide access to primary snow emergency routes and are frequently used by emergency vehicles.

(Code 1983, § 10.4(2.60))

• Sec. 102-182. - Parking.

(a)

Whenever the city manager finds, on the basis of falling snow, sleet or freezing rain, or on the basis of the forecast by the United States weather bureau, or other weather service, of snow, sleet or freezing rain, that weather conditions will make it necessary that motor vehicle traffic be expedited and that parking on city streets be prohibited and restricted for snowplowing and other purposes, he shall put into effect a parking prohibition on primary snow emergency routes or secondary snow emergency routes, or both, as necessary, by declaring a weather emergency in the manner prescribed in [section 102-183](#).

(b)

Once in effect, a prohibition against parking on primary snow emergency routes under this section shall remain in effect until terminated by an announcement of the city manager, as provided in [section 102-183](#). While the prohibition is in effect, no person shall park or allow to remain parked any vehicle on any portion of a primary snow emergency route to which it applies.

(c)

Once in effect, prohibition against parking on a secondary snow emergency route under this section shall remain in effect until terminated by announcement of the city manager as provided in [section 102-183](#). While the prohibition is in effect, no person shall park or allow to remain parked any vehicle on any portion of a secondary snow emergency route between the hours of 12:01 a.m. and 8:00 a.m. of any day. However, the prohibition shall terminate for the part of a street which has been substantially cleared of snow and ice from curb to curb for a length between two consecutive street intersections.

(Code 1983, § 10.4(2.61))

• Sec. 102-183. - Notice.

The prohibitions provided in this section shall take effect when the city manager causes notice of such prohibitions to be publicly announced by radio stations with normal operating ranges covering the city. The prohibition against parking on primary snow emergency routes shall take effect at the time provided in the announcements. However, the prohibition for parking on secondary snow emergency routes shall not take effect earlier than 12 hours after the first such announcement. The city manager may also cause notice of the parking prohibitions to be published in newspapers of general circulation, when feasible.

(Code 1983, § 10.4(2.62))

- **Sec. 102-184. - Parking otherwise prohibited.**

Nothing contained in sections [102-181](#) to [102-183](#) permits parking at times or places where it is otherwise prohibited by this Code.

(Code 1983, § 10.4(2.63))

- **Sec. 102-185. - Stalled vehicle on snow emergency route.**

Whenever a vehicle becomes stalled for any reason on any part of a snow emergency route on which there is a covering of snow, sleet or ice or on which there is a parking prohibition in effect, the person operating such vehicle shall take immediate action to have the vehicle towed or pushed off the roadway. No person shall abandon or leave his vehicle in the roadway of a snow emergency route, regardless of whether it is indicated, by raising the hood or otherwise, that the vehicle is stalled, except for the purpose of securing assistance during the actual time necessary to go to a nearby telephone or a nearby garage, gasoline station or other place of assistance and return without delay.

(Code 1983, § 10.4(2.64))

- **Sec. 102-186. - Impounding.**

Any vehicle parked on any primary or secondary snow emergency route in violation of any of the provisions of this division may be impounded, and no person shall recover any vehicle removed pursuant to this section without first paying the cost of the removal and the cost of storage. Any payments required by this section shall not be construed as a penalty so as to preclude prosecution for violation of any of the provisions of this division.

(Code 1983, § 10.4(2.65))

- **Sec. 102-187. - Evidence with respect to vehicles parked or left in violation of division.**

In any prosecution with regard to a vehicle parked or left in place or in a condition in violation of any provision of this division, proof that the particular vehicle described in the complaint was parked or left in violation of the provision of this division, together with proof that the defendant named in the complaint was at the time the registered owner of such vehicle, shall constitute prima facie evidence that the defendant was the person who parked or left the vehicle in violation of this division.

(Code 1983, § 10.4(2.66))

- **Sec. 102-188. - Signs to mark snow emergency routes.**

Each street designated by the city manager as a primary snow emergency route shall be posted with appropriate signs at intervals not exceeding one-fourth mile (1,320 feet or 0.04 kilometers). Signs posted in accordance with this section shall be distinctive and uniform in appearance and shall be plainly visible and readable to persons traveling on the street or highway.

(Code 1983, § 10.4(2.67))

- **Sec. 102-189. - Penalty for violation of division.**

Violation of this division shall constitute a civil infraction with a fine of \$50.00 in addition to any other costs provided in this division.

(Code 1983, § 10.4(2.68))



Resolution No. 2018 - 026
February 6, 2018
(postponed)
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

Whereas, the City Charter requires that each year in February, City Council provides the City Manager, by resolution the budget priorities for the next fiscal year.

NOW THEREFORE BE IT RESOLVED, in accordance with Section 5.02 of the City Charter, the following direction is hereby given:

That the City Manager shall present City Council with a balanced Resources Allocation Plan for Fiscal Year 2018-2019 using the City's organizational values and the following goals and priorities:

CITY COUNCIL GOALS:

1.

2.

3.

4.

5.

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:

City Council 2018 Goals—Priorities submitted by A Edmonds

Sustainability Category: SOCIAL

Goal #1: Improve Working Conditions, Morale, and Staff Relationships with City Government

☐ Add staff in the public safety area (police department, fire department, public safety) – HIGH PRIORITY, HIGH IMPACT;

1. Yes, begin doing so right away, including replacing DDA officer

☐ Conduct audit of city staffing levels in order to determine optimal staffing levels, wage levels, and technology needs for each department – HIGH PRIORITY, HIGH IMPACT;

☐ Find ways to increase compensation for city employees, both those who are bargained for and those who are not;

☐ Increase staffing in the City Clerk's office;

☐ Implement customer-service training for city employees;

2. Yes

City Council 2018 Goals—Priorities submitted by A Edmonds

Goal #2: Enhance Communication between City Government and Residents

☐ Evaluate technology to enable high-quality live-streaming of City Council meetings;

3. Yes, do so in professional (not DIY) way

☐ Identify media outlet for eastern part of Washtenaw County that can put news from the city out into the community;

☐ Continue and enhance work with CONCENTRATE Media to highlight accomplishments of the city;

4. Yes continue this great partnership

☐ Enhance city's social media presence;

5. Yes—current policy is inadequate and no one is in charge.

☐ Find ways to communicate with residents who do not have access to Internet – perhaps newsletters sent with tax bills, or postcards with current news posted around town;

☐ Hire interns from local universities to assist city staff in performing communication functions with residents;

6. NO. This cannot be left to interns without a communications professional overseeing. Interns are great but not as a substitute to professional staff in this arena.

☐ Maintain councilmembers' focus on communicating with residents.

Additional related items from AEdmonds:

7. Must have a staff person dedicated in part to communications, who comes with that background. This person needs to proactively manage social media, media relations, proactive and reactive communications with residents, and SeeClickFix.

8. Proactively reach out to and engage residents on how to engage with city government—e.g. comprehensive mailings and other channels of communication re: registering to vote, more proactive reminders of where and when to vote, what jurisdiction someone lives in, how to reach their representatives, who does what, how to apply for boards nad commissions, etc.

City Council 2018 Goals—Priorities submitted by A Edmonds

Sustainability Category: SOCIAL

Goal #3: Enhance Performance of Public Safety Functions

- ☐ Hire 1-2 more police officers and 1-2 more firefighters – HIGH PRIORITY, HIGH IMPACT;
 - 9. Yes including DDA officer, and recruiting pre-academy**
 - 10. Fill pipeline through Jr public safety (police and or fire) academies and outreach**
- ☐ Hire more employees in order to help the city with code enforcement and with building inspections – HIGH PRIORITY, HIGH IMPACT;
 - 11. Yes—current code enforcement is inadequate and causes much strife with residents, businesses, and visitors.**
 - 12. Snow removal issues have to be solved. Need more staffing for snow removal in winter, including youth and other temporary staffing particularly in commercial districts**
 - 13. Trash and general clean up (particularly in commercial areas and parks)—need year-round employees to work on keep things clean. Temp youth job training employees are fine.**
- ☐ Enhance training for public safety employees;
 - 14. Ensure training in many areas including mental health (work with Community Mental Health)**
- ☐ Improve traffic enforcement, implement traffic calming processes, and improve signage in the W. Cross Street area;
- ☐ Move ahead on capital improvements on N. Huron and W. Cross Street intersection;
- ☐ Investigate costs and options for digitization of city records to save money (as opposed to retrieving documents from Iron Mountain);
- ☐ Clean out and organize city storage at Iron Mountain.

Additional related items from AEdmonds:

- 15. Engage with citizens through Participatory Budget Process**

City Council 2018 Goals—Priorities submitted by A Edmonds

Sustainability Category: ECONOMIC

Goal #4: Balance the Budget for the Next Fiscal Year

- ☐ Review fee structure for the city, with a special emphasis on rental inspection fees – HIGH PRIORITY, HIGH IMPACT;
- ☐ Increase revenue from parking fees (monetize parking more) and collection of parking fines;
16. **Fund parking study asap so we can figure out what/where when**
- ☐ Find money within the budget for other priorities listed in this document, including staffing increases;
- ☐ Attempt to use staffing increases to reduce overtime expenses, and employee burnout/safety risks, for police and fire departments;
- ☐ Reinstate city contributions to Parkridge Community Center, Rutherford Pool, Senior Center;
17. **Yes, along with \$\$ for basic park infrastructure and upgrades**
- ☐ Determine the amount of money to be set aside for long-term capital projects;
- ☐ Continue to build and maintain cash reserves to protect against unanticipated future challenges.

City Council 2018 Goals—Priorities submitted by A Edmonds

Sustainability Category: ECONOMIC

Goal #5: Make Progress on Longer-Term Fiscal Issues Confronting City

- ☐ Determine how to market Water Street and move ahead with finding a developer – HIGH PRIORITY, HIGH IMPACT;
- ☐ Implement CBO – HIGH PRIORITY, HIGH IMPACT
 - 18. Yes, put in place**
 - 19. Also, set short and long-term strategy for housing affordability**
- ☐ Take concrete steps to reduce fire and police pension millage – HIGH PRIORITY, HIGH IMPACT;
- ☐ Move Recycling Center, as a way to open up more grant options for the city – HIGH PRIORITY, HIGH IMPACT;
 - 20. Do this right away, potentially partnership with YCS and/or EMU**
- ☐ Look into municipal management software as a technology upgrade, with a goal of saving on labor costs, improving communication, and reducing use of Iron Mountain storage;
- ☐ Ensure continued development-friendly policies;
- ☐ Prioritize and begin to work on capital improvement projects for buildings;
- ☐ Develop parking strategy to provide more parking spaces in downtown areas, generate more revenue from parking, and provide funding for comprehensive study of parking downtown
 - 21. Fund parking study asap so we can figure out what/where changes need to occur**
- ☐ Determine how to handle recycling – involve apartments? Is it financially useful to the city?
- ☐ Hire more employees in order to help the city with code enforcement and with building inspections;
- ☐ Move capital projects to a “shovel ready” state in order to be able to move ahead with them when finances allow;
 - 22. Prioritize securing funding for and moving forward with the train stop**
- ☐ Continue to build and maintain cash reserves to protect against unanticipated future challenges.

Additional related items from AEdmonds:

- 23. Prioritize other placemaking investments**

City Council 2018 Goals—Priorities submitted by A Edmonds

Sustainability Category: ECOLOGICAL

Goal #6: Address Ecological Issues Facing the City

- ☐ Move Recycling Center, as a way to open up more grant options for the city – HIGH PRIORITY, HIGH IMPACT;

24. Do this right away, potentially partnership with YCS and/or EMU

- ☐ Determine how to handle recycling – involve apartments? Is it financial useful to the city? – HIGH PRIORITY, HIGH IMPACT;

25. Expand recycling overall, including implementing multi-family recycling (require through ordinance, but include as city service up to some threshold of units, through bidding new contract that switches to 96 gallon bins for trash and recycling, or something similar)

26. Add pedestrian public recycling in commercial districts and parks (Big Belly or just recycling ped-cans)

27. Work with county and partners to explore regional recycling authority and partnerships, including with EMU and YCS as well as neighboring communities

- ☐ Work on DPS plan for alternative vehicle research – alternative fuel vehicles, or electric vehicles;

- ☐ Give more TLC to the park system;

28. Engage community in priorities for parks upgrades—use participatory budget process

29. Get bathrooms reopened/updated, ensure water fountains work

30. Work with partners re: rain gardens (in Riverside flooding area) and other environmental measures to improve park conditions

- ☐ Reinvest energy-saving money to install additional solar panels;

31. YES

- ☐ Continue to explore options for a solar field for the city dump.

Additional related items from AEdmonds:

32. Set strong carbon reduction goals for municipal operations (revisit from Climate Action Plan) with multi-year plan for getting there

33. Invest in infrastructure bike-share/EV charging stations/stationary charging bike/car share, in partnership with local government and university partners

34. Continue to support Solar Ypsi

Frances McMullan

From: Beth Bashert <beth_bashert@yahoo.com>
Sent: Monday, February 12, 2018 3:59 PM
To: Frances McMullan; Darwin McClary
Subject: list of priorities from Beth

france and Darwin:

Please see my list of budget priorities from the goal setting sessions: These are just the priorities that have an impact on the budget, beyond some line item for a one time expense. For example, one of my priorities is to have staff trained in customer service. That will cost something but does not majorly impact the budget so I am keeping it off for now.

Goal #1: Improving work conditions.....: Numbers 1, 2, and 3

Goal #2: Enhance Communication.....: Number 1

Goal #3: Enhance Performance.....: Numbers 1, 2, 4, 6, and 7

Goal #4: Balance the budget.....: Numbers 1, 5 and 6

Goal #5: Make Progress on Longer Term.....: Numbers 1, 4, 5, 7, 8, 9, 10, 12

Goal #6: Address Ecological....: Numbers 1, 3, 4

thank you!

Beth C Bashert
<http://bashert.us>
734-368-3573 c

CM Robb
rec'd 2/13/18

GOALS

- Correct fee schedule to reflect actual staff costs (i.e. Rental Inspection)
- Develop plan to hire temporary summer employees by the beginning of June 2018
- Complete engineering for the reconfiguration of Huron-Cross interstection
- Resurface 400 block of High Street
- Remove and replace existing fall protection for Prospect Park playground
- Develop data collection for determining on-street parking marking, crosswalk markings, etc. as well as deficient curb cuts
- Paperless office
- Complete engineering required to make Miles Street a demonstration street for traffic calming measures
- Complete engineering required to resurface Rice Street parking lot (less islands, bump-outs, etc.)
- Collapse DDA
- Remodel City Council chambers

Frances McMullan

From: Daniel Vogt
Sent: Wednesday, February 14, 2018 2:56 PM
To: Frances McMullan; Daniel Vogt; Darwin McClary
Subject: spending priorities in goalsetting

1. Restore public service staff by at least 3 police and 3 firefighter personnel from current actual employee levels
2. balance budget without using fund balance
3. set aside money toward early payoff of water street bonds and/or other future unidentified needs [est 25,000]
4. add staff for code/parking enforcement
5. study/analysis of ways to reduce costs/improve services, incl technology, different or additional staffing in each/any department., etc to improve service and reduce cost for parking enforcement/collection, storage and record retrieval costs, etc
6. partial restoration of Parkridge/Rutherford Pool/Senior Center assistance from city [est \$15,000]
7. money to move recycling center
8. training for all staff as needed
9. funds to be held toward dam removal or replacement [est \$25,000/yr]
10. parks capital improvement and repairs

Overall, concentrate on most essential services, long term cost cutting, better efficiency and effectiveness, not new projects

DEFER discussions as to: future pay increases to employees, rail depot, police and fire pension fund

Report to Ypsilanti City Council on Goal-Setting Sessions

January 26, 2018

Prepared by

**Jeffrey L. Bernstein
Department of Political Science
Eastern Michigan University**

Sustainability Category: SOCIAL

Goal #1: Improve Working Conditions, Morale, and Staff Relationships with City Government

- Add staff in the public safety area (police department, fire department, public safety) – HIGH PRIORITY, HIGH IMPACT; 1
- Conduct audit of city staffing levels in order to determine optimal staffing levels, wage levels, and technology needs for each department – HIGH PRIORITY, HIGH IMPACT; 5
- Find ways to increase compensation for city employees, both those who are bargained for and those who are not; 2
- Increase staffing in the City Clerk's office; 3
- Implement customer-service training for city employees; 4

Sustainability Category: SOCIAL

Goal #2: Enhance Communication between City Government and Residents

- Evaluate technology to enable high-quality live-streaming of City Council meetings;
- Identify media outlet for eastern part of Washtenaw County that can put news from the city out into the community;
- Continue and enhance work with CONCENTRATE Media to highlight accomplishments of the city;
- Enhance city's social media presence;
- Find ways to communicate with residents who do not have access to Internet – perhaps newsletters sent with tax bills, or postcards with current news posted around town;
- Hire interns from local universities to assist city staff in performing communication functions with residents;
- Maintain councilmembers' focus on communicating with residents.

Sustainability Category: SOCIAL

Goal #3: Enhance Performance of Public Safety Functions

- Hire 1-2 more police officers and 1-2 more firefighters – HIGH PRIORITY, HIGH IMPACT;
- Hire more employees in order to help the city with code enforcement and with building inspections – HIGH PRIORITY, HIGH IMPACT;
- Enhance training for public safety employees;
- Improve traffic enforcement, implement traffic calming processes, and improve signage in the W. Cross Street area;
- Move ahead on capital improvements on N. Huron and W. Cross Street intersection;
- Investigate costs and options for digitization of city records to save money (as opposed to retrieving documents from Iron Mountain);
- Clean out and organize city storage at Iron Mountain.

Sustainability Category: ECONOMIC

Goal #4: Balance the Budget for the Next Fiscal Year

- Review fee structure for the city, with a special emphasis on rental inspection fees – HIGH PRIORITY, HIGH IMPACT;
- Increase revenue from parking fees (monetize parking more) and collection of parking fines;
- Find money within the budget for other priorities listed in this document, including staffing increases;
- Attempt to use staffing increases to reduce overtime expenses, and employee burnout/safety risks, for police and fire departments;
- Reinstate city contributions to Parkridge Community Center, Rutherford Pool, Senior Center;
- Determine the amount of money to be set aside for long-term capital projects;
- Continue to build and maintain cash reserves to protect against unanticipated future challenges.

Sustainability Category: ECONOMIC

Goal #5: Make Progress on Longer-Term Fiscal Issues Confronting City

- Determine how to market Water Street and move ahead with finding a developer – HIGH PRIORITY, HIGH IMPACT;
- Implement CBO – HIGH PRIORITY, HIGH IMPACT
- Take concrete steps to reduce fire and police pension millage – HIGH PRIORITY, HIGH IMPACT;
- Move Recycling Center, as a way to open up more grant options for the city – HIGH PRIORITY, HIGH IMPACT;
- Look into municipal management software as a technology upgrade, with a goal of saving on labor costs, improving communication, and reducing use of Iron Mountain storage;
- Ensure continued development-friendly policies;
- Prioritize and begin to work on capital improvement projects for buildings;
- Develop parking strategy to provide more parking spaces in downtown areas, generate more revenue from parking, and provide funding for comprehensive study of parking downtown
- Determine how to handle recycling – involve apartments? Is it financially useful to the city?
- Hire more employees in order to help the city with code enforcement and with building inspections;
- Move capital projects to a “shovel ready” state in order to be able to move ahead with them when finances allow;
- Continue to build and maintain cash reserves to protect against unanticipated future challenges.

Sustainability Category: ECOLOGICAL

Goal #6: Address Ecological Issues Facing the City

- Move Recycling Center, as a way to open up more grant options for the city – HIGH PRIORITY, HIGH IMPACT;
- Determine how to handle recycling – involve apartments? Is it financial useful to the city? – HIGH PRIORITY, HIGH IMPACT;
- Work on DPS plan for alternative vehicle research – alternative fuel vehicles, or electric vehicles;
- Give more TLC to the park system;
- Reinvest energy-saving money to install additional solar panels;
- Continue to explore options for a solar field for the city dump.

Report to Ypsilanti City Council on Goal-Setting Sessions

January 26, 2018

Prepared by

**Jeffrey L. Bernstein
Department of Political Science
Eastern Michigan University**

Sustainability Category: SOCIAL

Goal #1: Improve Working Conditions, Morale, and Staff Relationships with City Government

- Add staff in the public safety area (police department, fire department, public safety) – HIGH PRIORITY, HIGH IMPACT;
- Conduct audit of city staffing levels in order to determine optimal staffing levels, wage levels, and technology needs for each department – HIGH PRIORITY, HIGH IMPACT;
- Find ways to increase compensation for city employees, both those who are bargained for and those who are not;
- Increase staffing in the City Clerk's office;
- Implement customer-service training for city employees;

Sustainability Category: SOCIAL

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- Evaluate technology to enable high-quality live-streaming of City Council meetings;
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- Find ways to communicate with residents who do not have access to Internet – perhaps newsletters sent with tax bills, or postcards with current news posted around town;
- Hire interns from local universities to assist city staff in performing communication functions with residents;
- Maintain councilmembers' focus on communicating with residents.

Sustainability Category: SOCIAL

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- Hire 1-2 more police officers and 1-2 more firefighters – HIGH PRIORITY, HIGH IMPACT;
- Hire more employees in order to help the city with code enforcement and with building inspections – HIGH PRIORITY, HIGH IMPACT;
- Enhance training for public safety employees;
- Improve traffic enforcement, implement traffic calming processes, and improve signage in the W. Cross Street area;
- Move ahead on capital improvements on N. Huron and W. Cross Street intersection;
- Investigate costs and options for digitization of city records to save money (as opposed to retrieving documents from Iron Mountain);
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- Review fee structure for the city, with a special emphasis on rental inspection fees – HIGH PRIORITY, HIGH IMPACT;
- Increase revenue from parking fees (monetize parking more) and collection of parking fines;
- Find money within the budget for other priorities listed in this document, including staffing increases;
- Attempt to use staffing increases to reduce overtime expenses, and employee burnout/safety risks, for police and fire departments;
- Reinstate city contributions to Parkridge Community Center, Rutherford Pool, Senior Center;
- Determine the amount of money to be set aside for long-term capital projects;
- Continue to build and maintain cash reserves to protect against unanticipated future challenges.

Sustainability Category: ECONOMIC

Goal #5: Make Progress on Longer-Term Fiscal Issues Confronting City

- Determine how to market Water Street and move ahead with finding a developer – HIGH PRIORITY, HIGH IMPACT;
- Implement CBO – HIGH PRIORITY, HIGH IMPACT
- Take concrete steps to reduce fire and police pension millage – HIGH PRIORITY, HIGH IMPACT;
- Move Recycling Center, as a way to open up more grant options for the city – HIGH PRIORITY, HIGH IMPACT;
- Look into municipal management software as a technology upgrade, with a goal of saving on labor costs, improving communication, and reducing use of Iron Mountain storage;
- Ensure continued development-friendly policies;
- Prioritize and begin to work on capital improvement projects for buildings;
- Develop parking strategy to provide more parking spaces in downtown areas, generate more revenue from parking, and provide funding for comprehensive study of parking downtown
- Determine how to handle recycling – involve apartments? Is it financially useful to the city?
- Hire more employees in order to help the city with code enforcement and with building inspections;
- Move capital projects to a “shovel ready” state in order to be able to move ahead with them when finances allow;
- Continue to build and maintain cash reserves to protect against unanticipated future challenges.

Sustainability Category: ECOLOGICAL

Goal #6: Address Ecological Issues Facing the City

- Move Recycling Center, as a way to open up more grant options for the city – HIGH PRIORITY, HIGH IMPACT;
- Determine how to handle recycling – involve apartments? Is it financial useful to the city? – HIGH PRIORITY, HIGH IMPACT;
- Work on DPS plan for alternative vehicle research – alternative fuel vehicles, or electric vehicles;
- Give more TLC to the park system;
- Reinvest energy-saving money to install additional solar panels;
- Continue to explore options for a solar field for the city dump.

Print**Citizen Advisory Boards and Commissions Participation Resume - Submission #336****Date Submitted: 12/23/2017**

The people of Ypsilanti are involved in their City government and are an important part of the community's achievements. Individuals interested in receiving more information in regards to serving on an advisory board or commission are invited to contact the City Clerk's Office at 734-483-1100. Alternatively, citizens who would like to participate can submit their information in the form below.

Name*

Steven C Landstrom

Email Address*

s [REDACTED]

Address

[REDACTED]

City

Ypsilanti

State

Michigan

Zip Code

48198

Phone Number*

[REDACTED]

Fax Number**Number of Years in the Community**

2.5

Ward You Live In

3

Education

Bachelors of Science in Nursing and Juris Doctorate

Occupation

Complex Medical Claims Specialist

Employer

Hanover Insurance Group

Are you applying for youth membership?

Three Commission Allow Youth Membership (Sustainability, Parks and Recreation, & Human Relations)

☐ Yes☒ No**I would like to be considered and could devote sufficient time to serve on the following board or commission:**☐ Review and Tax Assessment Board☒ Board of Ethics☐ Fire Civil Service Commission☐ YCUA☐ Ypsilanti Downtown Development Authority☐ Economic Development Corporation/Brownfield Redevelopment Authority☐ Historic District Commission☐ Ypsilanti Housing Commission☐ Human Relations Commission☐ Planning Commission☐ Non-motorized Advisory Committee☐ Property Maintenance Construction Board of Appeals☐ Parks and Recreation Commission☐ Ann Arbor Area Transit Authority☐ Police and Fire Pension Board☐ Huron River Watershed Council☐ Sustainability Commission☐ Police Advisory Commission**Why are you interested in serving on these boards/commissions?***

I'd like to be involved in my community and help ensure that the standards of conduct are being upheld.

Work/volunteer experience related to the board or commission:

My experience as both a registered nurse and a licensed attorney have given me a solid understanding of the importance of ethical standards and a unique perspective having had to take oaths committing to uphold certain standards for each profession.

I understand that appointment to a City of Ypsilanti board or commission requires regular attendance at board meetings.☒ Yes**I hereby certify that all of the information above is true.**☒ Yes

[Print](#)**Citizen Advisory Boards and Commissions Participation Resume - Submission #338****Date Submitted: 1/1/2018**

The people of Ypsilanti are involved in their City government and are an important part of the community's achievements. Individuals interested in receiving more information in regards to serving on an advisory board or commission are invited to contact the City Clerk's Office at 734-483-1100. Alternatively, citizens who would like to participate can submit their information in the form below.

Name*

Elizabeth Currans

Email Address***Address****City**

Ypsilanti

State

MI

Zip Code

48197

Phone Number***Fax Number****Number of Years in the Community**

7

Ward You Live In

1

Education

PhD

Occupation

Professor

Employer

EMU

Are you applying for youth membership?

Three Commission Allow Youth Membership (Sustainability, Parks and Recreation, & Human Relations)

☐ Yes☒ No**I would like to be considered and could devote sufficient time to serve on the following board or commission:**☐ Review and Tax Assessment Board☒ Board of Ethics☐ Fire Civil Service Commission☐ YCUA☐ Ypsilanti Downtown Development Authority☐ Economic Development Corporation/Brownfield Redevelopment Authority☐ Historic District Commission☐ Ypsilanti Housing Commission☐ Human Relations Commission☐ Planning Commission☐ Non-motorized Advisory Committee☐ Property Maintenance Construction Board of Appeals☐ Parks and Recreation Commission☐ Ann Arbor Area Transit Authority☐ Police and Fire Pension Board☐ Huron River Watershed Council☐ Sustainability Commission☐ Police Advisory Commission☐**Why are you interested in serving on these boards/commissions?***

I am interested in being more involved in my community. An ethics board is an important part of our local government. I'd like to see it be active and am happy to be part of it becoming active.

Work/volunteer experience related to the board or commission:

I teach theory, including feminist ethics. I've also been part of grassroots organizing efforts over the past 20 years in communities I've lived in in Oregon, California, and Michigan. Much of the work I've done has been in ad hoc groups that have advocated for women's and LGBTQ rights, and for social justice more broadly. In Ypsi I've served on the board of the Ypsi Food Coop, including chairing the Food Ethics Committee, worked with Occupy Ypsilanti, and helped organize at march on January 21, 2017 called Love Resilience Action Ypsilanti.

I understand that appointment to a City of Ypsilanti board or commission requires regular attendance at board meetings.☒ Yes

Print**Citizen Advisory Boards and Commissions Participation Resume - Submission #340****Date Submitted: 1/2/2018**

The people of Ypsilanti are involved in their City government and are an important part of the community's achievements. Individuals interested in receiving more information in regards to serving on an advisory board or commission are invited to contact the City Clerk's Office at 734-483-1100. Alternatively, citizens who would like to participate can submit their information in the form below.

Name*

DaQuann Harrison

Email Address*

[REDACTED]

Address

[REDACTED]

City

Ypsilanti

State

Michigan

Zip Code

48198

Phone Number*

[REDACTED]

Fax Number**Number of Years in the Community**

17

Ward You Live In

Ward 2

Education

HS Diploma

Occupation

Student

Employer**Are you applying for youth membership?**

Three Commission Allow Youth Membership (Sustainability, Parks and Recreation, & Human Relations)

☒ Yes

☐ No

I would like to be considered and could devote sufficient time to serve on the following board or commission:

☐ Review and Tax Assessment Board

☐ Board of Ethics

☒ Fire Civil Service Commission

☐ YCUA

☐ Ypsilanti Downtown Development Authority

☐ Economic Development Corporation/Brownfield Redevelopment Authority

☐ Historic District Commission

☒ Ypsilanti Housing Commission

☒ Human Relations Commission

☐ Planning Commission

☐ Non-motorized Advisory Committee

☐ Property Maintenance Construction Board of Appeals

☐ Parks and Recreation Commission

☒ Ann Arbor Area Transit Authority

☐ Police and Fire Pension Board

☐ Huron River Watershed Council

☐ Sustainability Commission

☒ Police Advisory Commission

**Why are you interested in serving on these boards/commissions?***

As a young uprising leader in the Ypsilanti Community. My passion and voice is imperative on the selected boards/commissions. I believe I'll be able to bring a vital piece to the table due to my involvement in the community, County, and state.

Work/volunteer experience related to the board or commission:

I understand that appointment to a City of Ypsilanti board or commission requires regular attendance at board meetings.

☒ Yes

I hereby certify that all of the information above is true.

☒ Yes

Print**Citizen Advisory Boards and Commissions Participation Resume - Submission #334****Date Submitted: 12/6/2017**

The people of Ypsilanti are involved in their City government and are an important part of the community's achievements. Individuals interested in receiving more information in regards to serving on an advisory board or commission are invited to contact the City Clerk's Office at 734-483-1100. Alternatively, citizens who would like to participate can submit their information in the form below.

Name*

Kathleen McCormick

Email Address*

[REDACTED]

Address

[REDACTED]

City

Ypsilanti

State

MI

Zip Code

49197

Phone Number*

[REDACTED]

Fax Number**Number of Years in the Community**

55

Ward You Live In

First

Education

Some college

Occupation

Property Manager

Employer

Millennia Housing Management

Are you applying for youth membership?

Three Commission Allow Youth Membership (Sustainability, Parks and Recreation, & Human Relations)

☐ Yes☒ No**I would like to be considered and could devote sufficient time to serve on the following board or commission:**☐ Review and Tax Assessment Board☐ Board of Ethics☐ Fire Civil Service Commission☐ YCUA☐ Ypsilanti Downtown Development Authority☐ Economic Development Corporation/Brownfield Redevelopment Authority☐ Historic District Commission☐ Ypsilanti Housing Commission☐ Human Relations Commission☐ Planning Commission☐ Non-motorized Advisory Committee☐ Property Maintenance Construction Board of Appeals☐ Parks and Recreation Commission☐ Ann Arbor Area Transit Authority☐ Police and Fire Pension Board☐ Huron River Watershed Council☐ Sustainability Commission☒ Police Advisory Commission☒**Why are you interested in serving on these boards/commissions?***

I understand the importance of YPD and our community having a positive relationship and would love to work towards establishing this.

Work/volunteer experience related to the board or commission:

None

I understand that appointment to a City of Ypsilanti board or commission requires regular attendance at board meetings.☒ Yes**I hereby certify that all of the information above is true.**☒ Yes

Print**Citizen Advisory Boards and Commissions Participation Resume - Submission #329****Date Submitted: 12/5/2017**

The people of Ypsilanti are involved in their City government and are an important part of the community's achievements. Individuals interested in receiving more information in regards to serving on an advisory board or commission are invited to contact the City Clerk's Office at 734-483-1100. Alternatively, citizens who would like to participate can submit their information in the form below.

Name*

Heather Freeling

Email Address***Address****City**

Ypsilanti

State

MI

Zip Code

48197

Phone Number***Fax Number****Number of Years in the Community**

12

Ward You Live In

1

Education

Bachelors in Criminal Justice & Sociology

Occupation

Realtor

Employer

Trillium Real Estate

Are you applying for youth membership?

Three Commission Allow Youth Membership (Sustainability, Parks and Recreation, & Human Relations)

☐ Yes☒ No**I would like to be considered and could devote sufficient time to serve on the following board or commission:**☐ Review and Tax Assessment Board☐ Board of Ethics☐ Fire Civil Service Commission☐ YCUA☐ Ypsilanti Downtown Development Authority☐ Economic Development Corporation/Brownfield Redevelopment Authority☐ Historic District Commission☐ Ypsilanti Housing Commission☐ Human Relations Commission☐ Planning Commission☐ Non-motorized Advisory Committee☐ Property Maintenance Construction Board of Appeals☐ Parks and Recreation Commission☐ Ann Arbor Area Transit Authority☐ Police and Fire Pension Board☐ Huron River Watershed Council☐ Sustainability Commission☒ Police Advisory Commission**Why are you interested in serving on these boards/commissions?***

My interest lies in helping effectively bridge the gaps that exist between the Criminal Justice System and the community. Statistical inferences play a role, but I'd like to be a part of this commission in order to explore more immediate social observations in order to present innovative and thoughtful ideas and insight.

Work/volunteer experience related to the board or commission:

- Community Officer-Eastern Michigan University Police Department.
 - Volunteer service teaching local self defense classes.
 - Police Officer-Las Vegas Metro
- Business owner in downtown Ypsilanti

I understand that appointment to a City of Ypsilanti board or commission requires regular attendance at board meetings.☒ Yes

Print**Citizen Advisory Boards and Commissions Participation Resume - Submission #330****Date Submitted: 12/5/2017**

The people of Ypsilanti are involved in their City government and are an important part of the community's achievements. Individuals interested in receiving more information in regards to serving on an advisory board or commission are invited to contact the City Clerk's Office at 734-483-1100. Alternatively, citizens who would like to participate can submit their information in the form below.

Name*

Gail Wolkoff

Email Address*

[REDACTED]

Address

[REDACTED]

City

Ypsilanti

State

Mi

Zip Code

48197

Phone Number*

[REDACTED]

Fax Number**Number of Years in the Community**

25

Ward You Live In

2

Education

Masters in education

Occupation

Educator, Advocate of Youth

Employer

Educate Youth/ self

Are you applying for youth membership?

Three Commission Allow Youth Membership (Sustainability, Parks and Recreation, & Human Relations)

☐ Yes☒ No**I would like to be considered and could devote sufficient time to serve on the following board or commission:**☐ Review and Tax Assessment Board☐ Board of Ethics☐ Fire Civil Service Commission☐ YCUA☐ Ypsilanti Downtown Development Authority☐ Economic Development Corporation/Brownfield Redevelopment Authority☐ Historic District Commission☐ Ypsilanti Housing Commission☐ Human Relations Commission☐ Planning Commission☐ Non-motorized Advisory Committee☐ Property Maintenance Construction Board of Appeals☐ Parks and Recreation Commission☐ Ann Arbor Area Transit Authority☐ Police and Fire Pension Board☐ Huron River Watershed Council☐ Sustainability Commission☒ Police Advisory Commission**Why are you interested in serving on these boards/commissions?***

Educate Youth and Dedicated to Make a Change have worked with Ypsilanti Police and the sheriff department to create a friendly and safe environment for teens. This is a continuation of this work.

Work/volunteer experience related to the board or commission:

I have served on the Jim Toy Community Center and the Community Action Network

I understand that appointment to a City of Ypsilanti board or commission requires regular attendance at board meetings.☒ Yes**I hereby certify that all of the information above is true.**☒ Yes

Print**Citizen Advisory Boards and Commissions Participation Resume - Submission #331****Date Submitted: 12/6/2017**

The people of Ypsilanti are involved in their City government and are an important part of the community's achievements. Individuals interested in receiving more information in regards to serving on an advisory board or commission are invited to contact the City Clerk's Office at 734-483-1100. Alternatively, citizens who would like to participate can submit their information in the form below.

Name*

Bill Riccobono

Email Address*

[REDACTED]

Address

[REDACTED]

City

Ypsilanti

State

MI

Zip Code

48197

Phone Number*

[REDACTED]

Fax Number**Number of Years in the Community**

40+

Ward You Live In**Education**

Masters

Occupation

Retired YHS School Counselor

Employer

NA

Are you applying for youth membership?

Three Commission Allow Youth Membership (Sustainability, Parks and Recreation, & Human Relations)

☐ Yes

☒ No
I would like to be considered and could devote sufficient time to serve on the following board or commission:
☐ Review and Tax Assessment Board

☐ Board of Ethics

☐ Fire Civil Service Commission

☐ YCUA

☐ Ypsilanti Downtown Development Authority

☐ Economic Development Corporation/Brownfield Redevelopment Authority

☐ Historic District Commission

☐ Ypsilanti Housing Commission

☐ Human Relations Commission

☐ Planning Commission

☐ Non-motorized Advisory Committee

☐ Property Maintenance Construction Board of Appeals

☐ Parks and Recreation Commission

☐ Ann Arbor Area Transit Authority

☐ Police and Fire Pension Board

☐ Huron River Watershed Council

☐ Sustainability Commission

☒ Police Advisory Commission
**Why are you interested in serving on these boards/commissions?***

I know a number of people in the community and am well aware of the issues both above and below the surface. I believe I am fair minded and would be effective in communicating with all involved parties. Lastly, I would like to serve and assist in this challenging area.

Work/volunteer experience related to the board or commission:

I am a facilitator for R.A.C.E., a free dialogue group open to the public, a volunteer in Peacemaking Circles via the Dispute Resolution Center which serves the Washtenaw district courts system. I am a member of the AA Friends Meeting (Quakers) and am active in their racial justice initiatives.

I understand that appointment to a City of Ypsilanti board or commission requires regular attendance at board meetings.
☒ Yes



**CITY OF YPSILANTI
BOARDS AND COMMISSIONS
CITIZEN PARTICIPATION RESUME**

****Note:** You must be a registered voter and a city resident to be eligible to serve on a City of Ypsilanti Board or Commission.

NAME:

Bryan R. Foley

ADDRESS:

[REDACTED]

48197

Number of years in the community: _____

HOME PHONE:

[REDACTED]

Call: A.M. or P.M. (please circle)

CELL PHONE:

[REDACTED]

WORK PHONE:

[REDACTED]

EMAIL ADDRESS:

Ypsilanti MI 48197

EDUCATION:

H.S. Grad. I.B.E.W Journeyman

Insite Wireman (Trade school grad)

CURRENT OCCUPATION:

Electrician

CURRENT EMPLOYER:

AARNETH Lighting Solutions

I would like to be considered and could devote sufficient time to serve on the following Board(s) or Commission(s) in order of preference:

1. Sustainability

2. _____

Please indicate experience and/or qualifications that would help make you an effective member of each board for which you have applied.

WORK/VOLUNTEER EXPERIENCE:

Actively work in drug
Rehabilitation Community, Hope Clinic
and @ PARKRIDGE C.C.

I understand that appointment to a City of Ypsilanti Board or Commission requires regular attendance at board meetings.

SIGNATURE:

[REDACTED]

DATE:

4/23/2018

(Return completed form to: City Clerk's Office, 1 S. Huron Street, Ypsilanti, MI 48197)



Memorandum

To: City Manager D. McClary

From: Chief A. DeGiusti

Date: February 13, 2018

Subject: Response to City Council Question Regarding Staffing.

Sir,

After careful consideration of the questions posed regarding manpower at the police department I find it difficult to narrow it down to the specific impacts that the addition of 2 of 3 officers would have. The level of service is directly related to the number of personnel. We are far beyond the adage of doing more with less as most people in the police department are tasked with many additional duties. As I'm sure you are aware at the start of the 2016-17 budget year the department was slated to have 32 officers. Three officers were deleted as a mid-year budget adjustment and then three more positions were deleted for the current year. The loss of 6 positions, more than an entire shift, caused the department to eliminate all but the most basic functions.

The most immediate position to fill would be the DDA Officer. The DDA has been very patient in waiting for the replacement of the position and the City has an obligation to fill it when able. I have stated many times to the City Council that I would make the assignment as soon as possible and I would stand by my word by making this assignment first. The second officer would be an assignment to the Detective Bureau. There are only two detectives at this time and the workload is overwhelming. In addition, this would slightly relieve the burden of case load on the patrol officers. I emphasize "slight" as this additional detective would be taking the most serious cases and the patrol officers would still carry a case load. If only given three officers it is difficult to see where the addition of one person would be most impactful. At this point I would explore the assignment of a Court/Property Officer or an additional detective. Again, this would ease some of the burden on the patrol function that has to deal with court issues and caseloads.

Regarding impacts to service. Obviously we would have a more pronounced presence in the DDA District and this would aid in our outreach efforts. There would be an increase in the efficiency of the work regarding major investigations, but that may not be readily noticeable by most of the public. This would most likely also apply to the Court/Property Officer position as it would decrease some of the burdens on the patrol officers, but again probably not to the degree that it would be a noticeable increase in service to the public. Overtime would probably not be significantly impacted by the increase of 2 or 3 officers and these particular assignments.

The larger overall question about what the department staffing levels should be is again subjected to the overall expectation of the levels of service. Some members of City Council have asked about Community Policing and other community engagement initiatives on many occasions. The simple fact is that Community Policing is labor intensive. I am not intimating that we should not do it, but we cannot do it half-heartedly. To do it poorly is worse than not doing it. As you are aware we are a very busy department as was indicated in the 2012 SEMCOG report as well as the 2017 version of the same report. I have extracted a few of the most relevant statistics to illustrate this point.

Police Benchmarks:

Measure	Benchmark	Regional average	Ypsilanti
· Personnel/10K population	11.8	24	15
· Police calls per 1000 population	301	575	703
· Violent crimes per 1000 pop.	1.3	4.4	8.3
· Property crimes per 1000 pop.	19	32	34
· Moving violations per 1000 pop.	198	147	92
· Calls dispatched per officer	287	287	455
· Arrest per 1000 population	20	39.4	74
· Crimes cleared per officer	8	5.4	11

As the numbers above show we are staffed far less than the Regional Average. However, that only tells part of the story. If you compare the calls for service and dispatched calls per officers you see that we far exceed both the Benchmarks and the Regional average. This is also true when you look at crimes per 1000. Although Property Crimes are close to the Regional Average, Violent crimes are almost double the Regional average and 6 times the Benchmark. Another telling number is the moving violation per 1000. I assure you that this number is not lower because the drivers in Ypsilanti have superior skills compared to other areas. It is the lack of time to do traffic enforcement that keeps this number down. Part of the problem with the SEMCOG report was that it does not really tell the whole story. I don't disagree with the numbers that they produced, but the other half of the story is all of the investigation, follow-up and court processing that each officer is tasked with because there are not enough support personnel (Detectives).

This really compounds the problem. It also does not allow for time to be spent doing some of the outreach that we should be doing.

If you look at the final report of the President's Task Force on 21st Century Policing you would see that most of the recommendations are sound and forward looking. This is most notable in Pillar 4 - Community Policing and Crime Reduction. The heading is followed by this statement: *Community policing requires the active building of positive relationships with members of the community.* I totally agree with this statement and it was supported in the report by testimony from Chiefs around the country. Chief Thomson of Camden N.J. was quoted in the report and I think he said it best, "...community policing starts on the street corner, with respectful interactions between a police officer and a local resident, a discussion that need not be related to a criminal matter. In fact, it is important that not all interactions be based on emergency calls or crime investigations." This type of activity takes time which due to our limited resources we have very little. This is time that I believe would be well spent and pay unmeasurable dividends if we were able to make that investment.

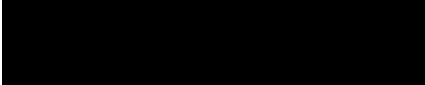
Understanding the limit of the city budget I know that we cannot write a blank check to the police department to be able to do all of the things that we would like to accomplish. That being the case I would propose a minimum effective staffing number and an optimum staffing situation.

Starting with the minimum staffing for effectiveness I put that number as 33 sworn personnel. This would not increase the command staff or administrative functions. This would be strictly additions to the service elements of the department. It would allow for 6 people per shift which would more widely distribute the calls for service as well as to allow for more time on each call to interact with the public. Opportunities to engage with the public in non-enforcement encounters would increase as well as opportunities to do other enforcement activities (i.e. traffic enforcement). It would also make the incidents of structural overtime extremely rare. There would be 4 detectives which would be enough to take over all felony cases and some serious misdemeanors. Again this would lift that responsibility from the patrol officers and free them to do other things. In addition, we would be able to restore the DDA position, maintain the School Resource Officer and restore our participation in LAWNET. I have attached an organizational chart that shows this configuration.

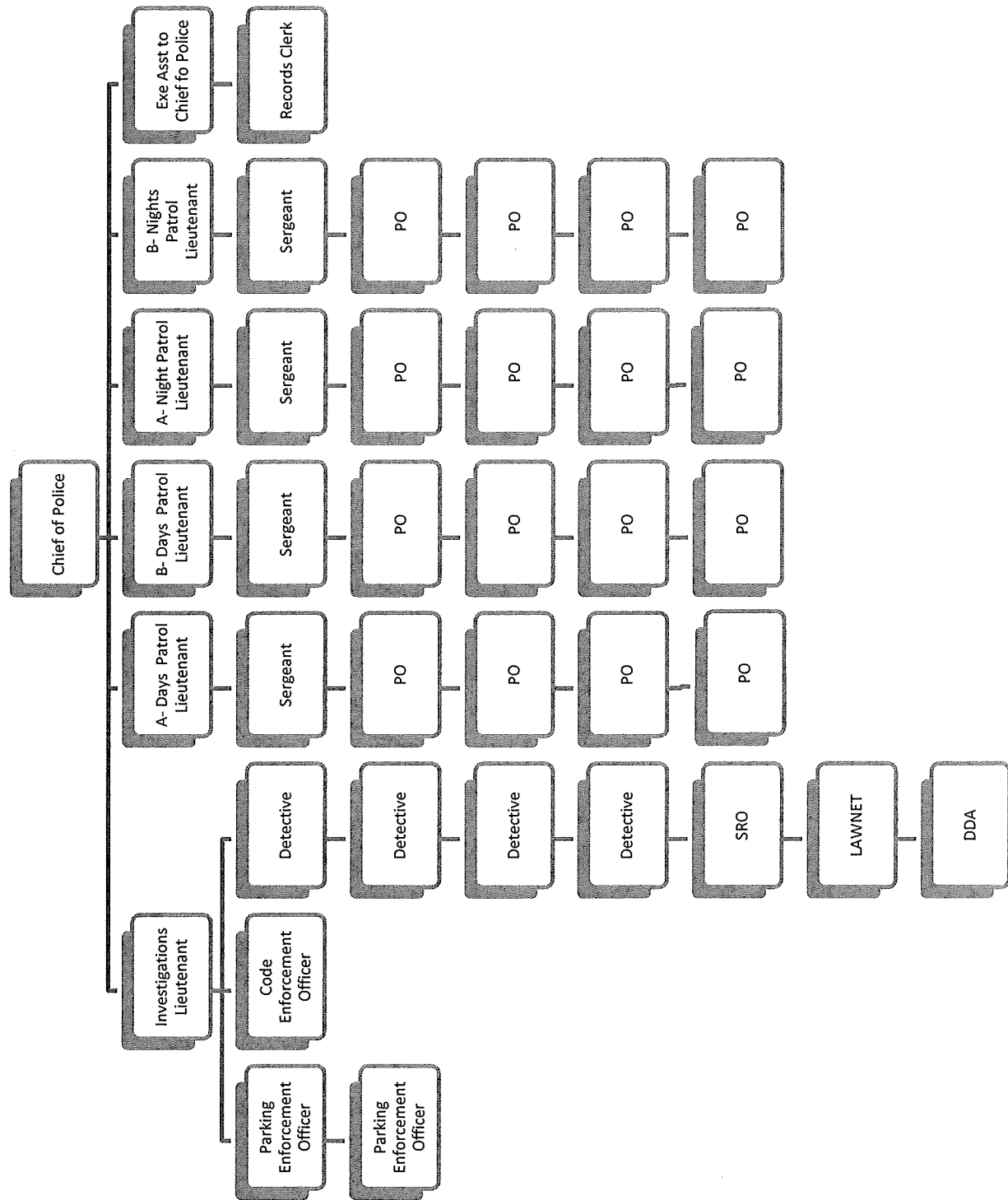
As far as what I feel would be our optimum staffing I place that number at 41 sworn. Last year the Department Heads were asked to supply an organizational chart and short explanation regarding staffing if the budget was not a factor. I have attached that chart and the corresponding explanation to this memo.

Finally, I would like to address other areas of the department. Currently we have one Records Clerk, which is a very tasking position to try and negotiate alone. The addition of one or possibly two part-time clerks would greatly enhance the efficiency of the operation. We have two Parking Enforcement Officers which appears to be sufficient at this time. However, it is difficult to predict how many parking violations we would discover if the number of Parking Enforcement Officers were increased. Code enforcement is another issue all together. There are a virtual ocean of problems in the city that need to be addressed regarding Code Enforcement. One person cannot keep up with all of the demands in this area. At least one more fulltime position should be allotted to this effort.

Again, I realize that the Police Department is only one area that the City must consider when allocating funds. Whatever consideration can be given to the listed needs of the department are greatly appreciated.



A. DeGiusti
Chief of Police



Organizational Chart If Budget Didn't Matter Explanation:

Currently the Administration of the Department is primarily accomplished by the Chief and the Administrative Lieutenant. The normal course of business and the day to day operations occupy most of the workday. Time for research, policy review, strategic planning, community outreach and other activities are limited. The Administrative Lieutenant is tasked with overseeing the activities of the SRO, DDA Officer, Code Enforcement, Parking Enforcement and the Detective Bureau. This is a wide span of control and leaves little time to assist the Chief with the Administration of the Department. The addition of a Deputy Chief would reduce the span of control and add efficiency and responsiveness to areas that sometimes are slow to be addressed.

This chart also includes an additional command position. There is a Detective Bureau Lt on the chart that was formerly the Administrative Lt and a Sergeant added to a unit called the COPCRU which would be under their command. The Lieutenant position would oversee the investigative functions and special assignments. Most of the Special Assignments are relatively autonomous and require minimal supervision. The addition of a fulltime Property/Court Officer would increase the efficiency of both of those functions and relieve most of the individuals in the department from dealing with court paperwork. This is most important to officers that work the night shifts when court personnel are not available. Four detectives would allow road officers to be able to pass cases to them rather than carry the case to its conclusion. This is valuable in two respects. First, the road officer will have more available time to do other patrol functions including some aspects of outreach and interaction with the community. Secondly, the case will be addressed in a timelier manner. Rather than wait until the road officer has time to work on the case it would be immediately assigned to a detective who would then manage their own case load. The last piece under this section of the addition of a Sergeant and two Patrol Officers to form a unit called the COPCRU (Community Oriented Policing Crime Reduction Unit). This unit would be tasked with special projects, major crime investigations and data driven street enforcement.

Under patrol this chart shows the addition of a patrol officer for each shift and two overlap cars. Adding an officer to each shift basically eliminates overtime in almost any, but the most severe of circumstances. This would also allow for greater interaction with residents and more time to spend on calls for service. Rather than going from call to call, the added officer should be able to spread the work out to a manageable level. The overlap cars will assist the shifts during the times identified with the highest call volume. These two officers can also be tasked with special duties, such as traffic details or other situations that would take away from the shift.

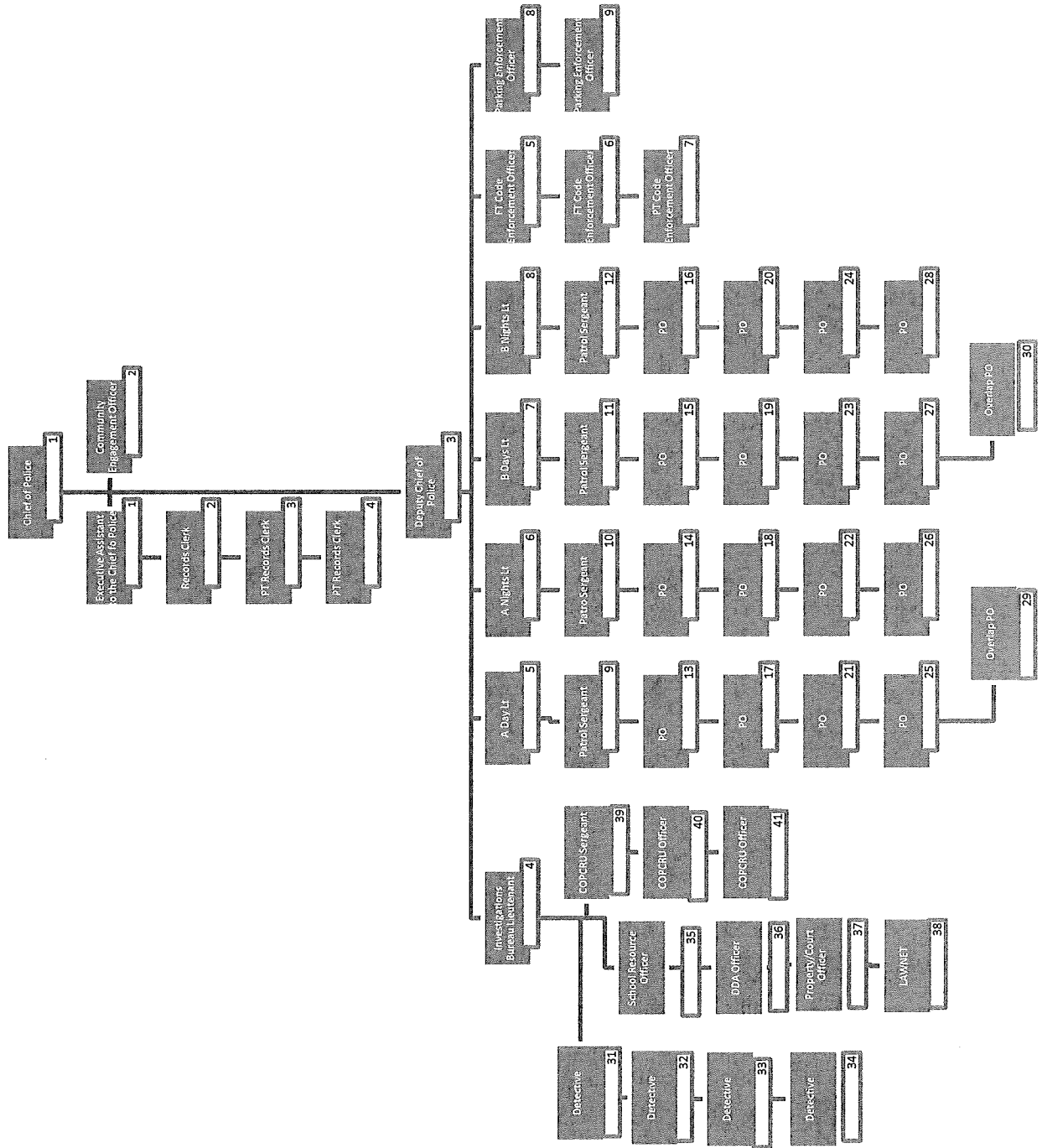
The chart has an additional full time and part time Ordinance Officer. Currently we have one person performing this function. The normal seasonal problems take up much of his time. This causes delays in addressing issues like graffiti and blight. The addition of the personnel would increase efficiency, capacity and reduce time to react to complaints.

Finally, there is an addition of two part time Records Clerks. Currently there is only one person in the Records Bureau. The addition of two part time clerks would greatly increase the efficient operation when our Records Clerk is off.

Finally, but not the least important is the addition of a Community Engagement Officer. This officer would work directly with the office of the Chief of Police. This is for a couple of reasons. By the position being a direct report to the Chief it sends the message to the entire Department the importance of the position. Additionally, as the Chief I would want to be kept closely advised of the status and progress of initiatives created and managed by this position. It also allows the position to be more responsive as there would be no delays due to the chain of command, and sometimes outreach and engagement is a response to a crisis.

Under this Organizational Chart there would be 41 sworn employees and 9 non-sworn employees in the following configuration:

Position	Full-time	Part-time
Chief of Police	1	
Deputy Chief of Police	1	
Lieutenants	5	
Sergeants	5	
Police Officers	29	
Code Enforcement Officers	2	1
Parking Enforcement Officers	2	
Admin and Clerical Staff	2	2
Totals:	47	3



Twenty-one fire suppression personnel, a Fire Chief, a Fire Marshal and a full-time secretary is the ideal staffing goal for the YFD. This number provides adequate staffing to ensure fire suppression and fire prevention services to our community. The Fire Department currently has 14 fire suppression personnel. We are in the process of hiring one additional firefighter.

Impact on Overtime:

Hiring 2 or 3 additional personnel will have a significant impact in the reduction of overtime.

In 2015, after increasing fire suppression personnel from 14 to 18, the overtime spending decreased from \$253,364 to \$50,844. Deducting the difference in overtime spending, the net yearly cost of an entry level firefighter was \$23,517.

In fiscal year 2015-16 there were 18 personnel in fire suppression. The yearly overtime spending was \$50,842. From September 2017 to February 2018, staffing was reduced to 15. The overtime spending increased to \$172,042. Today, it is fairly accurate to estimate that hiring three additional firefighters will cost approximately \$150,000.

Overtime Impact Based on Staffing Level				
Period 2013 to 2015				
	Staffing at 15	staffing at 16	staffing at 17	staffing at 18
2013/16 new FF salary + OPEB*	\$ -	\$ 91,024	\$ 182,048	\$ 273,072
2013/15 Overtime fluctuation**	\$ 253,364	\$ 185,857	\$ 118,351	\$ 50,844
Net hiring cost		\$ 23,517	\$ 47,035	\$ 70,552
Perior 2017 to 2018				
	Staffing at 15	staffing at 16	staffing at 17	staffing at 18
2018 new FF salary + OPEB *		\$ 90,195	\$ 180,390	\$ 270,585
2017/18 Overtime spending**	\$ 172,042	\$ 131,646	\$ 91,250	\$ 50,842
Net hiring cost		\$ 49,799	\$ 99,598	\$ 149,385

* Based on family health care plan.

** Overtime + Extra duty day budgets combined

Impact on fire operation and firefighter safety:

With 18 fire suppression personnel, 5 personnel will be on duty most of the time. Having five personnel is critical to immediately implement OSHA 2 in 2 out regulation before the arrival of Automatic Mutual Aid units. With 4 fire suppression personnel, fire attack is delayed. This places the first entry crew at higher risk exposure to flash over. In addition, delaying the fire attack exposes the structural elements of the building to fire for a longer period increasing the risks of structure collapse.

Impact on the moral of the firefighters:

Fire personnel are burned out, tired and are working an unsafe amount of hours to satisfy our daily minimum staffing. When no one is available to voluntarily work overtime, people are forced to work an extra shift instead of going home. With only 15 personnel, no one is responding to call backs approximately 50% of the time. During this time the city is left unprotected.

Maintaining our Insurance Survey Office (ISO) rating:

Restoring a staffing at 18 is very important to maintain our ISO rating at 4 to avoid an increase of insurance cost for the community businesses.

2017 NFPA fire departments staffing survey

Fire Departments staffing in the US varies greatly depending on the population protected, the risks associated with the makeup of a community and the service offered by the fire department.

There is an average of 1.54 firefighters per 1000 citizens in US communities protected by a full-time fire department.

Fire departments staffing protecting large universities in the Midwest varies from 0.78 to 1.9 full-time firefighters per 1000 citizens. Including EMU permanent population of 8,000, the City of Ypsilanti Fire Department ratio firefighter per 1000 population is 0.51. Hiring three firefighters will increase this ratio to 0.62.



Account 101 7-3390-709-02

Fiscal Year 2017-2018 Current

Account Name EXTRA DUTY PAY

General Balance Budget Budget Adjustments History Detail

☒ Grid ☐ Graph

Year	Beginning Balance	Activity	Ending Balance	Original Budget	Adjustments	Ending Budget
2012-2013	0.00	251,273.11	251,273.11	145,000.00	102,500.00	247,500.00
2013-2014	0.00	236,435.29	236,435.29	240,000.00	20,000.00CR	220,000.00
2014-2015	0.00	66,670.48	66,670.48	140,000.00	65,000.00CR	75,000.00
2015-2016	0.00	32,467.94	32,467.94	70,000.00	46,000.00CR	24,000.00
2016-2017	0.00	34,318.73	34,318.73	30,000.00	0.00	30,000.00
2017-2018	0.00	82,733.51	82,733.51	50,000.00	0.00	50,000.00

Clear

View

manthouard



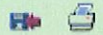
Account 101 7-3390-709-00



Fiscal Year 2012-2013 History

Account Name OVERTIME

General | Balance | Budget | Budget Adjustments | History | Detail |

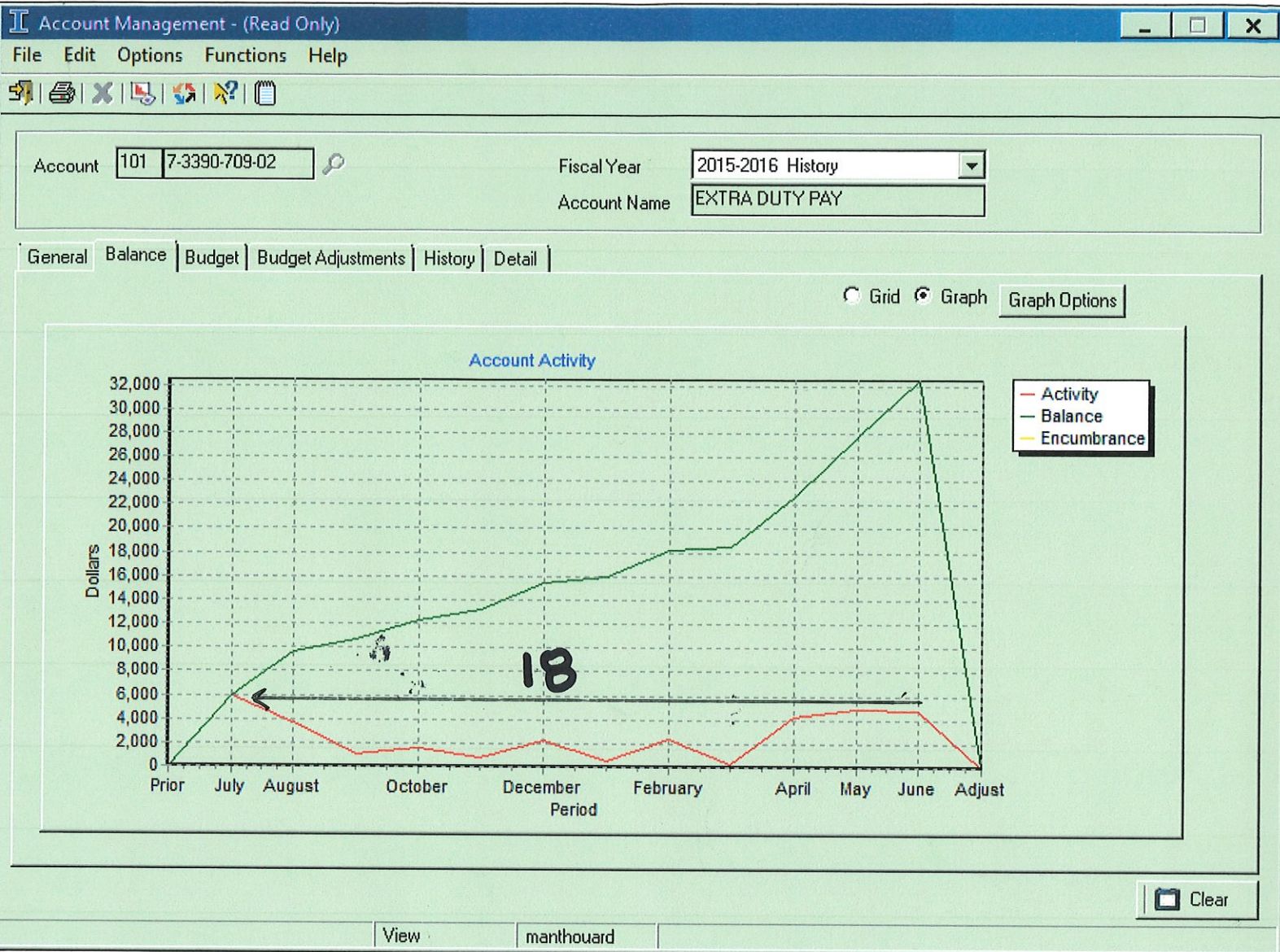
☒ Grid ☐ Graph

Year	Beginning Balance	Activity	Ending Balance	Original Budget	Adjustments	Ending Budget
2012-2013	0.00	15,634.97	15,634.97	30,000.00	15,000.00CR	15,000.00
2013-2014	0.00	16,928.84	16,928.84	30,000.00	14,000.00CR	16,000.00
2014-2015	0.00	27,770.68	27,770.68	20,000.00	6,000.00	26,000.00
2015-2016	0.00	18,375.58	18,375.58	20,000.00	0.00	20,000.00
2016-2017	0.00	21,536.01	21,536.01	20,000.00	0.00	20,000.00
2017-2018	0.00	10,354.82	10,354.82	20,000.00	0.00	20,000.00

Clear

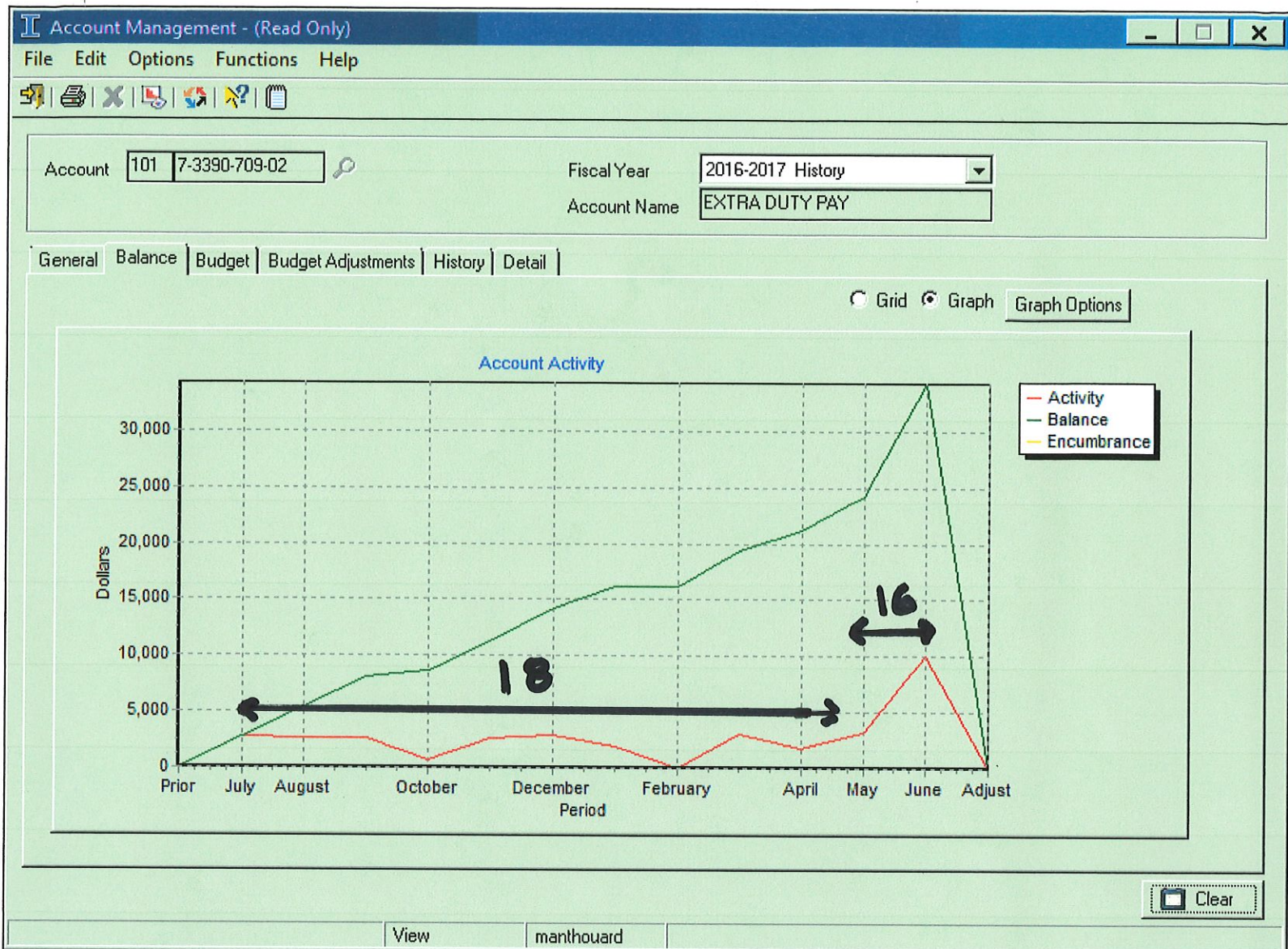
View

manthouard



2015-16

overtime spending (Extra Duty day)



2016 - 17
overtime spending (Extra Duty day)



2017-18

Overtime spending (Extra Duty day)

Fire Department addendum to City Council package

Answers to SAFER questions asked by Council Members at the last meeting:

1. Do SAFER positions need to be continued after the grant expires?

Last year SAFER positions did not have to be maintained. The Notice of Funding Opportunity (NOFO) for this year's grant is not yet available. This item will more than likely stay the same.

2. Does the Fire Department have 16 positions budgeted in fire suppression.

Yes. One person left unexpectedly in August and another retired this month. Our hiring list was just approved by the Civil Service Commission on February 7. We are in the process of hiring.

3. Would hiring Firefighters have an impact on SAFER?

A combination of hiring immediately 2-3 needed firefighters in addition to 4 to 5 SAFER positions will give the fire department the opportunity to reach its staffing goals. With a SAFER grant, 21 fire suppression personnel becomes very affordable for the city.



REQUEST FOR LEGISLATION

February 20, 2018

To: Mayor and Council

From: Darwin D. P. McClary, City Manager

Subject: CLOSED SESSION – COLLECTIVE BARGAINING STRATEGY SESSION FOR
AFSCME, COAM, AND IAFF

SUMMARY & BACKGROUND:

As council is aware, the collective bargaining agreements for AFSCME, COAM, and IAFF expired on June 30, 2018, and administration continues to be engaged in collective bargaining with these units. Administration is requesting to convene into closed session with council to discuss collective bargaining strategy in accordance with the permissible provisions of the Michigan Open Meetings Act.

RECOMMENDED ACTION: To convene into closed session for the purpose of considering collective bargaining strategy in accordance with the permissible provisions of the Michigan Open Meetings Act, MCL 15.268(c).

ATTACHMENTS: None

CITY MANAGER APPROVAL: _____ DDPM

COUNCIL AGENDA DATE: 02/20/18

CITY MANAGER COMMENTS:

FISCAL SERVICES DIRECTOR APPROVAL: _____



Resolution No. 2018 - 040
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

WHEREAS, the collective bargaining agreements for the city's AFSCME, COAM, and IAFF bargaining units expired on June 30, 2017; and

WHEREAS, it is necessary for the City Council and city administration to meet and confer periodically in closed session on collective bargaining strategy;

NOW THEREFORE BE IT RESOLVED BY THE CITY OF YPSILANTI that the City Council does hereby approve convening into closed session pursuant to Section 8(c) of the Michigan Open Meetings Act, Public Act 267 of 1976, being MCL 15.268(c), for the purpose of strategy sessions connected with the negotiation of the AFSCME, COAM, and IAFF contracts.

OFFERED BY: _____

SUPPORTED BY: _____

YES:

NO:

ABSENT:

VOTE:



Resolution No. 2018-041
February 20, 2018

RESOLVED BY THE COUNCIL OF THE CITY OF YPSILANTI:

That the City Council Meeting be adjourned, on call, by the Mayor or two (2) members of Council.

OFFERED BY: _____

SUPPORTED BY: _____

YES: NO: ABSENT: VOTE:



ACTION MINUTES

CITY OF YPSILANTI
REGULAR COUNCIL MEETING
CITY COUNCIL CHAMBERS – ONE SOUTH HURON ST.
YPSILANTI, MI 48197
TUESDAY, FEBRUARY 20, 2018
7:00 p.m.

I. CALL TO ORDER –

The meeting was called to order at 7:06 p.m.

II. ROLL CALL –

Council Member Bashert	Present	Council Member Robb	Present
Mayor Pro-Tem Brown (7:15)	Present	Council Member Vogt	Present
Council Member Murdock	Present	Mayor Edmonds	Present
Council Member Richardson	Present		

III. INVOCATION –

IV. PLEDGE OF ALLEGIANCE –

"I pledge allegiance to the flag, of the United States of America, and to the Republic for which it stands, one nation, under God, indivisible, with liberty and justice for all."

V. AGENDA APPROVAL –

The agenda was approved as submitted

VI. INTRODUCTIONS –

VII. PRESENTATIONS –

VIII. AUDIENCE PARTICIPATION –

IX. REMARKS BY THE MAYOR –

X. PUBLIC HEARINGS -

XI. CONSENT AGENDA –

Resolution No. 2018-028

1. Resolution No. 2018-029, approving minutes of February 6, 2018.

Offered By: Council Member Bashert; Seconded By: Council Member Vogt
Approved: Yes – 7; No – 0; Absent – 0

2. Resolution No. 2018-030, approving appointment of Craig Hupy to the Tax Review Board.

Offered By: Council Member Bashert; Seconded By: Council Member Vogt
Approved: Yes – 7; No – 0; Absent – 0

3. Resolution No. 2018-031, supporting House Bill 4362 to require the State to reimburse local taxing units for the state's portion of taxes created by the disabled veterans property tax exemption.
Offered By: Council Member Bashert; Seconded By: Council Member Vogt
Approved: Yes – 7; No – 0; Absent – 0

XII. RESOLUTIONS/MOTIONS/DISCUSSIONS –

1. Resolution No. 2018-032, directing the City Manager and/or his designee to release a Request for Proposals for traffic engineering services for Road Diet Capacity Analysis along Huron Street, Hamilton Street, Washtenaw Avenue and Michigan Avenue.
Offered By: Council Member Murdock; Seconded By: Council Member Richardson
Approved as Amended: Yes – 7; No – 0; Absent – 0
2. Resolution No. 2018-033, awarding Parking Ticket Services contract to Complus Data Innovations, (CDI) Inc.
Offered By: Council Member Richardson; Seconded By: Mayor Pro-Tem Brown
Approved: Yes – 5; No – 2 (Robb, Murdock); Absent – 0
3. Resolution No. 2018-034, approving extension of the Ozone House purchase agreement.
Offered By: Council Member Richardson; Seconded By: Mayor Pro-Tem Brown
Approved: Yes – 7; No – 0; Absent – 0
4. Resolution No. 2018-035, approving extension of 220 N. Park purchase agreement.
Offered By: Council Member Vogt; Seconded By: Council Member Bashert
Approved: Yes – 7; No – 0; Absent – 0
5. Resolution No. 2018-036, approving Rental Inspection Fee Schedule.
Offered By: Mayor Pro-Tem Brown; Seconded By: Council Member Bashert
Postponed: Yes – 7; No – 0; Absent – 0
6. Resolution No. 2018-037, approving change to Rental Pre-Payment Policy.
Offered By: Council Member Robb; Seconded By: Council Member Vogt
Approved: Yes – 5; No – 2 (Robb, Murdock); Absent – 0
7. Resolution No. 2018-038, approving appointments to the Streets Capital Improvements Program Committee.
Offered By: Council Member Robb; Seconded By: Council Member Murdock
Approved as Amended: Yes – 6; No – 1 (Murdock); Absent – 0
8. Resolution No. 2018-039, recommending activation of the Snow Emergency Ordinance. **(Discussion Only)**
9. Resolution No. 2018-026, adopting 2018-19 Council Goals and Budget Priorities.
Offered By: Mayor Pro-Tem Brown; Seconded By: Council Member Bashert
Postponed: Yes – 7; No – 0; Absent – 0

XIII. LIAISON REPORTS –

- A. SEMCOG Update
- B. Washtenaw Area Transportation Study
- C. Urban County
- D. Ypsilanti Downtown Development Authority
- E. Eastern Washtenaw Safety Alliance
- F. Friends of Rutherford Pool
- G. Housing Equity Leadership Team
- H. Economic Development Coordinating Committee

XIV. COUNCIL PROPOSED BUSINESS –

Offered By: Council Member Bashert; Seconded By: Council Member Vogt to replace Council Member Bashert with Council Member Murdock on the Streets Capital Improvements Program Committee.

Approved: Yes – 7; No – 0; Absent - 0

XV. COMMUNICATIONS FROM THE MAYOR –

Nominations:

Ethics Commission

Steven Landstrom – term expiration: 2/1/2023
716 Stanley St.
Ypsilanti, MI 48198

Elizabeth Currans – term expiration: 2/1/2023
915 Woods Dr.
Ypsilanti, MI 48197

Police Advisory Commission

Daquann Harrison (Ward 2)
1118 N. Huron River Dr. #3
Ypsilanti, MI 48198

Gail Wolkoff (Ward 2)
1728 Whittier Rd.
Ypsilanti, MI 48197

Heather Freeling (Ward 1)
422 S. Huron St.
Ypsilanti, MI 48197

Bill Riccobono (Ward 3)
503 Roosevelt Blvd.
Ypsilanti, MI 48197

Kathleen McCormick (Ward 1)
407 Ainsworth Cir.
Ypsilanti, MI 48197

Andy Fanta (Ward 2) (Added)
1221 Westmoorland St
Ypsilanti, MI 48197

Sustainability Commission

Bryan Foley
425 Ainsworth Circle
Ypsilanti, MI 48197

XVI. COMMUNICATIONS FROM THE CITY MANAGER –

XVII. COMMUNICATIONS –

- Police Staffing Recommendations
- Fire Staffing Recommendations

XVIII. AUDIENCE PARTICIPATION –

XIX. REMARKS FROM THE MAYOR –

Recycling Work Session scheduled for Wednesday, February 21, 2018 at 7:00 p.m. at Spark East, 215 W. Michigan Ave.

XX. CLOSED SESSION –

Resolution No. 2018-040 - Closed session to discuss collective bargaining strategy pursuant to MCL 15.268(c) and an attorney's opinion pursuant to MCL 15.268(e).

Offered By: Council Member Bashert; Seconded By: Council Member Vogt

Approved: Yes – 7; No – 0; Absent – 0

XXI. BUSINESS FROM CLOSED SESSION –

1. ~~Approval of 2017-2020 AFSCME Collective Bargaining Agreement~~ ***(Removed)***

2. Approval of 2017-2020 COAM Collective Bargaining Agreement

Offered By: Mayor Pro-Tem Brown; Seconded By: Council Member Murdock

Approved: Yes – 7; No – 0; Absent – 0

XXII. ADJOURNMENT –

Resolution No. 2018-041, adjourning the City Council meeting.

The meeting adjourned at 11:25 p.m.