



Travis County Commissioners Court Agenda Request

Meeting Date: March 20, 2012

Prepared By/Phone Number: Tonya Mills, Planning Manager, JPS, 44755

Elected/Appointed Official/Dept. Head: Roger Jefferies, County Executive, Justice and Public Safety – 854-4415

Commissioners Court Sponsor: Samuel Biscoe, County Judge

AGENDA LANGUAGE:

RECEIVE UPDATE ON ISSUES RELATED TO A PROPOSED PILOT PROGRAM WITH PARKING MOBILITY

BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:

See attached memo.

STAFF RECOMMENDATIONS:

See attached memo.

ISSUES AND OPPORTUNITIES:

See attached memo.

FISCAL IMPACT AND SOURCE OF FUNDING:

See attached memo.

REQUIRED AUTHORIZATIONS:

David Escamilla, County Attorney, 854-9415

Cyd Grimes, Purchasing Office, 854-9700

Bruce Elfant, Constable, Precinct 5

Herb Evans, Justice of the Peace, Precinct 5

Leslie Browder, County Executive, Planning and Budget Office

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials must be submitted as a single pdf to Cheryl Aker in the County Judge's office, Cheryl.Aker@co.travis.tx.us by Tuesdays at 5:00 p.m. for the next week's meeting.



JUSTICE & PUBLIC SAFETY DIVISION

Roger Jefferies, County Executive

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Date: March 13, 2012

To: Sam Biscoe, County Judge
Ron Davis, Commissioner, Precinct 1
Sarah Eckhardt, Commissioner, Precinct 2
Karen Huber, Commissioner, Precinct 3
Margaret Gomez, Precinct 4

From: Roger Jefferies, County Executive, JPS

SUBJECT: RECEIVE UPDATE ON ISSUES RELATED TO A PROPOSED PILOT PROGRAM WITH PARKING MOBILITY

To the Commissioners Court:

In response to Parking Mobility's and Judge Biscoe's request for an update on outstanding issues regarding a proposed pilot program with Parking Mobility, please see below:

- **Cost:** Parking Mobility was informed by our legal department that their original proposal to extract a flat fee of \$200 from every disabled parking citation was not advised based on legal statutes. The County's next proposal, presented to the court in December 2011, included \$16,000 to support the selection and training of volunteers for a yearlong pilot. Parking Mobility asserted that this amount was too low to support the operation and expenses of the company for the duration of the pilot. The County then asked Parking Mobility to come up with a fee-for-services (or similar) model and to assign values to the products and services they would be providing. In Parking Mobility's resulting counter-proposal, the County is being asked to fund \$100,000 of a \$166,000+ pilot proposal for six months.
- **Competitive Bidding/Procurement:** The counter-proposal submitted by Parking Mobility is currently being reviewed by the Purchasing Office and the County Attorney's Office to assess Parking Mobility's assertion that it is exempt from competitive bidding as outlined in

statute. At this time, it remains the opinion of County Purchasing Office that a competitive bid process must be followed according to the Local Government Code. Additionally, Parking Mobility asserts that it is/should be considered "sole source". This is also being reviewed, as Purchasing has contracts with other vendors providing electronic submission of citations.

- **Interface with County Databases:** Parking Mobility's counter proposal includes a significant amount of technology development and implementation in the scope of work. Our ITS department will need to review that portion of the scope for its need for interface with Travis County's systems and any subsequent impact.

While we are awaiting feedback from the County Attorney's Office and the Purchasing Office, I am advising that the County stakeholder group to suspend discussions with Parking Mobility for now so as not to harm PM's ability to participate in a competitive process if that is the route that is selected. The County stakeholder group has included my office (Justice and Public Safety), Constable Elfant's office, the County Attorney's Office, Justice of the Peace 5, and the Purchasing Office.

I have attached Parking Mobility's latest proposal for your information.

Please know that we are committed to finding the appropriate solution to expand and enhance the County's existing program to identify those who park illegally in disabled parking spots.

c: Jim Connolly, Travis County Attorneys Office
Cyd Grimes, Purchasing Agent
Bruce Elfant, Constable, Precinct 5
Herb Evans, Justice of the Peace, Precinct 5

Attachment



JUSTICE & PUBLIC SAFETY DIVISION

Roger W. Jefferies, Executive Manager

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TO: Sam Biscoe, County Judge
Ron Davis, County Commissioner Pct. 1
Sarah Eckhardt, County Commissioner Pct. 2
Karen Hubner, County Commissioner Pct. 3
Margaret Gomez, County Commissioner Pct. 4

FR: Roger Jefferies, County Executive, Justice and Public Safety

DATE: 19 December 2011

RE: Proposed Parking Mobility Pilot

Recently staff from Justice & Public Safety along with Constable Elfant met with Craig Spradling of Parking Mobility. After meeting with Mr. Spadling and a number of volunteers that currently participate in a citizen volunteer program to address handicap parking violations, Justice and Public Safety would like to propose that Travis County enter into a contract with Parking Mobility for a pilot program utilizing a smartphone-based software application, entitled "Parking Mobility" and developed by Parking Mobility, Inc., which will allow volunteers to electronically submit citation for vehicles in violation of disabled parking laws, in compliance with current statutes and the current minimum requirements of the County's existing volunteer enforcement program.

Parking Mobility will provide access to the application, recruit and train volunteers, and submit citations electronically. Parking Mobility will allow access to the data collected by the application. The County will review all citations before they are processed.

For these services we are proposing the following payment deliverables.

1. Recruit 30 volunteers for the pilot class – \$5,000
2. Train 30 volunteers in the pilot class on use of the Parking Mobility application, and ensure their participation in training by Constable Elfant's office. – \$5,000
3. Ensure up to 1,200 citation filings during the period of performance (one year) for payment of \$5.00 per citation – up to \$6,000 max.

Total cost of services provided by Parking Mobility to Travis County during the one year pilot – up to \$16,000 max.

This pilot would last for one year and be re-evaluated for its efficacy and value to Travis County.

Thank you in advance for your consideration of this item.

Xc: Cyd Grimes, Purchasing Office
 Mike Long, Purchasing Office
 Katy Peterson, Planning and Budget Office
 Bruce Elfant, Constable Pct. 5
 Jim Connolly, Travis County Attorney's Office
 Tonya Mills, Justice and Public Safety
 Eric Calkins, Justice and Public Safety

Parking Mobility -- 6-month Travis County Pilot Budget

Staff			
Position Name	Cost	Percentage of Time on Pilot	
Executive Director	\$ 50,000.00	75%	\$ 37,500.00
Project Director	\$ 40,000.00	75%	\$ 30,000.00
Total Staff =			\$ 67,500.00
Fringe			
	Cost	Rate	
FICA / Medicare	\$ 67,500.00	7.65%	\$ 5,163.75
Health Insurance	\$ 9,000.00	75%	\$ 6,750.00
Unemployment Insurance	\$ 240.00	75%	\$ 180.00
Total Fringe =			\$ 12,093.75
Infrastructure (Highly-Available)			
	Cost		
Servers, Storage, Hosting & Bandwidth (Production, QA & Development environments)	\$ 6,500.00		\$ 6,500.00
Cloud-based community connectivity tools	\$ 600.00		\$ 600.00
Total Infrastructure =			\$ 7,100.00
Programmatic Development (specific to Travis County)			
	Cost		
Travis County Systems Integration (ticket insertion, address pull, data scraping for tracking)	\$ 7,500.00		\$ 7,500.00
Customization to current web application required by Travis County's unique project requirements & goals	\$ 22,500.00		\$ 22,500.00
Total Programmatic Development =			\$ 30,000.00
Product Maintenance & User Support			
	Cost		
Average of 20 Hours/month to respond to new feature requests by and general support for Travis County	\$ 12,000.00		\$ 12,000.00
Total Maintenance & User Support =			\$ 12,000.00
Travel			
	Cost		
Travel specific to pilot project goals	\$ 6,000.00		\$ 6,000.00
Total Travel =			\$ 6,000.00
General & Administrative			
	Cost		
Supplies	\$ 4,500.00		\$ 4,500.00
Total G&A =			\$ 4,500.00
Technology License			
	Cost		
Annual Licensing fee for technology	\$ 27,678.75		\$ 27,678.75
Total Licensing =			\$ 27,678.75

Total Budget for 6-Month Pilot = \$ 166,872.50
Project match from other funding sources = \$ (66,872.50)
Net Budget = \$ 100,000.00

Prioritizing Measurables for Parking Mobility

1.) Volunteer Safety

- In the community's mind, this is without question the most important measurable & priority
- For 16 years people with disabilities have volunteered at entirely their own risk to report violations which have generated money for the county
- Parking Mobility represents an opportunity for volunteers to report violations in a much faster and far less conspicuous manner (using a smartphone vs writing in a ticket booklet)
- * For everyone's safety -- Constable Elfant's volunteers along with new volunteers -- Parking Mobility should be adopted as soon as the technology has been evaluated
- How is it measured -- ask the volunteers; we recommend Constable Elfant select a few of his most active volunteers to be included in the pilot to evaluate Parking Mobility's enhanced safety

2.) Volunteer Engagement / Happiness

- Safety (see above)
- Ease, convenience and inclusiveness of participation
 - The ability to report a violation in ~3 minutes without interrupting their personal activity
 - Not having to have the ticket pamphlet, a pen, the precinct map, etc to report a violation
- * The empowerment of volunteering when one's disability currently prevents participation
- Administrative / judicial transparency -- following tickets through the process is a huge tangible benefit for volunteers
- How is it measured -- ask the volunteers

3.) Technology

- Volunteer Safety (see above)
- Ease & convenience of reporting will translate into more reports submitted
- Scalability of the volunteer base without increased administrative overhead
- County administrative efficiency (eg, not requiring the current double manual-entry of tickets)
- County Administrative control and reporting (see below)
- How is it measured -- does the technology *work*?

4.) Community Awareness

- The Legislature's goal in applying stiff fines and enacting these volunteer programs is to eliminate abuse
- Abuse will only be eliminated when the broader public is made aware of the importance of disabled parking and the adverse impact of its abuse
- The larger the volunteer program, the more proactive community awareness will be generated
- How is it measured -- the number of volunteers and the level of their activity

5.) **Quantitative Reporting and Resource Planning for Travis County**

- As he expressed before the Court, it is very difficult for Constable Elfant to provide metrics on the volunteer program
 - It's in the best interests of everyone -- the Constables, JPs, Court and volunteers -- if disabled parking efforts had greater visibility/understanding and their impact known
 - Demonstrating the value of the Constables' efforts will further strengthen their budgets
- Parking Mobility provides instant volunteer-, location- and time-based analysis which can be integrated with other Travis County systems
- Improved and more publicly-accessible knowledge of currently available disabled parking
- Ability to respond to missing/impaired parking signage (rendering the spot unenforceable)
- * Establishes a collaborative platform with the disability community whereby individuals can identify where disabled parking is needed & the community votes on the priority of new spots
 - Hugely important in optimizing Travis County's resources and their impact
- How is it measured -- does the technology *work*?

6.) **Collection rate**

- Parking Mobility agrees that an increase in the collection rate is important (in order to further curb abuse)
 - Once Travis County is comfortable with Parking Mobility, we would like to further collaborate on additional technology that will improve collections
- Since a Parking Mobility ticket contains all of the information of a current volunteer ticket (and a whole lot more), at worst the collection rate will be the same
 - Of course, the community believes the collection rate will be higher
 - Even if the collection rate remains the same, the increased number of violations reported (for the reasons stated above) along with improved volunteer safety will justify the program
- * Despite its revenue importance, the community believes the safety of the volunteers outweighs determining the impact of Parking Mobility on the collection rate

PROFESSIONAL SERVICES AGREEMENT FOR PILOT PROGRAM FOR SOFTWARE ASSISTED
SUBMISSION OF VOLUNTEER-ISSUED DISABLED PARKING VIOLATION CITATIONS

STATE OF TEXAS §
 §
COUNTY OF TRAVIS §

RECITALS

This AGREEMENT is made and entered into between Travis County, a political subdivision of the State of Texas, and PARKING MOBILITY FOUNDATION, a Texas non-profit corporation.

As a PILOT PROGRAM, the COUNTY desires to obtain access to use of a smartphone-based SOFTWARE APPLICATION, entitled "Parking Mobility" and developed by COAL HARBOUR GROUP TECHNOLOGY INC. to allow VOLUNTEERS to electronically submit CITATIONS for vehicles in violation of disabled parking laws, in compliance with current statutes and the current MINIMUM REQUIREMENTS of the COUNTY'S existing VOLUNTEER ENFORCEMENT PROGRAM.

The DEVELOPER shall provide access to the application, recruit and train volunteers, and submit citations electronically. The DEVELOPER shall allow access to the data collected by the application. The COUNTY will review all citations before they are processed.

The COUNTY and the DEVELOPER agree as follows:

1. DEFINITIONS

- 1.1 The AGREEMENT is this document, entitled "PROFESSIONAL SERVICES AGREEMENT FOR PILOT PROGRAM FOR SOFTWARE ASSISTED SUBMISSION OF VOLUNTEER-ISSUED DISABLED PARKING VIOLATION CITATIONS," together with all exhibits and appendices attached hereto.
- 1.2 VOLUNTEERS are civilian citizens who are trained and certified to issue CITATIONS for vehicles in violation of certain disabled parking laws, as covered by current statute.
- 1.3 The PARKING MOBILITY SOFTWARE APPLICATION (alternately referred to as THE APPLICATION, THE SOFTWARE, or THE SOFTWARE APPLICATION) is software licensed to PARKING MOBILITY FOUNDATION. The software application is currently compatible with iPhone, Android and Blackberry-based smartphones. The software allows a volunteer to submit a CITATION to the COUNTY. The CITATION will arrive in COUNTY offices in the form of an Adobe PDF file (or similar). CIATATIONS submitted by the application shall, at a minimum, include photographs (most often three (3), but in no

event less than one (1)) of the vehicle and the GPS coordinates for each photo, as well as text that is compatible with the format of the COUNTY'S current CITATION.

- 1.4 SMARTPHONES are mobile telephones with advanced capabilities, including cameras, internet access, and Global Positioning System (GPS) access. Current examples as of December, 2011 include Apple's iPhone and smartphones which use the Android and Blackberry operating system.
- 1.5 CITATIONS are official legal documents indicating an infraction. For the purposes of this PILOT PROGRAM, CITATIONS are issued for the specific violations of current disabled parking laws that are covered by the existing VOLUNTEER ENFORCEMENT PROGRAM.
- 1.6 The PILOT PROGRAM is a limited term agreement for services with a specific start and end date. A PILOT PROGRAM serves to allow both the DEVELOPER and the COUNTY to evaluate whether or not a longer term contract is desirable and/or feasible.
- 1.7 The MINIMUM REQUIREMENTS entails all of the current practices, procedures, and responsibilities of the existing VOLUNTEER ENFORCEMENT PROGRAM including criminal background checks, individual screening, training, and support for volunteers.
- 1.8 COAL HARBOUR GROUP TECHNOLOGY INC. has licensed PARKING MOBILITY to PARKING MOBILITY FOUNDATION, a Texas non-profit corporation, for use in the State of Texas. For purposes of this agreement, PARKING MOBILITY FOUNDATION is deemed to be the DEVELOPER.
- 1.9 THE VOLUNTEER ENFORCEMENT PROGRAM is the COUNTY'S current, paper-based program for volunteers issuing disabled parking citations.

2. SCOPE OF SERVICES

The DEVELOPER shall contract with the COUNTY for the following services to be provided for a 6-month term starting on the execution of this AGREEMENT.

2.1 BASIC SERVICES

2.1.1 The DEVELOPER must perform "Basic Services," which include:

- (a) All services set forth herein that are required for the DEVELOPER's performance of the PILOT PROGRAM.
- (b) The detailed Scope of Services for this AGREEMENT set forth in section 2.2 (the "Scope of Services")

2.2 DETAILED SCOPE OF SERVICES

COUNTY shall:

- Collaborate with DEVELOPER and provide the prompt and timely resources reasonably necessary to allow DEVELOPER to fulfill its Scope of Services listed below, with emphasis on Tasks A.2 and A.6.
- Provide geo-location data (in KML files or similar formats) for the COUNTY'S five (5) Constable Precincts.
- Assign five (5) of its current volunteers to be trained and use THE SOFTWARE APPLICATION in Task A.3. The purpose of this is for the COUNTY to have qualitative feedback from its existing volunteers on THE SOFTWARE APPLICATION.
- Be responsible for running background checks on all VOLUNTEERS. If the COUNTY elects, (i) DEVELOPER shall provide the COUNTY a national criminal background report for each VOLUNTEER from a recognized firm in the industry and (ii) the COUNTY shall pay DEVELOPER \$50 for each such report provided, to be invoiced separately.

DEVELOPER shall:

- Maintain sufficient staff and administrative support to carry out the Scope of Services and any established goals, objectives and activities presented in this Agreement.
- Provide the COUNTY with access and use of its SOFTWARE APPLICATION.
- Provide the necessary infrastructure hardware and software to implement and support the project in Task A.1.
- Customize existing technologies to comply with the unique requirements of the PILOT in Task A.2.
- Recruit 30 VOLUNTEERS who meet the MINIMUM REQUIREMENTS for the VOLUNTEER PARKING ENFORCEMENT program in Task A.3.
- Train the VOLUNTEERS to use THE SOFTWARE APPLICATION and ensure that the VOLUNTEERS have attended COUNTY TRAINING before VOLUNTEERS are allowed to participate in the PIOLT PROGRAM in Task A.4.
- Train the COUNTY on the use of THE SOFTWARE APPLICATION in Task A.5.
- Collaborate with the COUNTY to implement technologies to provide the quantitative analysis which the COUNTY needs to evaluate the PILOT in Task A.6.
- Scale the number of VOLUNTEERS participating in the PILOT once the COUNTY is comfortable with THE SOFTWARE APPLICATION in Task A.7.
- Implement technologies allowing citizens to notify the COUNTY of disabled parking with missing or defaced signage in Task A.8.

DRAFT

- Implement technologies allowing the COUNTY'S citizens to find, share and maintain a record of disabled parking locations and their accessible criteria in Task A.9.
- Implement technologies allowing citizens to suggest locations of new disabled parking, thereby enabling the COUNTY to optimize its resource planning in Task A.10.
- Support all VOLUNTEERS submitting CITATIONS to the COUNTY through THE SOFTWARE APPLICATION in Task A.11.
- Provide prompt and timely updates to THE SOFTWARE APPLICATION as requested by the COUNTY or otherwise needed for proper utilization in Task A.12.
- Provide ongoing volunteer engagement in order to determine user satisfaction, evaluate efficiency and collect user input on overall quality of THE SOFTWARE APPLICATION in Task A.13.
- Provide presentations, educational materials and data reports as requested by county representatives and officials in Task A.14.
- Provide a final analysis of the PILOT within 30 days following the end of the PILOT in Task A.15.

Task A.1 – DEVELOPER shall provide the necessary infrastructure hardware and software to implement and support the project.

Task A.1.1 - DEVELOPER shall provide infrastructure technologies to include but not limited to:

- Servers (load balancers, web servers and database servers)
- Data Storage
- Data Integration
- Web application hosting
- Bandwidth
- Quality Assurance software
- Security

DEVELOPER shall maintain separate infrastructures for testing, QA and production to affect COUNTY'S unique project requirements and goals.

The production infrastructure shall utilize highly-available, fully-redundant technology that minimizes service interruption and maximizes data integrity and protection. This includes, but is not limited to, load-balanced multiple web servers with a highly-

available SQL database server with hot spare fail-over server. In addition, encryption and security features shall be implemented.

Deliverables for Task A.1 – DEVELOPER shall provide the COUNTY with a list of all technology utilized in implementation of project.

Task A.2 – DEVELOPER shall customize existing technologies to comply with the unique requirements of the PILOT.

Task A.2.1 – DEVELOPER shall make modifications to current web application specific to the limited PILOT as outlined by the COUNTY. The COUNTY acknowledges that the unique project requirements and goal of the PILOT are substantially different from the technology first offered by DEVELOPER to the COUNTY. The technology will be limited to 30 users for the COUNTY and will have certain scalable functions modified in order to fit the specifics of the limited PILOT. Web application redevelopment will be complete within 60 days of the PILOT start date.

Deliverables for Task A.2.1 – DEVELOPER shall provide a full report detailing the technology customization.

Task A.2.2 – DEVELOPER shall collaborate with the COUNTY to automate CITATION submissions.

DEVELOPER acknowledges the COUNTY'S concerns over automatic insertion of CITATION data into COUNTY'S computer networks. However, this efficiency can be accomplished securely and in a manner in which the COUNTY retains full control. This CITATION automation is necessary for the COUNTY to process the violations generated by THE SOFTWARE APPLICATION.

Unique for the COUNTY, DEVELOPER shall implement a feature (CITATION SUBMISSION AUTOMATION) on the THE SOFTWARE APPLICATION'S web-based government administrative portal which allows the COUNTY to:

- View all new CITATIONS which have yet to be processed by the COUNTY
- View the particular details of each unprocessed CITATION
- Approve a CITATION which:
 - Retrieves the most recent mailing address for the license plate of the vehicle in the CITATION and adds this mailing address to the CITATION

- Prints out the CITATION
- If elected by the COUNTY, prints the CITATION'S mailing address on an envelope
- Electronically submits the CITATION data to the COUNTY'S systems that the COUNTY currently has to manually enter such CITATION data

The CITATION SUBMISSION AUTOMATION will (i) only be available to COUNTY staff designated by the COUNTY and (ii) only function on computers (and if desired, only designated computers utilizing MAC Address locking) within the COUNTY'S networks. As implemented, the CITATION SUBMISSION AUTOMATION will be secure, save the COUNTY significant resources and allow the COUNTY to handle CITATIONS far more effectively and efficiently.

Deliverables for Task A.2.2 – So long as the COUNTY collaborates with DEVELOPER and provides the prompt and timely resources reasonably necessary to fulfill Task A.2.2, DEVELOPER shall demonstrate to the COUNTY that the CITATION SUBMISSION AUTOMATION (i) fulfills the functionality outlined above, (ii) is only available to COUNTY staff designated by the COUNTY and (ii) only functions on computers (and if desired, only designated computers) within the COUNTY'S networks.

Task A.3 – Recruit 30 VOLUNTEERS who meet the MINIMUM REQUIREMENTS for both the current program and for the PILOT.

Task A.3.1 – DEVELOPER shall recruit 30 volunteers who DEVELOPER reasonably believes meet the COUNTY'S current screening requirements and pass background checks, and who own either an iPhone, Android or Blackberry-based smartphone.

Deliverables for Task A.3 – DEVELOPER shall provide the COUNTY a list of 30 volunteers who meet the requirements as outlined above. DEVELOPER shall direct potential VOLUNTEERS to be screened by the COUNTY in compliance with current practices.

Task A.4 – DEVELOPER shall train VOLUNTEERS on the use of THE SOFTWARE APPLICATION.

Task A.4.1 – DEVELOPER shall train VOLUNTEERS in the proper, accurate, and complete use of THE SOFTWARE APPLICATION. DEVELOPER shall be the sole source for technical and user support related to THE SOFTWARE APPLICATION.

Deliverables for Task A.4.1 – DEVELOPER shall certify to the COUNTY that each VOLUNTEER has completed the DEVELOPER'S training for THE SOFTWARE APPLICATION.

VOLUNTEERS will then be directed by the COUNTY to complete the COUNTY'S existing training and certification before being allowed to submit citations through THE SOFTWARE APPLICATION.

Task A.5 – DEVELOPER shall train the COUNTY on the use of THE SOFTWARE APPLICATION.

Task A.5.1 – DEVELOPER shall train the COUNTY in the proper, accurate, and complete use of THE SOFTWARE APPLICATION as it pertains to the web-based government administrative portal. DEVELOPER shall be the sole source for technical and user support related to THE SOFTWARE APPLICATION.

Deliverables for Task A.5.1 – DEVELOPER shall certify to the COUNTY that each designated COUNTY personnel designated by the COUNTY has completed the DEVELOPER'S training for the administrative aspects of THE SOFTWARE APPLICATION. As new administrative features are added or existing ones modified, DEVELOPER shall augment the original training and certify that all COUNTY personnel designated by the COUNTY are up-to-date on said training. DEVELOPER shall promptly respond to support requests from the COUNTY and its designated staff.

Task A.6 – DEVELOPER shall collaborate with the COUNTY to implement technologies to provide the quantitative analysis which the COUNTY needs to evaluate the PILOT.

Task A.6.1 – DEVELOPER shall engage the participation of the COUNTY IT staff in order to fully integrate all necessary data systems in order to:

- Track CITATIONS
- Track collections
- Provide geographical, map-based data
- Retrieve, compile and download/export data
- Volunteer management
- Provide project evaluation

Deliverables for Task A.6.1 – DEVELOPER shall provide a full implementation report.

Task A.7 – DEVELOPER shall scale the number of VOLUNTEERS participating in the PILOT once the COUNTY is comfortable with THE SOFTWARE APPLICATION.

Task A.7.1 – Once DEVELOPER has demonstrated that THE SOFTWARE APPLICATION functions properly, consistently and securely – in particular the CITATION SUBMISSION

AUTOMATION in Task A.2.2 – DEVELOPER shall scale the number of VOLUNTEERS participating in the PILOT by (i) transitioning the COUNTY’S original volunteers into the PILOT and (ii) recruiting additional VOLUNTEERS who meet the MINIMUM REQUIREMENTS specified in Task A.3. In the instance of subparagraph (ii) of the preceding sentence, the additional VOLUNTEERS shall be trained pursuant to Task A.4.

Task A.7 scales the PILOT to more effectively address disabled parking abuse as well as creating the safest environment for the COUNTY’S volunteers (e.g., the faster the report process, the less likely volunteers will face confrontation while reporting disabled parking violations).

Deliverables for Task A.7.1 – DEVELOPER shall (i) certify to the COUNTY that the COUNTY’S original volunteers who are interested in transitioning to the PILOT have completed the DEVELOPER’S training for THE SOFTWARE APPLICATION and (ii) train the newly recruited VOLUNTEERS under Task A.7 in the fashion stipulated in Task A.4.

Task A.8 – DEVELOPER shall implement technologies allowing citizens to notify the COUNTY of disabled parking with missing or defaced signage.

Task A.8.1 – Texas law required disabled parking signage to be plainly visible for parking to be enforceable. More than 25% of all disabled parking is unenforceable due to poor or lacking signage. DEVELOPER shall implement technologies allowing citizens to use their smartphone to electronically notify the COUNTY of disabled parking with poor or lacking signage (including GPS coordinates, street address and photo). This technology will improve accessibility for the community and enhance the COUNTY’S enforcement efforts and resulting fine revenue.

Deliverables for Task A.8.1 – DEVELOPER shall demonstrate this aspect of THE SOFTWARE APPLICATION and provide the necessary training to VOLUNTEERS and the COUNTY to fully utilize this technology.

Task A.9 – DEVELOPER shall implement technologies allowing the COUNTY’S citizens to find, share and maintain a record of disabled parking locations and their accessible criteria.

Task A.9.1 – Currently the COUNTY offers a service whereby a citizen can call up and request locations of disabled parking. DEVELOPER shall automate this functionality by allowing citizens to use either their smartphone or THE SOFTWARE APPLICATION’S website to find, share and maintain a record of the disabled parking in the COUNTY. The resultant data from this technology will include granular data addressing all levels of

accessible need (i.e., ramp accessibility). This technology will be more effective and efficient than the COUNTY'S current service, and it will save the COUNTY'S resources.

Deliverables for Task A.9.1 – DEVELOPER shall demonstrate this aspect of THE SOFTWARE APPLICATION and provide the necessary training to VOLUNTEERS and the COUNTY to fully utilize this technology.

Task A.10 – DEVELOPER shall implement technologies allowing citizens to suggest locations of new disabled parking, thereby enabling the COUNTY to optimize its resource planning.

Task A.10.1 – DEVELOPER shall implement technologies allowing citizens to use either their smartphone to suggest where disabled parking locations are needed. Each suggestion will include GPS coordinates, street address, a photo of the area and a textual reason why disabled parking is needed there. The COUNTY'S community votes on and prioritizes these suggestions. The COUNTY shall have access to all related data which it can utilize in its resource planning.

Deliverables for Task A.10.1 – DEVELOPER shall demonstrate this aspect of THE SOFTWARE APPLICATION and provide the necessary training to VOLUNTEERS and the COUNTY to fully utilize this technology.

Task A.11 – DEVELOPER shall support all VOLUNTEERS submitting CITATIONS to the COUNTY through THE SOFTWARE APPLICATION.

Task A.11.1 – DEVELOPER shall ensure that all VOLUNTEERS are actively submitting accurate and complete CITATIONS.

Deliverables for Task A.11.1 – For the 6-month duration of the PILOT, DEVELOPER shall ensure that the CITATIONS are complete, accurate, and securely delivered to the COUNTY. So long as the COUNTY has collaborated with DEVELOPER to achieve Task A.6, DEVELOPER shall also provide the COUNTY with access to the data collected by THE SOFTWARE APPLICATION for auditing and reporting purposes.

Task A.12 – DEVELOPER shall provide prompt and timely updates to THE SOFTWARE APPLICATION as requested by the COUNTY or otherwise needed for proper utilization.

Task A.12.1 – DEVELOPER shall promptly resolve functional issues which arise in any aspect of THE SOFTWARE APPLICATION, including the smartphone and website technologies. DEVELOPER shall implement new features requested by the COUNTY unless said features require substantial development, in which case DEVELOPER will

coordinate with the COUNTY to determine an additional invoice amount to cover such development. DEVELOPER shall provide training to VOLUNTEERS and the COUNTY concerning technological or procedural updates.

Deliverables for Task A.12.1 – DEVELOPER shall document and provide technological and procedural updates to THE SOFTWARE APPLICATION as needed or as requested by the COUNTY.

Task A.13 – DEVELOPER shall provide ongoing volunteer engagement in order to determine user satisfaction, evaluate efficiency and collect user input on overall quality of THE SOFTWARE APPLICATION.

Deliverables for Task A.13 – DEVELOPER shall provide periodic analysis in written and electronic formats.

Task A.14 – DEVELOPER shall provide presentations, educational materials and data reports as requested by county representatives and officials.

Deliverables for Task A.14 – DEVELOPER shall provide a list of presentations, educational materials and data reports.

Task A.15 – DEVELOPER shall provide a final analysis of the PILOT within 30 days following the end of the PILOT.

Task A.15.1 – Final analysis shall include data relative to violations written, reporting time, final and current status of all violations reported, user comments and analysis, cost efficacy of the project and overall functionality of the technology. Final analysis shall provide recommendations on implementation of fully scalable and functional program.

Deliverables for Task A.15 – DEVELOPER shall provide a final analysis in written and electronic formats.

From Craig Spradling - 4 pages

Exemption from Competitive Bidding for Parking Mobility

Parking Mobility is requesting exemption from a competitive bid process pursuant to Section 262.024(a) of the State of Texas Local Government Code (as well as the corresponding provisions of the Travis County Purchasing Policy and Procedural Manual).

Parking Mobility should be exempted from competitive bid on the following grounds:

- an item necessary to preserve or protect the public health or safety of Travis County residents (clause 2)
- an item necessary because of unforeseen damage to public property (clause 4))
- a professional service (clause (4)
- an item that can only be obtained from one source (clause 7)

Furthermore, Parking Mobility's goal is to eliminate disabled parking abuse. No other vendor would bid on a business model in which they kill their own market.

Public Health and Safety

Abuse of disabled parking creates a safety detriment for our citizens. The abuse either prevents the individual access to the destination OR forces them to use inaccessible parking, which often means parking in traffic flow and slopes which cause instability. In addition, instances of a "blocking" violation create circumstances of false imprisonment in which people with disabilities cannot get back in their vehicle, preventing access to medical and other health services.

Damage to Public Property

Further, 1 in 3 disabled parking spots have missing or defaced signage (public property). Clear, visible disabled parking signage (i) ensures access for your citizens with disabilities and (ii) is required by the Legislature for enforcement of these spots. Parking Mobility allows your citizens to immediately notify Travis County of this damage so that signage can be corrected and accessibility returned to your citizens. The key is ensuring access.

Professional Service

In our dealings with the City of Austin, Yolanda Miller (Deputy Purchasing Manager) believes that as a professional service Parking Mobility is exempt from a competitive bid process under the Local Government Code. We ask Travis County to likewise extend an exemption.

Sole Source

Parking Mobility has been working with Travis County and other jurisdictions for nearly a year. Parking Mobility has received significant media coverage because no other product exists. The City of Austin performed an exhaustive national search and found no similar products. Moreover, Parking Mobility's focus is not simply the issuance of tickets. We are a 501(c)(3) engaging the community to generate the education/awareness necessary to eliminate the abuse.

Current
Travis
County
Volunteer
Program

1. Recruiting

No active recruiting

Capped at 30 volunteers due to administrative overhead

2. Training

4-hour training course offered on a Saturday morning only when existing volunteers resign

3. Deputization

County Constable / J.P. deputize volunteer after completing training and running required background check

4. Reporting

To report a violation -- **20+ minutes**, a pen, your ticket pad, a County precinct map and camera (optional)

Must hand-write ticket around the vehicle for 20+ minutes

Optional photo(s) have no authenticity



Engage and leverage community nonprofits to expand volunteer base

Social media

Prospective volunteers could take an online 4-hour course approved by the County

Same

To report a violation -- **3 minutes** and your phone

Take 3 quick **tamperproof** photos and submit

All other information (including an audio recording) is collected and authenticated automatically by the app

Benefits

Scale the volunteer program to most effectively address disabled parking abuse

Generates broad awareness/education required to prevent future abuse

Citizens can get trained at their convenience (over several days if necessary)

Makes volunteering more inclusive and accessible

The more citizens trained, the more community awareness on disability issues

Far safer for the volunteer -- less conspicuous (phone vs ticket pad) and less time = less confrontation (3 mins vs 20+ mins)

Audio recording of report process adds higher levels of safety and inclusiveness (empowering more persons with a disability to participate)

The easier and quicker the process, the more volunteers will participate and the more violations will be gathered

Current
Travis
County
Volunteer
Program

5. County Administration

County must transcribe and manually enter ticket information into **two** separate County systems

6. Delivery of Ticket

Ticket is mailed to the registered address for the vehicle in violation

7. Adjudication Process

Once the Constable submits a ticket to the Justice of the Peace, there is no visibility of ticket status, collections, etc.

Volunteers only form of feedback is negative -- being called to defend a ticket in court

8. County Analytics

County only knows how many tickets are submitted

No other analysis is available -- quantitative, qualitative, time-lapsed or geo-location (map-based)



Filters out incomplete / incorrect violations

Once Constable approves ticket, the information can be automatically entered into all County systems

Constable immediately receives via email a color PDF ticket (with photos embedded) based on County-provided template

Same

Tracks each step for each ticket, viewable by the County, volunteers and the entire community

Justice of the Peace has immediate online access to all ticket data, including photos and audio recording

Provides online analysis of all data which can be downloaded for County use and planning:

- Volunteer Management
- Collections
- Adjudication Reviews
- Geographic & Time Analysis Identifying Peaks of Abuse

Benefits

Saves County labor resources

Ensures all violations are processed and ticketed (avoid violations being thrown out because they cannot be read)

Tickets with photographic evidence are 81% more likely to be paid

Volunteers are happier and more engaged because they can follow their tickets to see the difference being made

Demonstrates (i) the extent of the abuse and (ii) the efforts of the County and volunteers to eliminate the abuse

Improved County resource planning with analysis identifying where the abuse is greatest

Strengthens relationship with volunteers

Additional Parking Mobility Features Not Possible in Current Travis County Program



1. Notifying Travis County When Disabled Parking Signage is Missing or Defaced

- Texas law requires disabled parking signage to be plainly visible for parking to be enforceable
- More than 25% of all disabled parking does not have proper signage
- In 30 seconds, citizens can electronically provide Travis County all required information (location, photo, etc)
- **Why this is important:**
 - Improved accessibility for the community
 - Effective enforcement & fine revenue for Travis County

2. Finding, Sharing & Maintaining Locations of Disabled Parking

- Using the map on their phones or the website, citizens can view all disabled parking locations for any street address
- Citizens can search for parking based on their needs -- curb-cut proximity, ramp accessibility, etc.
- In 30 seconds, citizens can share locations of disabled parking with the rest of the community
- As parking conditions change, in 30 seconds citizens can update information on any parking spot
- **Why this is important:**
 - Empowers the disability community to manage local disabled parking
 - Saves Travis County resources (currently citizens call the Constables asking for parking locations)

3. Suggesting Locations for Disabled Parking

- In 30 seconds, citizens can electronically provide the location, a photo and the reason why parking is needed
- Travis County citizens vote on these suggestions to prioritize the need
- Currently, the difficulty of requesting additional disabled parking prevent citizens from even trying
- **Why this is important:**
 - Simplifies and streamlines the process whereby the community can request and affect positive change
 - Allows Travis County to prioritize its resource planning to address the consensus needs of the community