

# **Seattle Police Department Handheld Ticketing System**

## **Attachment 2 - Work Order 1 Parking Enforcement Citation System**



**Revision 1.30**

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**Revision History**

<b>Revision</b>	<b>Date</b>	<b>By</b>	<b>Description</b>
1.00	09/27/07	APS	Formal release.
1.10	10/04/07	APS	Updated document with changes requested by SPD: <ol style="list-style-type: none"> <li>1. Updated wording in task completion criteria in the following sections: 2.4.3, 2.5.2, 2.6.2, 2.7.2, 2.8.2, 2.9.2 and 2.10.2.</li> <li>2. Updated Cost Summary and Payment Terms in Section 5.</li> <li>3. Update End User License Agreement and Terms and Conditions of Sale in section 7.1.</li> </ol>
1.20	10/09/07	APS	Updated document with changes requested by SPD: <ol style="list-style-type: none"> <li>1. Changed title page to “Attachment 2 – Work Order 1” and dropped date on cover page.</li> <li>2. Updated Section 5 with cost summary and payment terms from October 9<sup>th</sup>.</li> <li>3. Included System Financial Bid Form after Pricing Guarantee in Section 5.</li> <li>4. Updated Section 7.2 with Intermec Medallion Complete Service Agreement.</li> <li>5. Updated Section 7.3 with ZebraCare Printer Maintenance Agreement.</li> </ol>
1.21	10/10/07	APS	Minor cleanup.
1.30	10/17/07	APS	Made following changes requested by SPD: <ol style="list-style-type: none"> <li>1. Change payment terms in Section 5 from 30/30/30% to one-third/one-third/one-third.</li> <li>2. Move Software License Agreement, Maintenance Agreement, Pricing Spreadsheet, Non-Disclosure Agreement, and original RFP Response into individual attachments (for future reuse).</li> <li>3. Move pricing spreadsheet into Attachment 5.</li> </ol>

## 1 Scope / Objective

Addendum A – Work Order # 1 (“SOW-1”) defines the principal activities and responsibilities of both Advanced Public Safety (APS) and the City of Seattle (SPD) for the definition, configuration, delivery/implementation, training, acceptance testing and ongoing maintenance support for a hand-held parking citation system originally described in the APS’ response to RFP #POL-196. APS is responsible for the completion of all work and deliverables as described in this document, with the exception of any roles and responsibilities explicitly identified as belonging to SPD or third party vendors, including but not limited to Online Business Systems (OBS).

*Note: The reader should refer to the Appendices for a description the system features and requirements.*

## 2 Scope of Work Task Descriptions

### 2.1 Project Kickoff

#### Objectives:

- Review roles of key participants
- Establish a clear chain of communications and authority
- Establish a project action item process
- Review overall project scope and objectives
- Finalize the details of the project schedule
- Review resource and scheduling requirements

**Task Description:** The project will be initiated with a project kickoff meeting between SPD project implementation team and the APS project manager and key team members.

#### Responsibilities:

APS shall:

1. Work with the SPD's project management to schedule and facilitate the project kickoff meeting
2. Introduce the project participants and provide a list of names and contact information
3. Establish a schedule and provide an agenda to meet with SPD and OBS staff to define interface requirements
4. Deliver one set of Baseline Documentation manuals on CD-ROM for all applications to the city of Seattle
5. Work with SPD project personnel to establish an issues tracking and resolution process
6. Update the project schedule to reflect mutually agreed tasks and completion targets
7. Review schedule dependencies and assumptions with SPD and OBS project teams
8. Upon mutual agreement, baseline the project schedule

SPD shall:

1. Ensure that all appropriate SPD and OBS staff attend and actively participate in the project kickoff meeting
2. Provide APS with a list of SPD and OBS project team members and their contact information
3. Work with APS to establish the meeting logistics and agenda contents
4. Work with APS to establish an issues tracking and resolution process
5. Work with APS to establish a schedule and provide an agenda to meet with SPD and OBS staff to define interface requirements

6. Work with APS to update the project schedule to reflect mutually agreed tasks and completion targets
7. Review schedule dependencies and assumptions with the APS and OBS project teams and ensure that assumptions are acceptable and include appropriate risk contingency

**Completion Criteria:**

This task is considered complete when:

1. The project kickoff meeting has been held with all key parties in attendance; and
2. APS has delivered an updated project schedule, an issues item log and the baseline documentation for the purchased applications; and
3. APS and SPD have mutually agreed to the project schedule baseline

## 2.2 Development of Parking Citation (PocketParking)

**Objective:** At the completion of this task, an electronic version of SPD's Parking Citation will be ready for Integration and System testing.

**Task Description:** APS will deliver to SPD an electronic version of its Parking Citation. SPD will test software and provide feedback in a timely manner.

### Responsibilities:

APS shall:

1. Work with SPD to define high level requirements and design
2. Develop/Customize PocketParking build to SPD requirements  
*Note: This is an iterative process.*
3. Provide User Documentation

SPD shall:

1. Work with APS to define high level requirements and design
2. Deliver the following to APS:
  - A. Hard copy of form
  - B. Electronic copy of footer (back of form)
  - C. Electronic copy of lists on form
  - D. Customizations:
    - i. Fields to be added, deleted, or arranged
    - ii. Fields with input masks
    - iii. Required fields
    - iv. Values for all drop-down lists
    - v. Business rules for fields and drop-downs
  - E. Business requirements for hotlists (Scofflaw and Stolen Vehicle)
3. Provide APS with Handheld Ticketing Device Interface Spec (see Reference section)
4. Install software updates on handheld as required
5. Test software and provide feedback in a timely manner

### Completion Criteria:

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered for user development, review, and feedback
3. Software is ready for Integration and System Test

## 2.3 Development of Courtesy Notice

**Objective:** At the completion of this task, an electronic version of SPD's Courtesy Notice will be ready for Integration and System testing.

**Task Description:** APS will deliver to SPD an electronic version of its Courtesy Notice. SPD will test software and provide feedback in a timely manner.

### Responsibilities:

APS shall:

1. Work with SPD to define high level requirements and design
2. Develop/Customize Courtesy Notice to SPD requirements  
*Note: This is an iterative process.*
3. Provide User Documentation

SPD Shall:

1. Work with APS to define high level requirements and design
2. Deliver the following to APS:
  - A. Hard copy of form
  - B. Electronic copy of footer (back of form)
  - C. Electronic copy of lists on form
  - D. Customizations:
    - i. Fields to be added, deleted, or arranged
    - ii. Fields with input masks
    - iii. Required fields
    - iv. Values for all drop-down lists
    - v. Business rules for fields and drop-downs
3. Provide APS with Handheld Ticketing Device Interface Spec (see Reference section)
4. Install software updates on handheld as required
5. Test software and provide feedback in a timely manner

### Completion Criteria:

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered for user development, review, and feedback
3. Software is ready for Integration and System Test

## **2.4 Development of the Daily Activity Report**

**Objective:** At the completion of this task, an electronic version of SPD's Daily Activity Report (handheld and ReportBeam components) will be ready for Integration and System testing.

**Task Description:** APS will deliver to SPD an electronic version of its Daily Activity Report (handheld and ReportBeam components). SPD will test software and provide feedback in a timely manner.

### **Responsibilities:**

APS shall:

1. Work with SPD to define high level requirements and design
2. Develop handheld component of Daily Activity Report to SPD requirements  
*Note: This is an iterative process.*
3. Develop ReportBeam component of Daily Activity Report per SPD requirements  
*Note: This is an iterative process.*
4. Provide User Documentation

SPD Shall:

1. Work with APS to define high level requirements and design
2. Deliver the following to APS:
  - A. Hard copy of form
  - B. Electronic copy of footer (back of form)
  - C. Electronic copy of lists on form
  - D. Customizations:
    - i. Fields to be added, deleted, or arranged
    - ii. Fields with input masks
    - iii. Required fields
    - iv. Values for all drop-down lists
    - v. Business rules for fields and drop-downs
3. Make ReportBeam server available
4. Provide APS with Handheld Ticketing Device Interface Spec (see Reference section)
5. Install software updates on handheld as required
6. Test software and provide feedback in a timely manner

### **Completion Criteria:**

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial Form software delivered for user development, review, and feedback
3. Initial Server software component delivered and available on the Visual Statement server for user development, review, and feedback
4. Form and Server Software ready for Integration and System Test

## 2.5 Set-up and Configuration of ReportBeam

**Objective:** At the completion of this task, ReportBeam client and server components will be ready for Integration and System testing. For the Integration and System Test phase, the ReportBeam server software will be installed on a server hosted by Visual Statement.

**Task Description:** APS will customize ReportBeam client and sever components. APS will install ReportBeam on sever hosted by Visual Statement. SPD will test software and provide feedback in a timely manner.

### Responsibilities:

APS shall:

1. Work with SPD to define high level requirements and design
2. Work with SPD to identify required SPD deliverables required for the ReportBeam set-up
3. Customize ReportBeam client and sever to SPD requirements  
*Note: This is an iterative process.*
4. Provide SPD with Technical and User Documentation
5. Setup and configure ReportBeam server on Visual Statement server for testing of Daily Activity Report, Cancellation Request, Citation Number Assignment and Reporting Features
6. Set-up and configure Visual Statement server to interface with OBS test environment for interface testing

SPD Shall:

1. Work with APS to define high level requirements and design
2. Provide APS with all required SPD deliverables
3. Test software and provide feedback in a timely manner

OBS Shall:

1. Work with APS to set-up and configure Visual Statement server to interface with OBS test environment for interface testing

### Completion Criteria:

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered and available on the Visual Statement server for user development, review, and feedback
3. Software is ready for Integration and System Test

## **2.6 Development of Cancellation Request Form**

**Objective:** At the completion of this task, an electronic version of SPD's Cancellation Request Form (for ReportBeam) will be ready for Integration and System testing.

*Note: The form will be completed in ReportBeam and then either printed (for faxing) or emailed to the Court.*

**Task Description:** APS will deliver to SPD an electronic version of its Cancellation Request Form. SPD will test software and provide feedback in a timely manner.

### **Responsibilities:**

APS shall:

1. Work with SPD to define high level requirements and design
2. Develop Cancellation Request Form for ReportBeam per SPD requirements  
*Note: This is an iterative process.*
3. Provide User Documentation

SPD Shall:

1. Work with APS to define high level requirements and design
2. Deliver the following to APS:
  - A. Hard copy of form
  - B. Business Rules
3. Test software and provide feedback in a timely manner

### **Completion Criteria:**

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered and available on the Visual Statement server for user development, review, and feedback
3. Software is ready for Integration and System Test

## ***2.7 Development of ReportBeam Scofflaw and Stolen Vehicle Hotlist Interface***

**Objective:** ReportBeam will accept updated scofflaw and stolen vehicle hotlists from ESB through a web service interface provided by ReportBeam. ReportBeam will then process the list and convert it to a format that can be used by PocketParking on the handheld computer. The updated lists will be made available to the ReportBeam clients so that the handhelds can be updated when cradled. At the completion of this task, the software will be ready for Integration and System testing.

**Task Description:** APS will add scofflaw and stolen vehicle hotlist functionality to ReportBeam and provide an interface specification for OBS to access that functionality using a web service. SPD and OBS will test software and provide feedback in a timely manner.

### **Responsibilities:**

APS shall:

1. Work with SPD to define high level requirements and design
2. Provide SPD and OBS with interface specs for web services provided by ReportBeam
3. Add scofflaw and stolen vehicle hotlist functionality to ReportBeam per SPD requirements

SPD Shall:

1. Work with APS to define high level requirements and design
2. Provide test data to OBS
3. Test software and provide feedback in a timely manner

OBS shall:

1. Provide SPD and APS with SPD Enterprise Service Bus deliverables
2. Assist SPD and APS in testing the web service interface(s)

### **Completion Criteria:**

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered and available on the Visual Statement server for user development, review, and feedback
3. Software is ready for Integration and System Test

## **2.8 Development of Citation Query/Response**

**Objective:** The Magistrate will be able to request a copy of a citation (along with associated signatures, pictures, and Certification of Citing Officer form) for review and printing. The request will be made through a web interface in the Magistrate's office. The ESB will use a web service provided by ReportBeam to request this data and pass it back to the Magistrate's office for display/printing. At the completion of this task, the software will be ready for Integration and System testing.

**Task Description:** APS will add the required functionality to support Citation Query/Response to ReportBeam and provide an interface specification for OBS to access that functionality using a web service. SPD and OBS will test software and provide feedback in a timely manner.

### **Responsibilities:**

APS shall:

1. Work with SPD to define high level requirements and design
2. Provide SPD and OBS with interface specs for web service provided by ReportBeam
3. Add Citation Query/Response functionality to ReportBeam per SPD requirements

SPD Shall:

1. Work with APS to define high level requirements and design
2. Test software and provide feedback in a timely manner

OBS shall:

1. Provide SPD and APS with SPD Enterprise Service Bus deliverables
2. Assist SPD and APS in testing the Citation Query/Response web service interface

### **Completion Criteria:**

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered and available on the Visual Statement server for user development, review, and feedback
3. Software is ready for Integration and System Test

## **2.9 Development of ReportBeam Data Transfer to RMS/MCIS**

**Objective:** ReportBeam will export all citation data as XML formatted messages using a web service interface provided by the ESB. At the completion of this task, software will be ready for Integration and System testing.

**Task Description:** APS will add the required functionality to ReportBeam to transfer citation data to RMS/MCIS using a web service provided by the ESB. OBS will provide the interface specification for APS to use the web service. SPD and OBS will test software and provide feedback in a timely manner.

### **Responsibilities:**

APS shall:

1. Work with SPD to define high level requirements and design
2. Add citation data transfer to RMS/MCIS Citation Query/Response functionality to ReportBeam per SPD requirements

SPD Shall:

1. Work with APS to define high level requirements and design
2. Test software and provide feedback in a timely manner

OBS shall:

1. Provide APS and SPD with interface specs for web service provided by Enterprise Service Bus
2. Provide SPD and APS with SPD Enterprise Service Bus deliverables
3. Assist SPD and APS in testing the web service interface

### **Completion Criteria:**

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered and available on the Visual Statement server for user development, review, and feedback
3. Software is ready for Integration and System Test

## **2.10 Set-up and Configuration of SmartNumber**

**Objective:** At the completion of this task, a form numbering system to manage and automatically distribute parking citation and courtesy notice numbers will be ready for Integration and System testing.

**Task Description:** APS will deliver SmartNumber software components to SPD. SPD will install the server component on SPD's ReportBeam/SmartNumber server. SPD will test software and provide feedback in a timely manner.

### **Responsibilities:**

APS shall:

1. Work with SPD to define numbering requirements
2. Customize the following SmartNumber components to support parking Citation and Courtesy Notice forms and their respective numbering schemes:
  - A. Server Component
  - B. Administrative Component
  - C. Client Component
3. Assist SPD in configuring SmartNumber server.
4. Provide User Documentation

SPD Shall:

1. Work with APS to define high level requirements and design
2. Deliver the following to APS:
  - A. Numbering scheme
  - B. Ticket number length (number of digits)
  - C. The IP address for APS to use to contact the SmartNumber server
  - D. The port number or host name for APS to use to contact the SmartNumber server (port 4089 used by default)
3. Install and configure SmartNumber server hardware and software  
*Note: MS SQL Server 2000 or newer, or Microsoft Desktop Engine, must be installed on the SmartNumber server.*
4. Test software and provide feedback in a timely manner

### **Completion Criteria:**

This task is considered complete when:

1. Initial User Documentation has been provided
2. Initial software delivered and available on the Visual Statement (or APS) server for user development, review, and feedback
3. Initial software, ready for Integration and System Test, has been delivered

## **2.11 Hardware Procurement and Delivery**

**Objective:** Provide hardware required for testing and for final roll-out.

**Task Description:** Procure, install, and configure hardware as required.

### **Responsibilities:**

APS shall:

1. Work with SPD to define hardware requirements
2. Provide SPD with initial CN3 and RW-420 hardware for testing
3. Ship remaining CN3 and Zebra hardware upon completion of Acceptance Testing

SPD shall:

1. Work with APS to define hardware requirements
2. Procure, install, and configure hardware (and software) for SPD ReportBeam/SmartNumber server

### **Completion Criteria:**

This task has multiple milestones for completion. For hardware procured by APS, each milestone is considered complete when the hardware for that milestone is shipped.

## **2.12 SPD ReportBeam Server Installation**

**Objective:** At the completion of this task, the City of Seattle ReportBeam server will be ready for Acceptance Testing.

**Task Description:** install ReportBeam server and City of Seattle standard ESRI maps on designated SPD server.

### **Responsibilities:**

APS shall:

1. Work with SPD to identify required SPD deliverables required for the in-house ReportBeam set-up
2. Work with SPD to install ReportBeam server software on designated SPD server.
3. Work with SPD to integrate City of Seattle standard ESRI maps to replace Virtual Earth maps provided with the system
4. Work with SPD to setup and configure ReportBeam on SPD server to interface with OBS production environment

SPD Shall:

1. Provide APS with all required SPD deliverables
2. Install and configure in-house SPD ReportBeam/SmartNumber server

OBS Shall:

1. Work with APS and SPD to set-up and configure ReportBeam on SPD server to interface with OBS production environment

### **Completion Criteria:**

This task is considered complete when:

1. ReportBeam server software (ready for Acceptance Testing) has been installed on SPD server
2. City of Seattle standard ESRI maps have been installed on SPD server
3. ReportBeam on SPD server has been configured server to interface with OBS production environment

## 2.13 Integration and System Testing

**Objective:** To successfully complete Integration and System Testing. This is the phase of the project when all APS and OBS software deliverables are integrated and tested as a complete system/solution.

**Task Description:** SPD, APS, and OBS will write Integration and System Test Plan. SPD will execute Integration and System Test Plan with assistance from APS and OBS.

### Responsibilities:

APS shall:

1. Work with SPD to write Integration and System Test Plan
2. Assist SPD with Integration and System Testing
3. Resolve all issues in a timely manner
4. Provide APS hardware deliverables required for Integration and System Test Plan
5. Provide all APS software deliverables required for Integration and System Testing
6. Install and configure ReportBeam server on Visual Statement server

SPD shall:

1. Work with APS to write Integration and System Test Plan
2. Execute Integration and System Test Plan and provide feedback in a timely manner

OBS shall:

1. Assist SPD and APS with writing of Integration and System Test Plan
2. Provide all OBS software deliverables required for Integration and System Testing
3. Assist SPD and APS with Integration and System Testing, providing assistance and feedback in a timely manner
4. Resolve all issues in a timely manner

### Completion Criteria:

This task is considered complete when:

1. The Integration and System Test Plan has been developed and documented
2. The Integration and System Test Plan has been completed
3. All Test issues have been resolved or deferred  
*Note: SPD, APS, and OBS must agree on all issues to be deferred*
4. SPD, APS, and OBS agree that Integration and System Testing has been successfully completed

## 2.14 User Acceptance Testing

**Objective:** To successfully complete User Acceptance Testing. This is the phase of the project when all OBS performs final testing of all deliverables to ensure that they meet the agreed-to requirements.

**Task Description:** APS and SPD will write User Acceptance Test Plan. SPD will execute the User Acceptance Test Plan. APS and OBS will assist SPD with execution of test plan as necessary.

### Responsibilities:

APS shall:

1. Work with SPD in writing User Acceptance Test Plan
2. Assist SPD with User Acceptance Testing
3. Resolve all issues in a timely manner

SPD shall:

1. Work with APS in writing User Acceptance Test Plan
2. Execute User Acceptance Test Plan and provide feedback in a timely manner

OBS shall:

1. Assist SPD with User Acceptance Testing
2. Resolve all issues in a timely manner

### Completion Criteria:

This task is considered complete when:

1. The User Acceptance Test Plan has been developed
2. The User Acceptance Test Plan has been completed
3. All issues have been resolved or deferred  
*Note: SPD, APS, and OBS must agree on all issues to be deferred.*
4. SPD, APS, and OBS agree that User Acceptance Testing has been successfully completed

## **2.15 Application and System Documentation**

**Objective:** To provide SPD with APS Project and Product (User) documentation.

**Task Description:** Provide SPD with APS Project and Product (User) documentation. Existing Product (User) documents will be revised for final release (if required) and new ones will be written for those that do not exist.

### **Responsibilities:**

APS shall:

1. Provide OBS and SPD with interface specification for scofflaw and stolen vehicle hotlists web service
2. Provide OBS and SPD with interface specification for Citation Query/Response web service
3. Work with SPD to determine the list of Project and Product (User) documents required to complete the project
4. Provide SPD with existing Product (User) documents with initial software deliverables
5. Document all new features and functions in appropriate documents
6. Provide SPD with final list of Project documents
7. Provide SPD with final list of Product (User) documents before project close-out

SPD shall:

1. Work with APS to determine the list of documents required to complete the project

OBS shall:

1. Provide OBS and SPD with interface specification for Citation Data Export to RMS/MCIS web service

### **Completion Criteria:**

This task is considered complete when:

1. All agreed-to Application and System documentation has been delivered

## 2.16 System Administrator Training

**Objective:** APS will train SPD System Administrator on APS software deliverables for project.

**Task Description:** APS will provide in-house training for ReportBeam server administration and remote training (by telephone and remote network connection) for installation and configuration of the APS software products purchased.

### Responsibilities:

APS shall:

1. Provide SPD IT personnel with remote training (by telephone and remote network connection) as needed throughout deployment of the project. This training will cover installation and configuration of the APS software products purchased.
2. Provide two days of in-house System Administrator level training for ReportBeam server.

SPD shall:

1. Designate IT personnel to be trained
2. Make designated IT personnel available for training

### Completion Criteria:

This task is considered complete when:

1. APS has provided SPD IT personnel with *at least* one instance of remote training (by telephone and remote network connection) for installation and configuration of all APS software products delivered for this project
2. APS has provide SPD with two days of in-house System Administrator level training for ReportBeam server

## **2.17 User Training**

**Objective:** APS will provide SPD with user training on all APS software deliverables for project.

**Task Description:** APS will provide SPD with in-house user training for designated personnel on use of APS software products purchased.

### **Responsibilities:**

APS shall:

1. Provide Customer with Training Plan.
2. Provide Customer with two days of in-house training tailored to cover the hardware and software aspects of the APS products purchased and the tactics of using these products out in the field.

SPD shall:

1. Designate personnel to be trained
2. Provide facilities and make personnel available for in-house training. In order for training to be effective, class size should be limited to a maximum of 12 students per session. Based on the training required for the products purchased, it is expected that a basic training session will last four (4) hours.

### **Completion Criteria:**

This task is considered complete when:

1. Training plan is delivered
2. APS has provide SPD with two days of in-house training on use of APS software products purchased

## 2.18 Project Close-out

**Objective:** To provide a comprehensive review of contract deliverables and outstanding performance issues prior to the commencement of the annual maintenance contract term.

**Task Description:** The implementation phase of the project will be completed with a project close-out meeting between the SPD program management team, the OBS project manager and the APS project manager.

### Responsibilities:

APS shall:

1. Review the status of the contract deliverables.
2. Review outstanding functionality and/or performance issues.
3. Review contract payment status.
4. Participate in the development of an issues resolution plan and schedule.
5. Review annual maintenance agreement procedures.
6. Define the start date for the annual maintenance agreement.

SPD shall:

1. Schedule the project close-out meeting and establish the meeting agenda.
2. Summarize and establish priorities for all outstanding system functionality and/or performance issues.
3. Lead the development of an issues resolution plan and schedule.
4. Approve the start date of the annual maintenance agreement.

OBS shall:

1. Support the evaluation of all outstanding system functionality and/or performance issues that are directly related to the data transfer interfaces.
2. Support the development of an issues resolution plan and schedule for all items that involve data transfer interfaces.

### 3 Software Customization Services Description

Per the request of Seattle Police Department, final RFP pricing was calculated with a formula to account for a portion of the software license price to cover the customization services which are non-taxable. APS moved 35% of the software license price to Section 10 - Professional Services on the price list, line item "Software Customization Services". The amount of this line item is \$108,924. The amount of the line item "Software Customization Services" will continue to be calculated at 35% of the APS software costs.

Items Descriptions	quantity	unit price	total	RFP pricing	RFP Totals
PocketParking with eChalk & Scofflaws	80	\$799	\$63,920	\$519	\$41,548
Courtesy Notice	80	\$799	\$63,920	\$519	\$41,548
PocketForm (Work Log)	80	\$499	\$39,920	\$324	\$25,948
Cancellation Request - site license	1	\$9,500	\$9,500	\$6,175	\$6,175
<b>Total Vendor Supplied Software Cost</b>			<b>\$177,260</b>		<b>\$115,219</b>

ReportBeam on-site Server Software	1	\$26,450	\$26,450	\$17,193	\$17,193
ReportBeam Storage & Reporting	1	\$75,000	\$75,000	\$48,750	\$48,750
QuickNumber (Parking Citation)	1	\$5,000	\$5,000	\$3,250	\$3,250
QuickNumber (Courtesy Notice)	1	\$5,000	\$5,000	\$3,250	\$3,250
<b>Total Server Hardware and Software Cost</b>			<b>\$111,450</b>		<b>\$72,443</b>

Parking citation exchange to ESB	1	\$7,500	\$7,500	\$4,875	\$4,875
Data Transfer to ReportBeam	1	\$7,500	\$7,500	\$4,875	\$4,875
Citation Query Request/Response interface	1	\$7,500	\$7,500	\$4,875	\$4,875
<b>Total Interface Cost</b>			<b>\$22,500</b>		<b>\$14,625</b>

	Actual Pricing	RFP Pricing	
Total Vendor Supplied Software	\$177,260	\$115,219	
Total Vendor Supplied Hardware & Software	\$111,450	\$72,443	
Total Interface cost	\$22,500	\$14,625	
RFP line item "Software Customization Service"	\$0	\$108,924	
	\$311,210	\$311,211	difference due to rounding of the nearest dollar.

## 4 Project Schedule

The attached preliminary project schedule intends to show the duration and relative dependencies of the individual APS tasks associated with this project. This schedule is very aggressive due to the fact that all development tasks are shown as being completed in parallel and does not take any contingencies into consideration. It also makes assumptions about external dependencies that have not yet been verified, such as the OBS deliverables.

The actual project schedule will be determined at the project kick-off meeting between APS and SPD. External dependencies (e.g., OBS deliverables) will be taken into consideration at that time.









## Attachment 2 – Work Order 1 APS Parking Enforcement Citation System

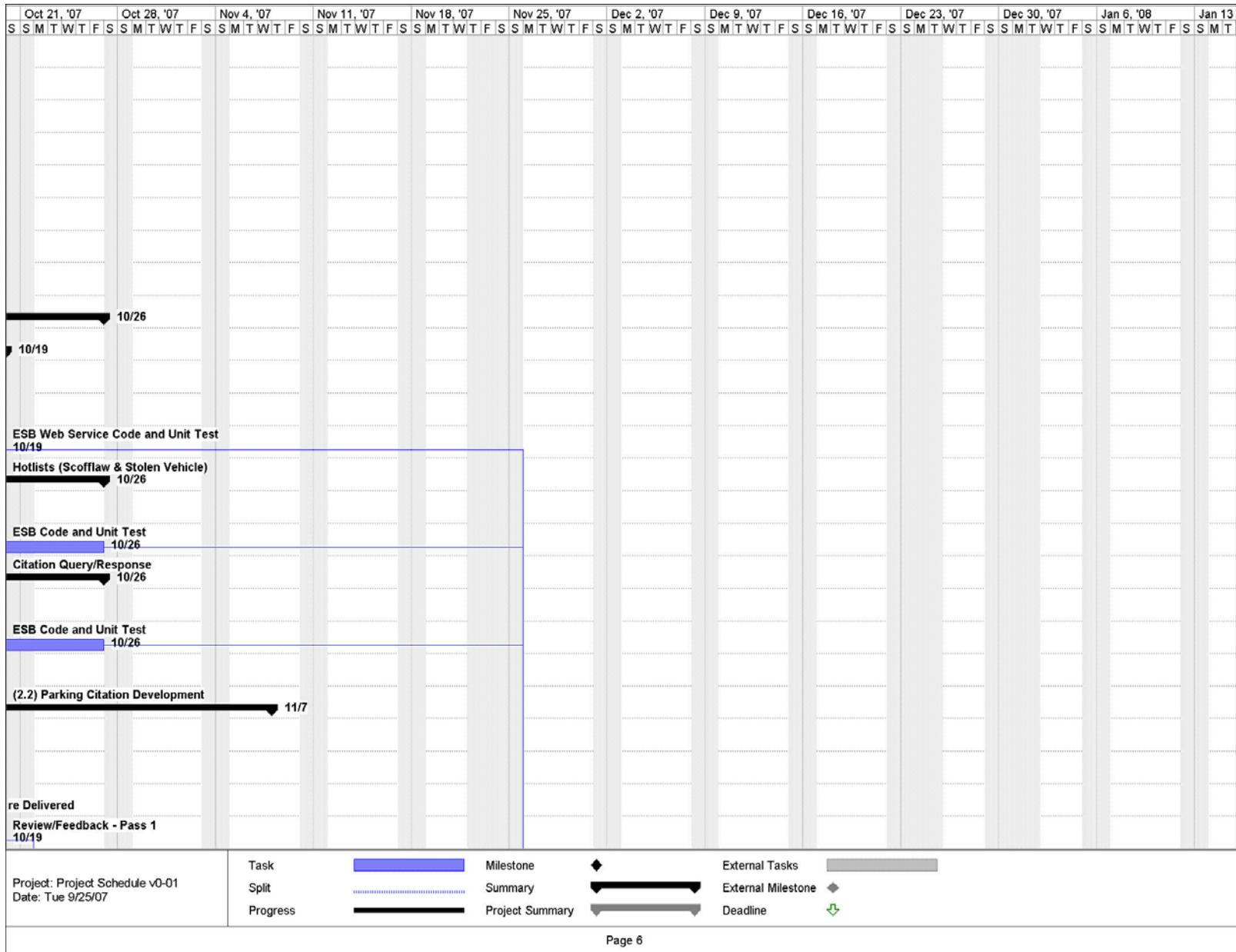
ID	Task Name	Duration	Start	Finish	Sep 16, '07			Sep 23, '07			Sep 30, '07			Oct 7, '07			Oct 14, '07		
					T	F	S	S	M	T	W	T	F	S	M	T	W	T	F
101	<b>(2.12) Integration and System Test</b>	15 days	Thu 11/15/07	Fri 12/7/07															
102	Integration and Sytem Test Plan	5 days	Thu 11/15/07	Wed 11/21/07															
103	Perform Integration and System Test	10 days	Mon 11/26/07	Fri 12/7/07															
104																			
105	<b>(2.13) Acceptance Test</b>	15 days	Tue 12/11/07	Fri 1/4/08															
106	Acceptance Test Plan	5 days	Tue 12/11/07	Mon 12/17/07															
107	Perform Acceptance Test Plan	10 days	Tue 12/18/07	Fri 1/4/08															
108																			
109	<b>(2.14) Application and System Documentation</b>	10 days?	Mon 12/10/07	Fri 12/21/07															
110	Update Application and System Document	10 days?	Mon 12/10/07	Fri 12/21/07															
111																			
112	<b>(2.15) System Administrator Training</b>	2 days	Tue 12/18/07	Wed 12/19/07															
113	ReportBeam Sys Admin Training	2 days	Tue 12/18/07	Wed 12/19/07															
114																			
115	<b>(2.16) User Training</b>	2 days	Thu 11/15/07	Fri 11/16/07															
116	Training Plan	0 days	Thu 11/15/07	Thu 11/15/07															
117	In-House Training	2 days	Thu 11/15/07	Fri 11/16/07															
118																			
119	<b>(2.17) Project Close-Out</b>	5 days	Mon 1/7/08	Fri 1/11/08															
120	Project Close-Out Activities	5 days	Mon 1/7/08	Fri 1/11/08															

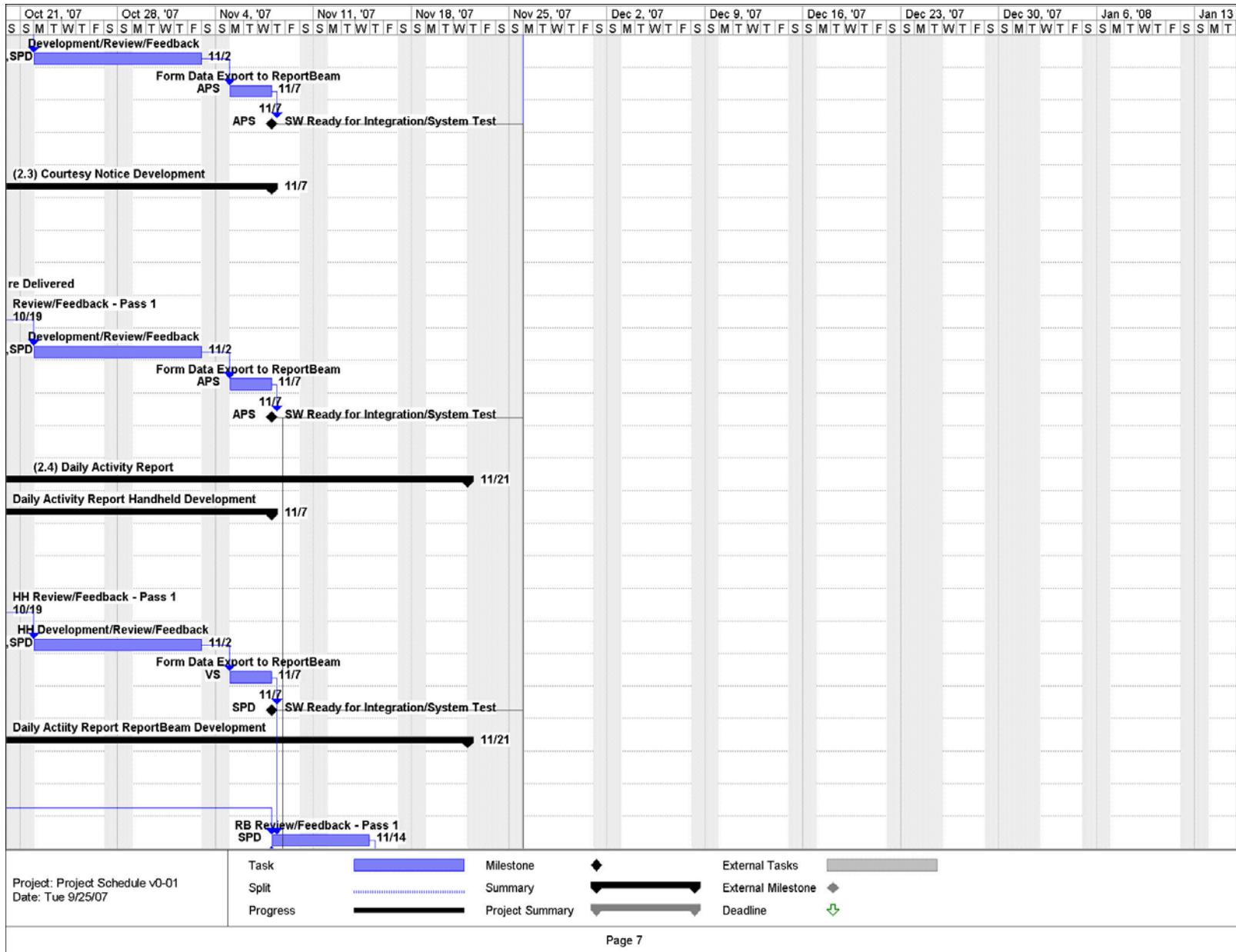
Project: Project Schedule v0-01 Date: Tue 9/25/07	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

Page 5

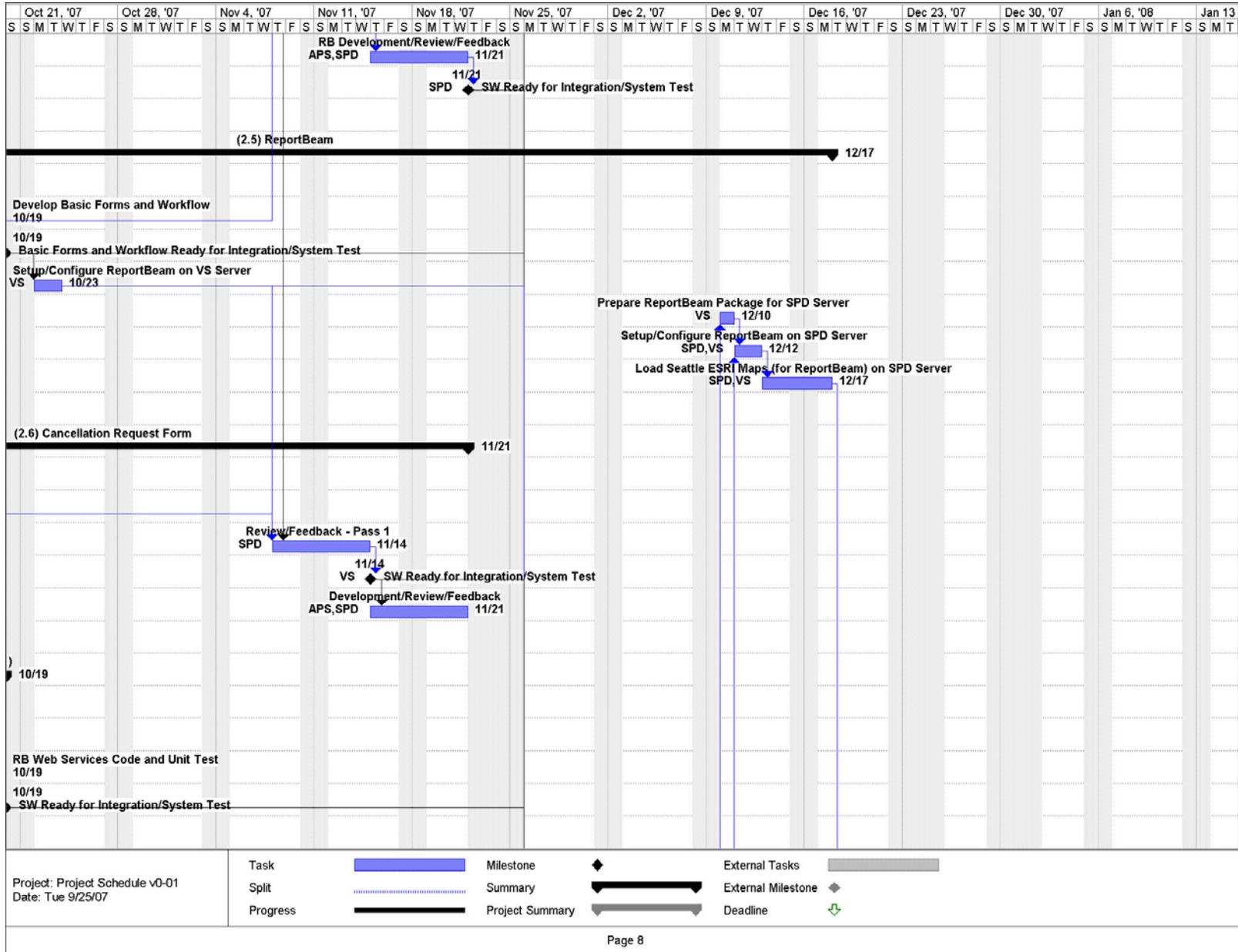
## Attachment 2 – Work Order 1 APS Parking Enforcement Citation System



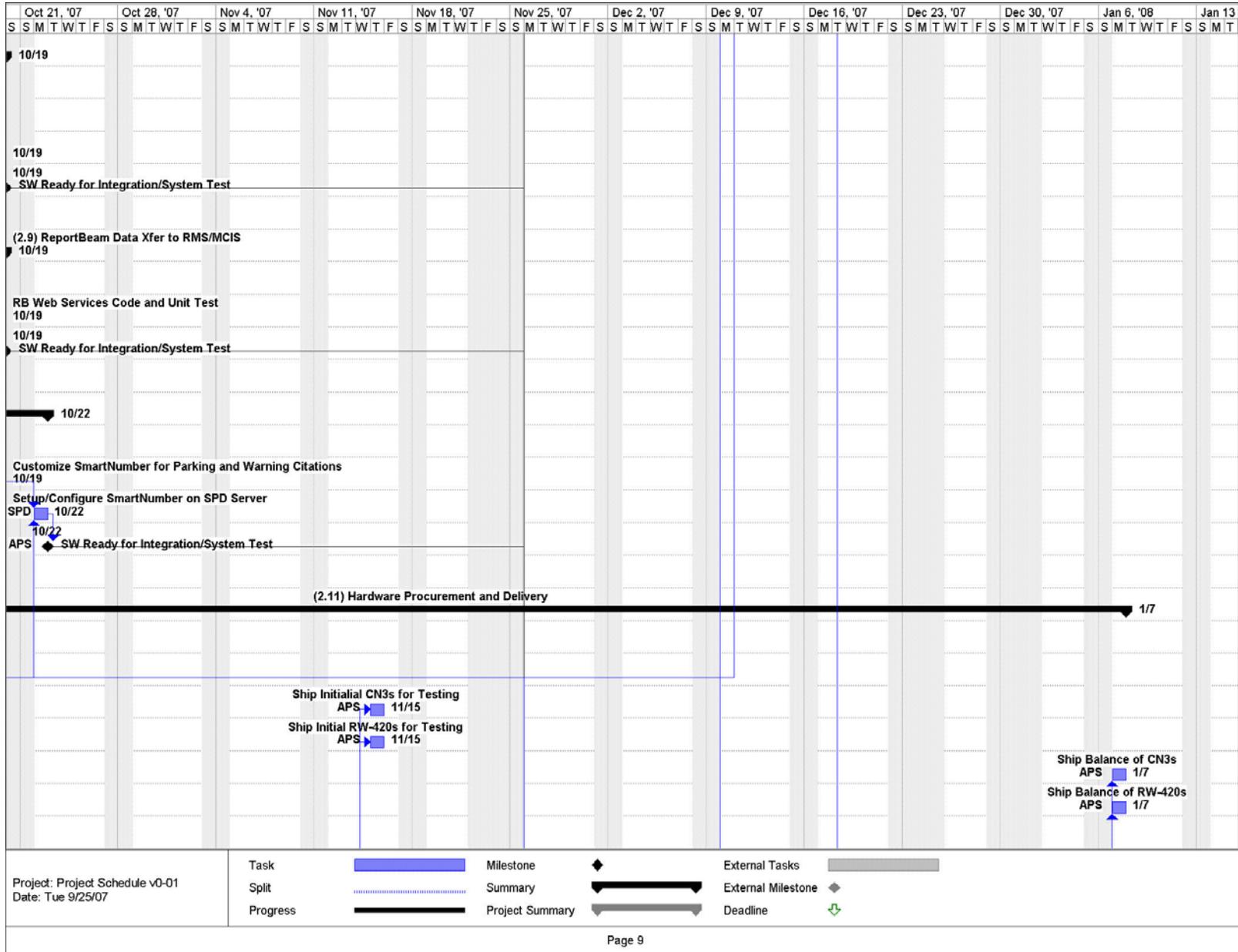
## Attachment 2 – Work Order 1 APS Parking Enforcement Citation System



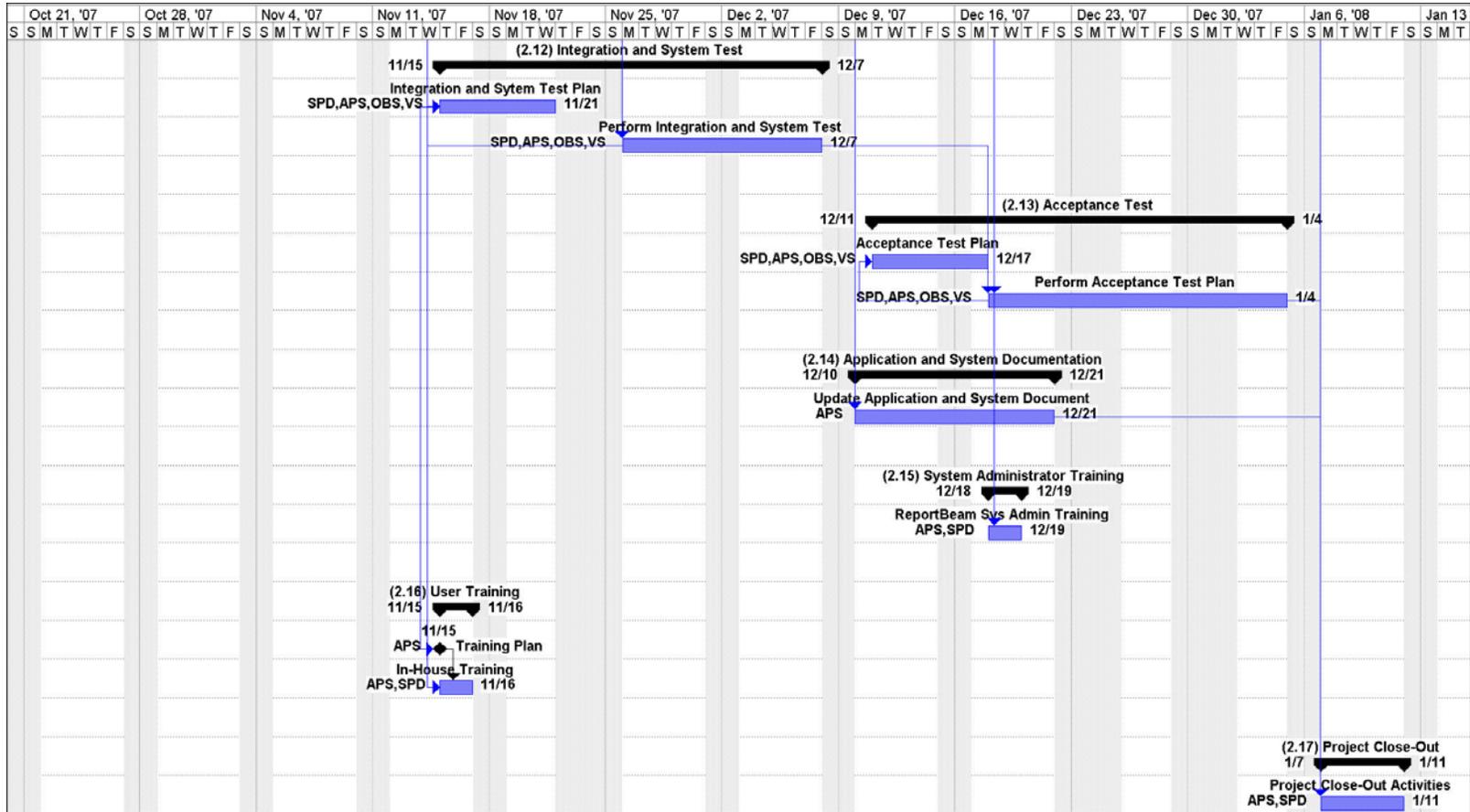
# Attachment 2 – Work Order 1 APS Parking Enforcement Citation System



## Attachment 2 – Work Order 1 APS Parking Enforcement Citation System



## Attachment 2 – Work Order 1 APS Parking Enforcement Citation System



Project: Project Schedule v0-01  
Date: Tue 9/25/07

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

## 5 Financial Summary and Payment Plan

### APS Parking Citation Deliverable Cost Schedule

#### Cost Summary:

##### Hand-held application:

1. Parking Citation	\$ 41,548
2. Courtesy Notice	41,548
3. Daily Activity Report	25,948
4. Software Set-up	58,716
5. Applicable Project Management	<u>5,000</u>
Total	\$172,760

##### ReportBeam application:

1. ReportBeam Set-up	\$ 65,943
2. Cancellation Request Form	6,175
3. Scofflaw/Stolen Vehicle Interface	4,875
4. Citation Query/Response	4,875
5. RMS/MCIS Interface	4,875
6. SmartNumber Citation/Courtesy	6,500
7. ReportBeam Server Installation	2,300
8. ESRI Map Customization	17,500
9. Software Set-up	50,208
10. Applicable Project Management	<u>5,000</u>
Total	\$ 168,251

##### Other Application-related Items:

1. Training	\$ 6,000
2. Documentation	1,350
3. Annual Maintenance Services	<u>43,591</u>
Total	\$ 50,941

##### Hardware:

1. Hand-held Computer Hardware	\$270,840
2. Computer Maintenance Services	24,240
3. Printer Hardware	55,920
4. Printer Maintenance Services	<u>16,880</u>
Total	\$367,880

Attachment 2 – Work Order 1  
APS Parking Enforcement Citation System

**Payment Terms:**

Hand-held application: \$172,760

- One-third (1/3) with completion of Task Completion Criteria 2.2.1, 2.2.2, 2.3.1, 2.3.2, 2.4.1 and 2.4.2
- One-third (1/3) with completion of Task Completion Criteria 2.2.3, 2.3.3 and 2.4.4
- One-third (1/3) with completion of Task Completion Criteria 2.13.1-4, 2.14.1-4, 2.16.1-2, 2.17.1-2 and 2.18.1-2

ReportBeam application: \$168,251

- One-third (1/3) with completion of Task Completion Criteria 2.4.3, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.7.1, 2.7.2, 2.8.1, 2.8.2, 2.9.1, 2.9.2, 2.10.1 and 2.10.2
- One-third (1/3) with completion of Task Completion Criteria 2.5.3, 2.6.3, 2.7.3, 2.8.3, 2.9.3, 2.10.3, 2.12.1, 2.12.2 and 2.12.3
- One-third (1/3) with completion of Task Completion Criteria 2.13.1-4, 2.14.1-4, 2.16.1-2, 2.17.1-2 and 2.18.1-2

Other Application-related Items: \$50,941

- 100% with completion of Task Completion Criteria 2.13.1-4, 2.14.1-4, 2.15.1, 2.16.1-2, 2.17.1-2 and 2.18.1-2

Hardware: \$367,880

- 100% of unit hardware and annual maintenance service with delivery

**Pricing Guarantee:**

Current RFP pricing is guaranteed through March 2008. All future pricing will be maintained for the calendar year with the agreement that items will not increase/decrease by more than 5% during that period of time and with commitment that SPD orders all associated hardware and software for the project from APS.

**System Financial Bid Form:**

Starts on next page.

## 6 Change Request Procedure

### 6.1 Changes to Work Order

Changes to this document (Work Order) will be handled as follows:

1. SPD or APS completes top section and Change Request Details section of Change Request Form (shown on next page). *Note: Change Request Number is assigned by Project manager.*
2. Completed form is submitted to APS Project Manager.
3. APS Project Manager assigns Change Request Number.
4. APS Project Manager completes Change Impact section of Change Request Form.
5. APS Project Manager provides SPD Project Manager with copy of form as completed to this point.
6. Change Request is reviewed at next project review meeting where APS and SPD agree on disposition.
7. Disposition is recorded on form.
8. Completed form is filed in project file.

### 6.2 Changes during Development/Deployment

Changes during development/deployment will be handled as follows:

1. If request falls outside the Scope of Work defined in the Statement of Work, SPD or APS follows steps described in previous section (Changes to Work Order).
2. Otherwise, SPD and APS Project Manager discuss change by phone and/or email.
3. APS Project Manager coordinates change with APS Development team.
4. APS Project Manager forwards change to SPD for testing.

### 6.3 Maintenance/Support Changes

After the deliverables for this project have been accepted:

1. SPD contacts APS Tech Support and describes the change.
2. If change falls within maintenance/support of the agreed to scope of work:
  - A. APS Tech Support opens a case and submits a task to APS Development for the change to be made.
  - B. APS Development makes requested change.
  - C. Project Manager forwards update to SPD for acceptance testing.
3. If change does not fall within maintenance/support of the agreed to scope of work::
  - A. APS Tech Support forwards request to Sales Engineer.
  - B. Sales Engineer generates Statement of Work and estimate for Professional Services.
  - C. Sales Engineer forwards Statement of Work with estimate for Professional Services to SPD.

Attachment 2 – Work Order 1  
 APS Parking Enforcement Citation System

D. SPD reviews Statement of Work with estimate for Professional Services and makes decision.

**APS Change Request Form**

<b>Date:</b>	<b>Project:</b>	<b>Change Request Number: *</b>
<b>Priority:</b> <input type="checkbox"/> Emergency <input type="checkbox"/> Urgent <input type="checkbox"/> Routine		<b>Date Required:</b>
<b>Submitted By:</b>		

*\* Note: Change Request Number is assigned by APS Project Manager*

**Change Request Details:**

<b>Short Description of Change:</b>
<b>Detailed Description of Change:</b>
<b>Impact of not implementing proposed change:</b>

**Change Impact:** (select all that apply)

<input type="checkbox"/> <b>Scope:</b> <input type="checkbox"/> Expand <input type="checkbox"/> Reduce <input type="checkbox"/> Clarify	<input type="checkbox"/> <b>Requirements:</b> <input type="checkbox"/> Expand <input type="checkbox"/> Reduce <input type="checkbox"/> Clarify	<input type="checkbox"/> <b>Deliverables:</b> <input type="checkbox"/> Increased Functionality <input type="checkbox"/> Reduced Functionality <input type="checkbox"/> Other:
<input type="checkbox"/> <b>Schedule:</b> <input type="checkbox"/> Lengthen by: <input type="checkbox"/> Shorten by:	<input type="checkbox"/> <b>Resources:</b> <input type="checkbox"/> Increase by: <input type="checkbox"/> Decrease by:	<input type="checkbox"/> <b>Budget:</b> <input type="checkbox"/> Increase by: <input type="checkbox"/> Decrease by:

**Disposition:**

<input type="checkbox"/> <b>Approved</b> <input type="checkbox"/> <b>Rejected</b> <input type="checkbox"/> <b>Defer</b> <input type="checkbox"/> <b>Need More Info</b>		
<b>Comments:</b>		
<b>Approved By (APS):</b>	<b>Approved By (Customer):</b>	<b>Disposition Date:</b>

## **6.4 Changes during Development/Deployment**

Changes during development/deployment will be handled as follows:

1. If request falls outside the Scope of Work defined in the Statement of Work, SPD or APS follows steps described in previous section (Changes to Work Order).
2. Otherwise, SPD and APS Project Manager discuss change by phone and/or email.
3. APS Project Manager coordinates change with APS Development team.
4. APS Project Manager forwards change to SPD for testing.

## **6.5 Maintenance/Support Changes**

After the deliverables for this project have been accepted:

1. SPD contacts APS Tech Support and describes the change.
2. If change falls within maintenance/support of the agreed to scope of work:
  - A. APS Tech Support opens a case and submits a task to APS Development for the change to be made.
  - B. APS Development makes requested change.
  - C. Project Manager forwards update to SPD for acceptance testing.
3. If change does not fall within maintenance/support of the agreed to scope of work::
  - A. APS Tech Support forwards request to Sales Engineer.
  - B. Sales Engineer generates Statement of Work and estimate for Professional Services.
  - C. Sales Engineer forwards Statement of Work with estimate for Professional Services to SPD.
  - D. SPD reviews Statement of Work with estimate for Professional Services and makes decision

## Appendix 1. References

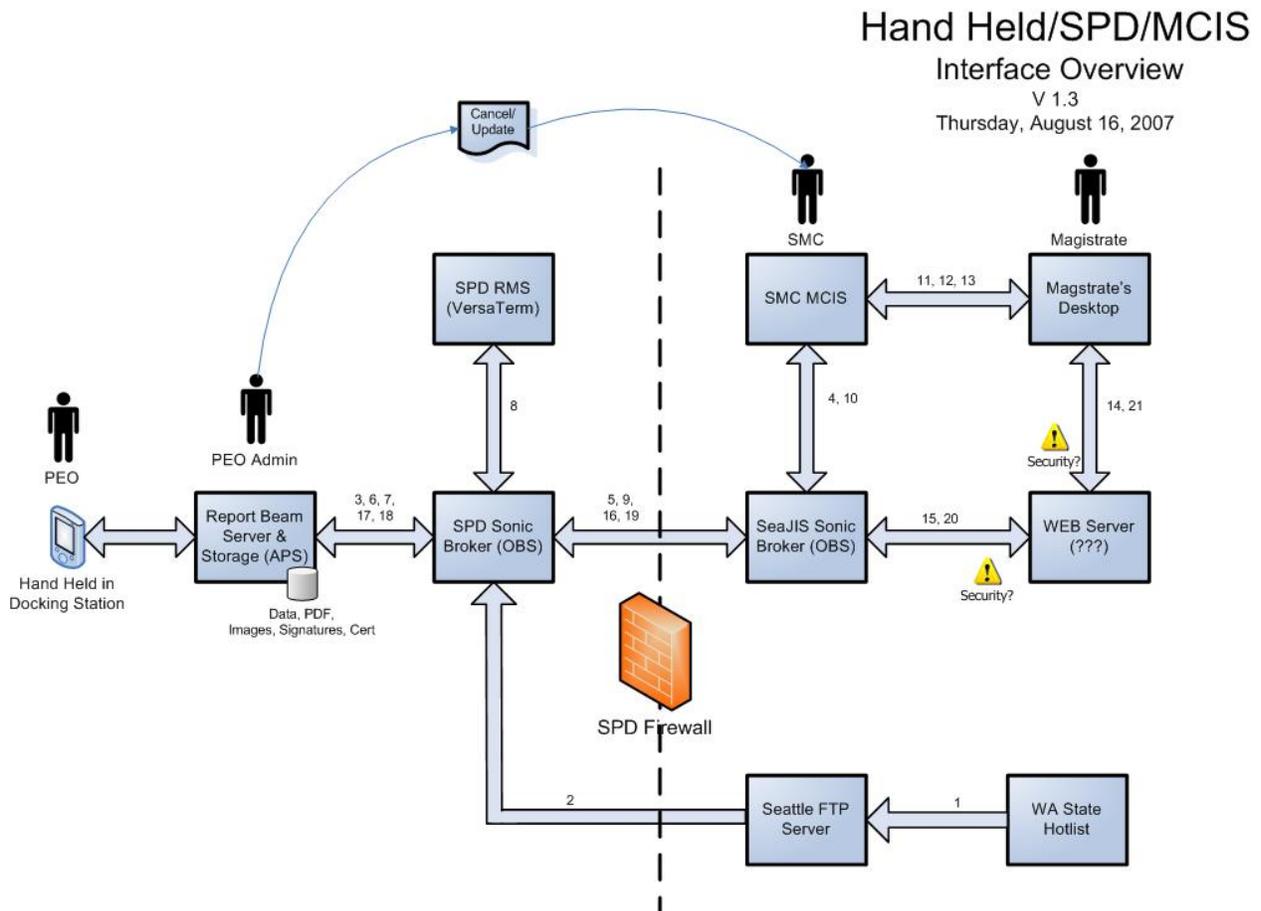
The most current version of the following documents should be referenced for additional information:

1. Handheld Ticketing Device Interface Specs  
by Julie Lange, Seattle PD
2. Seattle Police Department  
Handheld Ticketing Statement of Work  
by Bryan Lepine, Online Business Systems

## Appendix 2. Interface Overview

The following diagram is copied from the *Handheld Ticketing Device Interface Spec* provided by Seattle PD.

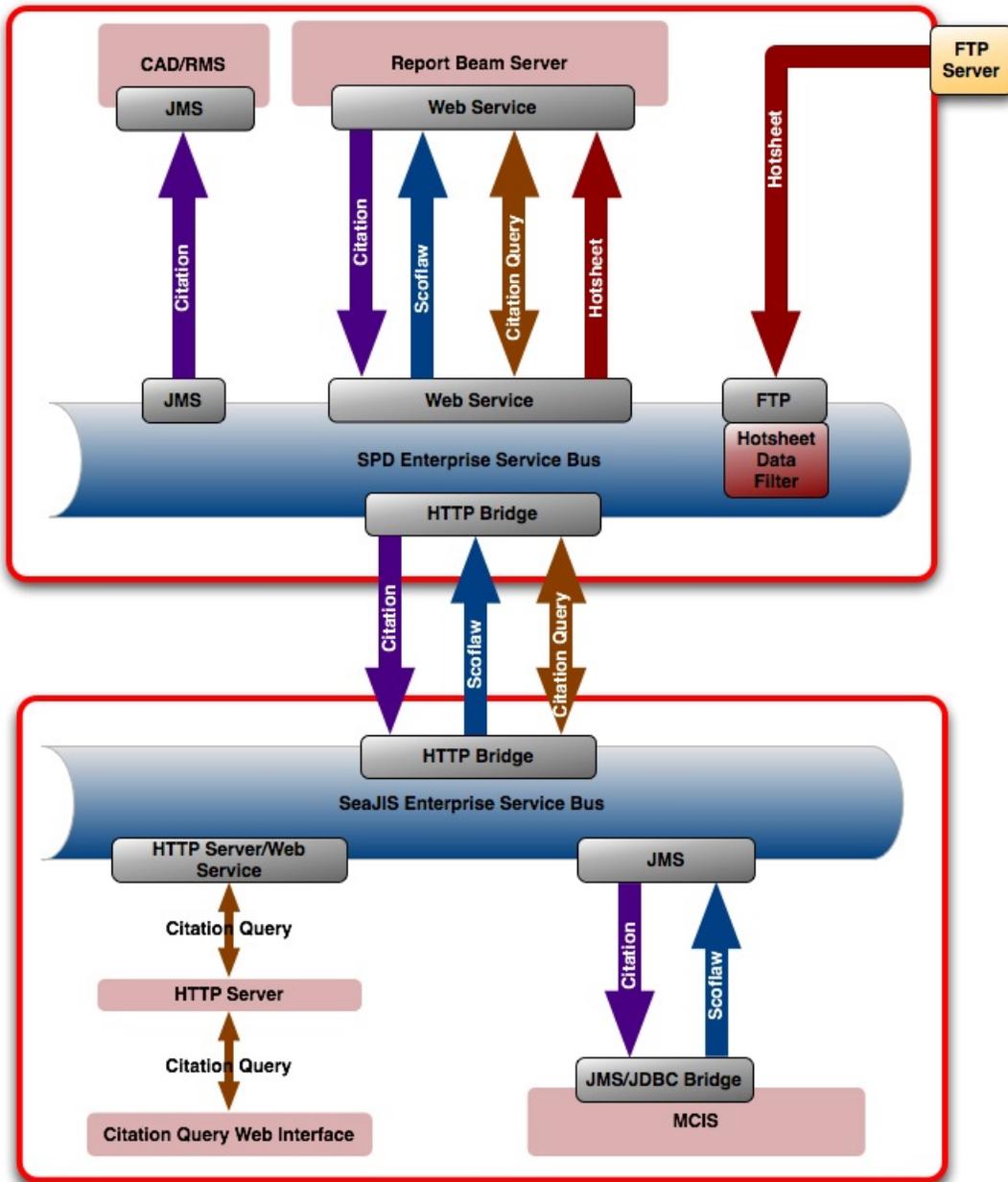
Refer to this spec for a description of the messages being exchanged (indicated by numbers on the diagram) and their data elements.



### Appendix 3. Enterprise Service Bus

The primary interface between ReportBeam and all other SPD systems is through the SONIC Enterprise Service Bus using web services.

The following diagram and web service descriptions (copied from the *Seattle Police Department Handheld Ticketing Statement of Work*, by Online Business Systems) are used as a reference.



## **Citations**

The SPD ESB will receive an XML formatted message from the ReportBeam server via a web service interface. Each message will contain one or more citations. The SPD ESB will forward 1 copy of this message to SPD CAD/RMS and 1 copy to SMC MCIS via the SeaJIS ESB.

## **Delinquent Citation Payment (Scofflaw) Hotlist**

This message exchange will leverage the existing FTP process. The SeaJIS ESB will be configured with a polling service that will retrieve the scofflaw information from staging tables defined by SMC in their Informix Database. The SeaJIS ESB Service will create an XML message containing this information and will route it to the SPD ESB via an HTTP bridge. The SPD ESB in turn, will send this message to the ReportBeam server by invoking the appropriate web service on the ReportBeam Server.

## **Stolen Vehicle Hotlist**

Using a scheduled FTP service, the SPD ESB will retrieve the hotlist file from the FTP server currently used by SPD to receive these files from the state of Washington. The Service will create an XML file containing this information and forward the hotlist information to the ReportBeam server by invoking the appropriate web service on the Report Beam Server

## **Citation Query/Response**

The Citation query/response exchange accepts a request for a Citation number as an XML formatted message. This message is received on the SeaJIS ESB via a web UI communicating with an HTTP service. This request is forwarded to the SPD ESB over the HTTP Bridge and is submitted to the Report Beam server by invoking the appropriate web service on the Report Beam Server. This query/response is assumed to be synchronous.

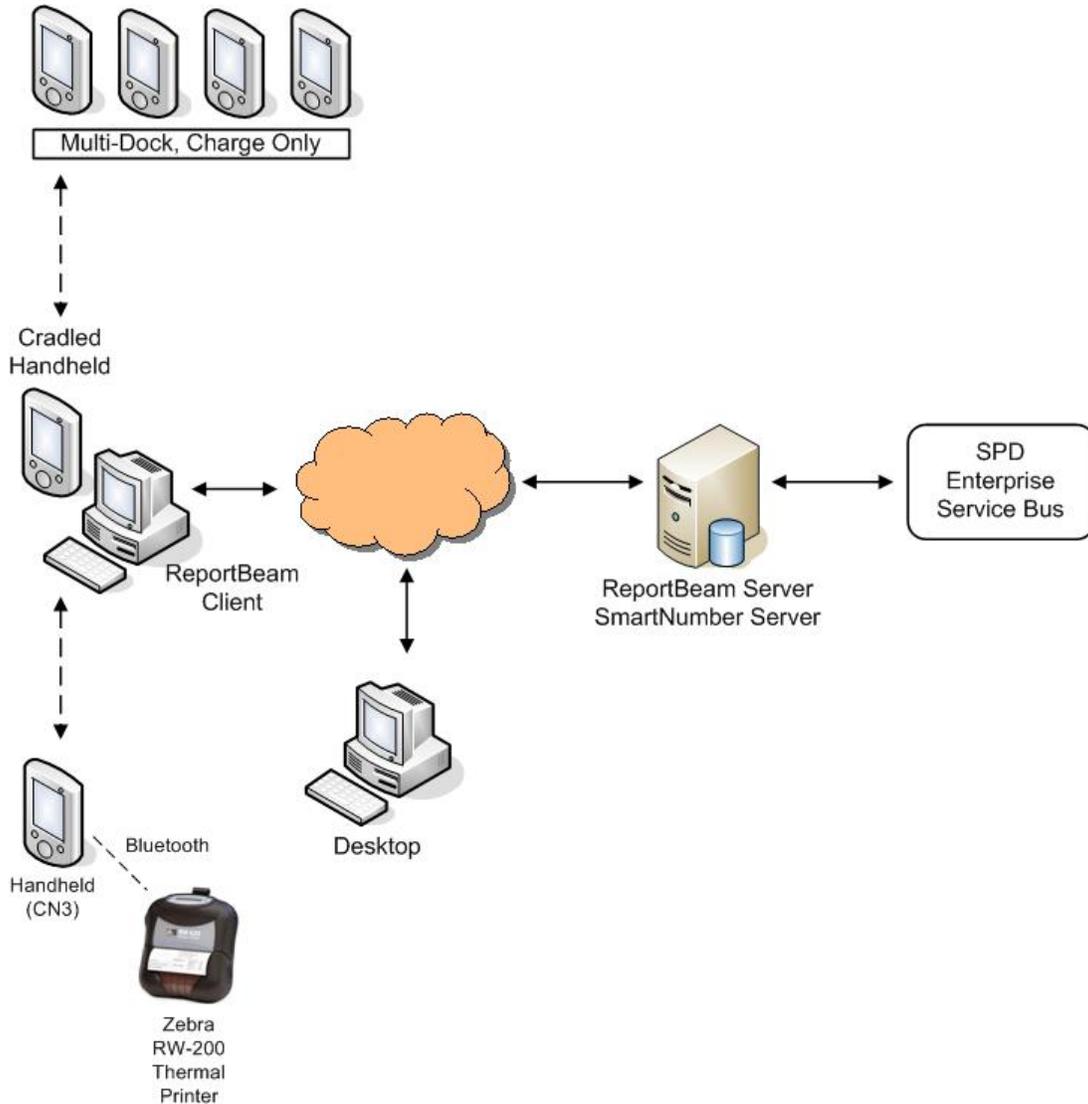
After receiving a Citation Query Message, the Report Beam server will process the request and return an XML message that contains one of two possible payloads that will be displayed by the webpage for the Citation Query:

- The first payload is an encoded PDF (including applicable photos, signature images and Certification of Citing Officer form) that represents the Citation requested along with the Citation data in XML form (to allow for additional processing based on the actual Citation data represented in the PDF).
- The second possible response will be a message indicating that a match was not found for the Citation requested. This message should contain the Citation number requested to allow the response to be correlated to the request.

The Report Beam Server will send either request to the SPD ESB by invoking the appropriate web service. The SPD ESB will then route the message to the SeaJIS ESB using the HTTP bridge and the SeaJIS ESB will forward the message to the HTTP server to be returned to the requesting work station.

## Appendix 4. Workflow Overview

This section provides an overview of the workflow for the APS portion of the handheld ticketing system project. The following diagram is used as a reference.



### **Overnight Charging**

Handheld computers charge overnight in multi-dock, charge-only stations.

### **Beginning of Shift Checkout**

At the beginning of a shift:

1. PEO removes their assigned handheld computer from charging station, docks the handheld in a cradle attached to any computer running ReportBeam client, and logs into ReportBeam client on that computer.
2. ReportBeam client reads a unique ID (assigned by manufacturer) from the handheld computer and verifies that the handheld is assigned to the user that is logged in. An error message is displayed if the handheld is assigned to a different user. If the handheld is assigned to SPARE, then user is prompted to verify that they intend to “check out” the handheld computer in the cradle.
3. ReportBeam client transfers user information (stored in a user profile on the ReportBeam server) to the handheld computer and logs a “checkout event” (i.e., specific handheld is assigned to specific PEO) with ReportBeam server.
4. ReportBeam client updates the handheld computer with latest Scofflaw and Stolen Vehicle hotlists, addition citation numbers are assigned (if needed), and software updates are applied (if required).
5. ReportBeam client displays a message indicating that the handheld is now ready for use and can be removed from the cradle.
6. PEO removes handheld from cradle and picks up their assigned Zebra printer.
7. If PEO is not using their assigned handheld computer or Zebra printer (i.e., they are using a spare), then the user configures the handheld to print on the selected Zebra printer. *Note: A handheld is configured (on the Setup screen) to print on a specific Zebra printer.*

The following specific requirements are identified:

1. PEO must be able to complete steps 2 through 5 of the checkout process in 90 seconds or less. Exception: If a major software update is applied to the handheld, it may take longer than 90 seconds to complete these steps.

### **Daily Usage**

While in the field, the PEO uses the handheld computer and printer to:

1. Issue parking citations.
2. Void parking citations.
3. Issue Courtesy Warnings.
4. Review and Complete Daily Activity Report (Work Log).

The following specific requirements are identified:

1. The HHT must prompt the officer for User ID/Password and confirm/update officer's signature before allowing access to the electronic parking citation application and associated forms.

### **End of Shift Check-in**

At the end of a shift:

1. PEO docks the handheld computer in a cradle attached to any computer running ReportBeam client and logs into ReportBeam client on that computer.
2. Parking citations, Courtesy Notices, signatures, pictures, and Daily Work Log are transferred from the handheld computer to the ReportBeam client.
3. A window containing an electronic version of the Certificate of Citing Officer form (refer to section in document) is displayed. All information on the electronic version of the form is automatically filled in based on login information and data transferred from the handheld. An "I Agree" button replaces the signature line on the form.
4. When The PEO clicks on the "I Agree" button:
  - a. All listed parking citations with associated pictures and signatures are transferred to the ReportBeam server.
  - b. Courtesy notices and Daily Activity Report (work-log) are transferred to ReportBeam server.
  - c. ReportBeam logs a "check-in event" with the ReportBeam server (i.e., specific handheld assigned to specific PEO has been returned and PEO has "completed" the "Certification of Citing Officer" form).
5. PEO logs off of ReportBeam client. A message is displayed to remind PEO to dock the handheld computer in multi-dock charging station.
6. PEO removes the handheld from cradle and places it in the designated slot of the multi-dock station for overnight charging.
7. PEO returns Zebra printer to charging area.
8. PEO can review/edit Daily Activity Report by logging into ReportBeam server on a separate computer. *Note: This step is optional.*

The following specific requirements are identified:

1. PEO must be able to complete steps 2 through 5 of the checkout process in 90 seconds or less.

### **Supervisor Review and Approval**

Supervisor can perform the following actions when logged into ReportBeam server:

1. Edit/Approve/Void Citations - Supervisor has option to edit (fix), void, or approve parking citations.
2. Review / Edit Daily Activity Report - Supervisor has option to edit or approve Daily Activity Report.
3. Complete a Cancellation Request Form (refer to section in document) to void a citation that has already been exported to Court.

The following specific requirements are identified:

1. Supervisor can filter citations for review/edit by squad, so that they only see citations for selected squad.
2. Supervisor cannot approve a citation until a specified number of hours (see note below) after it has been transferred from ReportBeam client to ReportBeam server. This allows for the supervisor to void a citation without having to fill out a Cancellation Request Form (since it has not yet been submitted to Court).

*Note: The System Administrator will have the ability to specify the number of hours to “hold” citations.*

### **Overnight Processing**

ReportBeam server will process the Scofflaw and Hotlist files and convert them into a format that can be used by the handheld device(s).

### **Citation Numbers**

The following specific requirements are identified:

1. SmartNumber will manage and automatically distribute parking citation and courtesy notice numbers per the requirements of SPD.

## Appendix 5. Functional Overview and Requirements

This section provides a functional overview of the APS portion of the handheld ticketing system project. The following diagram is used as a reference.

### PocketParking

The APS PocketParking application enables agencies to issue parking tickets/violations utilizing a mobile handheld device.

The following specific requirements are identified:

1. SPD must be able to create electronic parking citations on a handheld computer (HHT), defined for this contract as an Intermec CN3.

SPD's current electronic parking citation is shown below for reference.

Infraction: 204381123

Date Issued/Occurrence: MON 10/30/2006  
 Officer: 6422 ALTON Time: 12:20PM

Loc: 5118 RAVENNA AV NE

Viol: RESTRICTED PARKING ZONE  
 11.72.351  
 FINE: \$ 44.00  
 AFTER 15 DAYS \$69.00

Vehicle License: 943NVD  
 State: WA  
 Make: HOND Style: 2D Yr:  
 Model: Color: GRAY

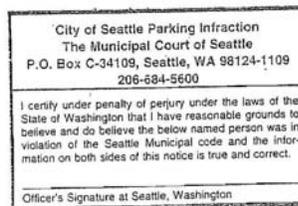
#### Comments

2 HR PARKING 7A-8P EXCEPT 6 CT0929HRS  
 APPROX 25FT S OF SIGN. OT NO PERMIT.

\*\*\* NON-PRINTED INFO \*\*\*

Seat:  
 117235100  
 After 15 days: 25.00  
 VL Expiration:  
 Notes 1 (not printed):  
 Notes 2 (not printed):  
 Notes 3 (not printed):  
 Notes 4 (not printed):  
 FRMANDSTRAEV 102

\*\*\* PARKVOID \*\*\*  
 <no data>



#### PARKING INFRACTION INSTRUCTIONS

This notice represents a determination that a parking infraction has been committed and this determination will be final unless you contest it by checking the 3rd box below. You must respond to this notice within 15 days of the date it was issued. Any mailed response must be mailed no later than midnight on the day the response is due.

A parking infraction is a non-criminal offense for which imprisonment may not be imposed as a sanction. However, failure to respond within 15 days or failure to appear at a requested hearing may result in: 1) additional monetary penalties, 2) non-renewal of the vehicle license tabs, 3) loss of your right to a hearing, 4) tow and impound of the vehicle.

You must respond in 1 of the following 3 ways.

- I AGREE THAT I COMMITTED THE PARKING INFRACTION AND CHOOSE TO PAY THE MONETARY PENALTY. Enclose a check or money order only payable in US funds to The Municipal Court of Seattle in the envelope provided. Print the infraction and license plate number on a check or money order.
- I REQUEST A HEARING TO EXPLAIN THE CIRCUMSTANCES. By requesting a mitigation hearing, you will be deemed to have committed the infraction. You may not subpoena witnesses for this hearing.
- I REQUEST A HEARING TO CONTEST THE INFRACTION. At a contested hearing the City has the burden of proving by a preponderance of the evidence that the infraction was committed. You may subpoena witnesses including the officer who issued the notice of infraction.

IF YOU REQUEST A HEARING, fill in the information below and return this infraction in the envelope provided. Do not send payment. You will be notified in writing of your hearing date.

Name (PLEASE PRINT)	State	Zip
Address	City	Driver's License #
	Date of Birth	Home Phone #

RETURN THIS COPY

See Reverse Side

Attachment 2 – Work Order 1  
 APS Parking Enforcement Citation System

SPD's current electronic parking citation is shown below for reference.

**CITY OF SEATTLE  
 PARKING INFRACTION**

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ AREA: \_\_\_\_\_ PAY DEVICE # \_\_\_\_\_

VEHICLE LICENSE # \_\_\_\_\_ STATE: \_\_\_\_\_

YEAR: \_\_\_\_\_ MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ STYLE: \_\_\_\_\_ COLOR: \_\_\_\_\_

LOCATION: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

UNPAID PARKING VIOLATION IS A VIOLATION OF THE STATE OF WASHINGTON THAT ISSUES THIS CITATION. THE CITATION IS A NOTICE OF VIOLATION. IT IS NOT A FINE. YOU MUST PAY THE CITATION WITHIN 15 DAYS OF THE DATE AND AT THE LOCATION ABOVE. IF YOU DO NOT PAY THE CITATION WITHIN 15 DAYS, YOU WILL BE SUBJECT TO A HEARING AND A HEARING FEE. THE ABOVE DESCRIBED VEHICLE WAS IN VIOLATION OF SEATTLE MUNICIPAL PARKING CODE AND THAT THE INFRACTION HAS BEEN ISSUED FOR THIS VIOLATION. THIS CITATION IS THE PROPERTY OF THE CITY OF SEATTLE. IT IS NOT TO BE REPRODUCED OR COPIED FOR ANY OTHER PURPOSE.

**AFTER 15 DAYS YOU MUST PAY AN ADDITIONAL TWENTY DOLLAR DEFAULT FOR OVERTIME AND REPEATED OVERTIME AND A TWENTY-FIVE DOLLAR DEFAULT FOR ALL OTHER VIOLATIONS.**

**SEE PARKING INFRACTION INFORMATION ON REVERSE SIDE**

OTHER	PENALTY	PENALTY
20	PARKING VIOLATION - PARKING DEVICES 11.1.6.015	
1	OVERSIZED VEHICLE 11.2.2.006	
2	PASSENGER VEHICLE IN ALLEY (COMMERCIAL) 11.2.2.007	
3	BLOCKING SIDEWALK WITHIN 5 FT. OF CURB 11.2.2.110	
4	BLOCKING SIDEWALK WITHIN 5 FT. OF CURB 11.2.2.110	
5	YIELD SIGN, WITHIN 30' 11.2.2.008	
6	STOP SIGN, WITHIN 30' 11.2.2.009	
7	RESTRICTED PARKING 11.2.2.051	
8	FREE TYPING WITHIN 15 FT. 11.2.2.055	
9	FREE TYPING WITHIN 15 FT. 11.2.2.055	
10	PARKED IN CROSSWALK 11.2.2.060	
11	DISABLED PARKING STALL 11.2.2.065	
12		
13		
14		
15		
16	PEAK HOUR PARKING 11.2.2.000	
17	PROHIBITED AREA 11.2.2.000	
18	CLASS OF VEHICLE 11.2.2.000	
19	PASS VEHICLE IN TRUCK ZONE 11.2.2.000	
20	LOAD ZONE - OVER 3 AM (OVER 30 MIN) 11.2.2.000	
21	UNAUTHORIZED COMMERCIAL LOAD ZONE (OVER 30 MIN) 11.2.2.000	
22	TRUCK LOAD ZONE 11.2.2.000	
23	BUS ZONE 11.2.2.000	
24		

Rev 02/2005

**10721226**

**RETAIN THIS COPY FOR YOUR RECORDS**

**RETURN THIS COPY**

**YOU MUST RESPOND 15 DAYS FROM THE DATE OF VIOLATION**

The notice represents a determination that a parking infraction has been committed and this determination will be final unless you contest it by checking the 3rd box below. You must respond to this notice within 15 days of the date it was issued. Any mailed response must be mailed no later than midnight on the day the response is due.

A parking infraction is a non-criminal offense for which imprisonment may not be imposed as a sanction. However, failure to respond within 15 days or failure to appear at a requested hearing may result in: 1) additional monetary penalties; 2) non-renewal of the vehicle license tabs; 3) loss of your right to a hearing; 4) tow and impound of the vehicle.

Your mail response in 1 of the following 3 ways:

- I AGREE THAT I COMMITTED THE PARKING INFRACTION AND CHOOSE TO PAY THE MONETARY PENALTY. Enclose a check or money order only payable in US funds to the Municipal Court of Seattle, Court Payments, P.O. Box 34106, Seattle, WA 98124-1106. Do not send payment. You will be notified in writing of your hearing date. If you do not receive your hearing notice within 15 days of mailing this request you are responsible for contacting the court at 206-464-5600
- I REQUEST A HEARING TO EXPLAIN THE CIRCUMSTANCES. By requesting a mitigation hearing, you will be deemed to have committed the infraction. You may not subpoena witnesses for the hearing.
- I REQUEST A HEARING TO CONTEST THE INFRACTION. At a contested hearing the City has the burden of proving by a preponderance of the evidence that the infraction was committed. You may subpoena witnesses including the officer who issued the notice of infraction.

**YOU MUST PROVIDE THE BELOW INFORMATION TO RECEIVE A HEARING DATE - PLEASE PRINT.**



NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Drivers Lic: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Work Telephone: \_\_\_\_\_

I promise to appear on the date and at the time set by the court for my hearing. I understand that if I do not receive a court date within 15 days of mailing this request, I will be deemed to have committed the infraction. Failure to appear or contact the Court may result in the denial of the ticket, which could result in additional monetary penalties, and/or a hold being placed on your vehicle license tabs.

Signature: \_\_\_\_\_

**MAIL YOUR HEARING REQUEST TO:**

Seattle Municipal Court      Please schedule my hearing at (check one hearing location):  
 600 Fifth Avenue               Lake City  
 P.O. Box 34987                   Lakeland  
 Seattle, WA 98124-0987         Columbia City

Please contact the Court at 206-464-5600 for any additional information.      Rev 02/2005

- SPD must be able to print the electronic parking citation on a Zebra RW-220 thermal printer.
- The parking citation application and interface will include features such as default values, check boxes, customized drop-down menus (for violations, streets, courts, fines, etc.), and calculated values to ensure that all required information is available to quickly and accurately issue a parking violation.
- APS will customize and configure the parking citation application and interface to ensure that they match the exact process flow of the officers.

Attachment 2 – Work Order 1  
APS Parking Enforcement Citation System

5. The handheld device and parking citation software must be able to take a color picture(s) and associate it with a parking citation.
6. The handheld device and parking citation software must be able to support scanning of a 2-D barcode.
7. The handheld device and parking citation software must be able to support digital capture of the officer's signature and associate the signature with all citations issued by the officer and an officer certification form.
8. The software must require that the officer's signature be captured once, at log-on, and printed with all citations.
9. Parking citations must allow for both public comments (which print on the citation) and private notes (which are available to the officer and court).
10. SPD must be able to transfer all electronic parking citations along with associated signatures, photographs, notes, and comments from the handheld computer to the ReportBeam server so that they can be made available to SPD RMS and Court systems. Transfer from the handheld will take place at the end of shift when the handheld computer is cradled to a desktop computer running the ReportBeam client.
11. All fields listed in the Handheld Ticketing Device Interface Specs must be transferred for each citation.
12. If the software discovers violation of scofflaw when writing a citation, the officer is alerted with a message on the HHT.
13. If the software discovers a stolen vehicle (by comparing the vehicle tag against a hotlist) when writing a citation, the officer is alerted with a message on the HHT.
14. The parking citation application must be able to accept and use citation numbers issued to the handheld device per SPD requirements. The citation numbers are issued by the APS SmartNumber application when the handheld computer is cradled.
15. Officer must have ability to void a parking citation on HHT prior to download.

### **Electronic Chalking**

Electronic chalking will be implemented as described in the Location-Based E-Chalk section of the APS e-Chalk User's Guide (Revision 1.0). Location-based e-Chalk allows the officer to chalk an entire location at a time, but chalking is performed manually. The handheld device reminds the officer when to re-visit the location (for example, after 2 hours).

The following specific requirements are identified:

1. The chalking unit will be defined as a specific side (North, South, East, or West) of a 100 block face address.

### **Courtesy Notice**

The following specific requirements are identified:

1. SPD must be able to create an electronic equivalent of their Courtesy Notice using a handheld computer, defined for this contract as an Intermec CN3. The Courtesy Notice will be based on the Parking Citation, with the following changes:
  - The header will identify this form as a Courtesy Notice
  - N/A will be displayed in the *Fine* and *After 15 Days* fields
  - The *Parking Infraction Instructions* will not be printed
2. SPD must be able to print the Courtesy Notice on a Zebra RW-220 thermal printer.
3. SPD must be able to transfer all Courtesy Notices from the handheld computer to the ReportBeam server. Transfer from the handheld will take place at the end of shift when the handheld computer is cradled to a desktop computer running the ReportBeam client.
4. The Courtesy Notice application must be able to accept and use citation numbers issued to the handheld device per SPD requirements. The citation numbers are issued by the APS SmartNumber application when the handheld computer is cradled.

### ***Certification of Citing Officer***

SPD must be able to create an electronic equivalent of their Certification of Citing Officer form (current sample shown on next page).

A window containing an electronic version of this form is displayed by the ReportBeam client when the handheld is cradled at end of shift. All information on the electronic version of the form is automatically filled in based on login information and data transferred from the handheld. An “I Agree” button replaces the signature line on the form.

The following specific requirements are identified:

1. The Supervisor should have the ability to search for, display, and print the form on which a specific parking citation is listed.
2. The Magistrate should have the ability to search for, display, and print the form on which a specific parking citation is listed. The form is returned in the response to a citation query along with the encoded PDF, photos, and signature images.

## CERTIFICATION OF CITING OFFICER

I, \_\_\_\_\_ hereby certify under penalty of perjury under  
(Printed name) (Serial #)  
the laws of the State of Washington as follows:

I am employed with the Seattle Police Department’s Parking Enforcement Unit as a Parking Enforcement Officer. I have been employed in such capacity for \_\_\_\_\_ years, \_\_\_\_\_ months and hold the title of Parking Enforcement Officer.

I use an Advanced Public Safety handheld ticketing device for issuing parking notices of infraction. I have been trained thoroughly in its usage. I use it regularly in the course of my duties and am proficient in its use.

I sign out my handheld ticketing device at the beginning each shift. Before I use it, I verify that the equipment is functioning properly, and I do not use any equipment that I do not accept as functioning properly.

Before I serve or cause to be served the printout (hard copy) of a notice of infraction, I examine the document, and I serve it or cause it to be served only if it is an accurate transcription of the data I intended to enter into my equipment. That information always includes my serial number. When the printout is correct, I know that my data entry was correctly entered into the equipment. I “void” the notice of infraction before it is issued if I enter and store inaccurate information. I request that a Parking Enforcement Supervisor cancel the notice of infraction if I print out a hard copy containing inaccurate information or if I issue a notice of infraction in error.

At the end of any shift I sign in my handheld ticketing device, and return it to the docking station. A Parking Enforcement Supervisor then transfers the information I entered during my shift to the Seattle Municipal Court’s Information System (MCIS). This action occurs in the normal course of the Parking Enforcement Unit’s operations and according to the Parking Enforcement Unit’s procedures.

I followed those procedures with respect to notice(s) of infraction number(s):

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(Infraction No. and Date of Infraction)

I issued each of said notices of infraction, did not “void” any of them before issuing them, and did not request that a Parking Enforcement Supervisor cancel any of them after I issued them. The information recorded in each of said notices of infraction which I issued was entered accurately, and was true and correct for each of said notices of infraction on the date of each of said notices of infraction.

Executed at Seattle, Washington on \_\_\_\_\_  
(Date)

---

(signature)

(Serial #)

### **Daily Activity Report**

SPD must be able to complete, review, and print an electronic equivalent of their Certification of Citing Officer form (current sample shown on next page).

The following specific requirements are identified:

1. PEO must be able to complete an electronic equivalent of the Daily Activity Report on a handheld computer. This version will be optimized for use on a handheld device. It will collect the same information as with the paper form, but will use check boxes and drop-down lists in order to minimize the amount of text that the PEO needs to type in order to complete the form.
2. Although the objective is for the PEO to complete the Daily Activity Report as much as possible while in the field, the PEO will have the ability to log into the ReportBeam server in order to review, edit, and print the form after the handheld has been cradled.
3. Supervisor will have the ability to review, edit, approve, and print the Daily Activity Report when logged into the ReportBeam server.

Notes:

1. Equipment No. is used to enter the vehicle assigned to the PEO. This will be implemented as a drop-down list containing all vehicle numbers. The selection will be “sticky”, meaning that the last vehicle number selected will remain selected until a different one is chosen from the list.
2. SPD has requested that we add “Other” to both the Shift Hours log (code 35?) and the Activity Summary table (code 53?).
3. Currently, PEO uses tick marks to tally the number of occurrences for each code in the Activity Summary table.



### ***Cancellation Request Form***

The Cancellation Request Form (sample shown on next page) is used by the Supervisor to void a parking citation after it has been sent to Court.

The following specific requirements are identified:

1. Supervisor must be able to complete an electronic equivalent of SPD's Cancellation Request Form while logged into their ReportBeam server account.
2. The Supervisor can only fill out a Cancellation Request Form for tickets issued by their squad.
3. The Supervisor should be able to enter the citation number or select it from a drop-down list. Once the citation number entered or selected, the form will auto-populate with information from the existing ticket.
4. Supervisor will have the option to print (for faxing) or email (to Court) a new or previously completed Cancellation Request Form.
5. The electronic version of the Cancellation Request Form can only be completed by a Supervisor. Therefore, a two-level approval process is not required.
6. Once the Cancellation Request Form is printed or emailed, a note will be added to the citation record indicating that a cancellation request for the citation has been submitted to the Court.
7. There is no reply from the Court.



### **ReportBeam Server**

The following specific requirements are identified in addition to the various requirements stated throughout this document:

1. The ReportBeam server will be hosted on-site by SPD.
2. The ReportBeam server will allow Supervisor to review, store, and query all ticket/citation data, stolen vehicles, work log data and any other fields in the database for reporting purposes.
3. The ReportBeam server will allow Supervisor and PEO to search for, view, and reprint the following electronic forms:
  - a. Parking citation (along with associated signatures, Officer Certification and pictures)
  - b. Courtesy Notice
  - c. Daily Activity Report
4. The ReportBeam server will allow statistical data to be reviewed via charting, mapping, grid view, and export to Excel. ReportBeam will provide the ability to save commonly used reports, and also the ability to create ad-hoc reports.
5. The ReportBeam server will support the web services interface defined in the Enterprise Service Bus section (under References) of this document.
6. Scofflaw Processing – the ReportBeam server will process a scofflaw batch and create a new file to push out to the ReportBeam clients in a format that can be used by the HHT.
7. Hotlist Processing – the ReportBeam server will process an updated hotlist and create a new file to push out to the ReportBeam clients in a format that can be used by the HHT.
8. City of Seattle standard ESRI maps for location data reporting will replace ReportBeam Virtual Earth maps.