



IMPLEMENTATION

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

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

INTEGRATION

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

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

RESULTS

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

2017 RESULTS



73,000+
citations issued



\$3,600,000
citation revenue



85%
collection rate



50%
increase in revenue

"Municipal Citation Solutions continues to positively impact our bottom line. Their relationship with the DMV and notice processing procedures ensure we maximize collection efforts, both current and past due. Their LPR enforcement system integrated with our Parkeon machines capabilities provides efficiencies with our enforcement team."

Mingo Gomes
Chief Executive Officer
Hartford Parking Authority



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