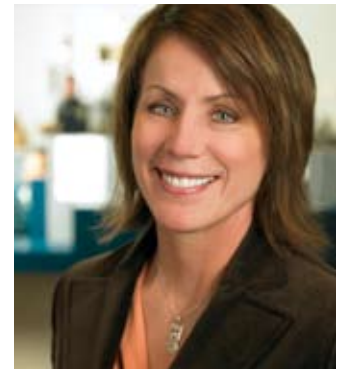


“Milwaukee is the first city to have Automated Payment Centers that enable real-time issuance of parking permits and payment of citations. It’s been a tremendous advantage for both enforcement and adjudication.”

DORINDA FLOYD
Administrative Services Director
Department of Public Works, Milwaukee



Success Story: City of Milwaukee

IN BRIEF

Challenge: Manual issuance of 175,000 parking permits a year kept Milwaukee police personnel busy with administrative work and took time from law enforcement duties.

Solution: Automated Payment Centers provided exclusively by Citation Management®.

Results:

- > More efficient utilization of police personnel
- > Improved accuracy in issuing parking citations
- > The convenience of 24/7 access, full range of payment options, real-time transactions and the ability to pay parking citations and utility bills

BACKGROUND>>

Milwaukee police personnel were spending too much time manually issuing parking permits and handling payment transactions. Standing in long lines at police district stations had become the norm for citizens renewing permits. In addition, errors made while entering handwritten permit applications into the database and lack of real-time access to data were resulting in erroneous issuance of parking citations. In recognition of these problems, Milwaukee’s Department of Public Works (DPW) partnered with Citation Management, a division of Duncan Solutions, Inc. An innovator in parking citation management solutions and asset management, Citation Management provided the City with a nationwide first: Automated Payment Centers (APCs) that not only automate the issuance of parking permits, but do so in real time. The APCs are manufactured by Pay-Ease, Inc., who also provides the transaction and financial processing system that enables them to function in real time. The payment centers also serve as a convenient, 24/7 option for paying parking citations, utility and consumer service bills.

DETAILS>>

“The City had several goals for parking permit issuance,” said Dorinda Floyd, Administrative Services Director for Milwaukee’s DPW. “We wanted to minimize the use of police personnel for non-police-related duties. We wanted to increase accuracy in both data entry and citation issuance. And, we wanted to find a way to make purchasing a night parking permit more convenient for the public.” The DPW set out these parameters to Citation Management and the end result is APCs in three of the City’s police district stations and a plan to have them installed in most police stations in

the near future. With functionality similar to that of an ATM, the DPW’s APCs offer these unique features:

- Intuitive touch-screen and drop-down menus that guide users through the payment and issuance processes
- Choice of instructions written in English or Spanish
- Real-time 24/7 connectivity with database of outstanding parking citations and permit history
- Ability to handle multiple transactions from one user
- Dual printers to differentiate between annual and quarterly permits
- Accepts credit or debit cards, checks and cash
- Generates receipt, printed permit and any change/bills instantly
- Ability to pay Milwaukee area utility bills (and other bills in the future)



“I found this system quick and easy to use. It’s also great that a police officer doesn’t have to spend time helping me and can focus on more important issues.” KAREN HAGEN, Pastor

Labor Savings. According to Ms. Floyd, in the districts with Automatic Payment Centers, police personnel now spend very little time issuing parking permits. “Just accepting a completed application and payment may take an officer 3-5 minutes,” she says. “Multiply that by 175,000 permits sold annually, and it’s easily equivalent to several positions. Rather than performing clerical duties, the officers can now spend their time fighting crime.”

Real-Time Advantages. “Any time the data becomes real-time, it benefits both enforcement and adjudication,” says Cindy Angelos, Parking Finance Manager for the City of Milwaukee. “Plus, the drop-down menus allow permit buyers to select the street, vehicle name, color...which eliminates the problems with misspellings, illegible handwriting and such. And, because no one has to read the application and enter the data, we eliminate the opportunity to transpose numbers, misread names, etc.” The information from the APC is delivered in real-time to the database, which is downloaded nightly to the parking checkers’ handheld electronic ticketing units. “The opportunity for issuing a parking citation in error is greatly reduced.”

Peerless Functionality. After the APCs were installed, the need for some functional changes became apparent, according to Ms. Floyd. “We were not aware of the number of people buying multiple permits at one time, say for additional cars or family members.” A redesign by Citation Management and Pay-Ease now enables multiple permits to be purchased at one time without having to do each transaction separately.

When differentiation between annual and quarterly permits was also needed, dual printers were added. And, because the APC change dispensers were quickly being depleted of \$1 bills, the capability of dispensing \$5 bills was added. “Citation Management is committed to helping us make this work the way we need it to.”

More Convenient. The APC’s intuitive, GUI-based touch screens guide citizens – in English or Spanish – through a first-time purchase on the system within minutes. In the past, regular permit buyers had to complete a paper application for each quarterly purchase. Now, once the information is in the database, a few taps on the screen and payment are all that’s required. In addition to cash payments, the APC enables payment with credit or debit cards – a first for the City. “Our core business is handling payment and other financial service transactions for some 1,200 utilities and consumer services nationwide, so we have the database and systems in place to verify and process payments of all sorts in real-time,” says Dean Scaros, President and CEO of Pay-Ease. Milwaukee citizens can also pay parking citations and electric and gas bills at the payment centers.

Ms. Angelos notes another convenience: “The real-time factor means less erroneous parking citations issued, less time people have to spend trying to prove they already had a permit, and less time in adjudication for us, too. That’s a huge benefit.”

>> As a division of Duncan Solutions, Inc., a global leader in parking and enforcement management solutions, Citation Management has the resources and expertise to generate success stories. For a turnkey solution or a single program, we’re the strategic outsourcing partner of choice. Contact us to find out how we can improve results for you.

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