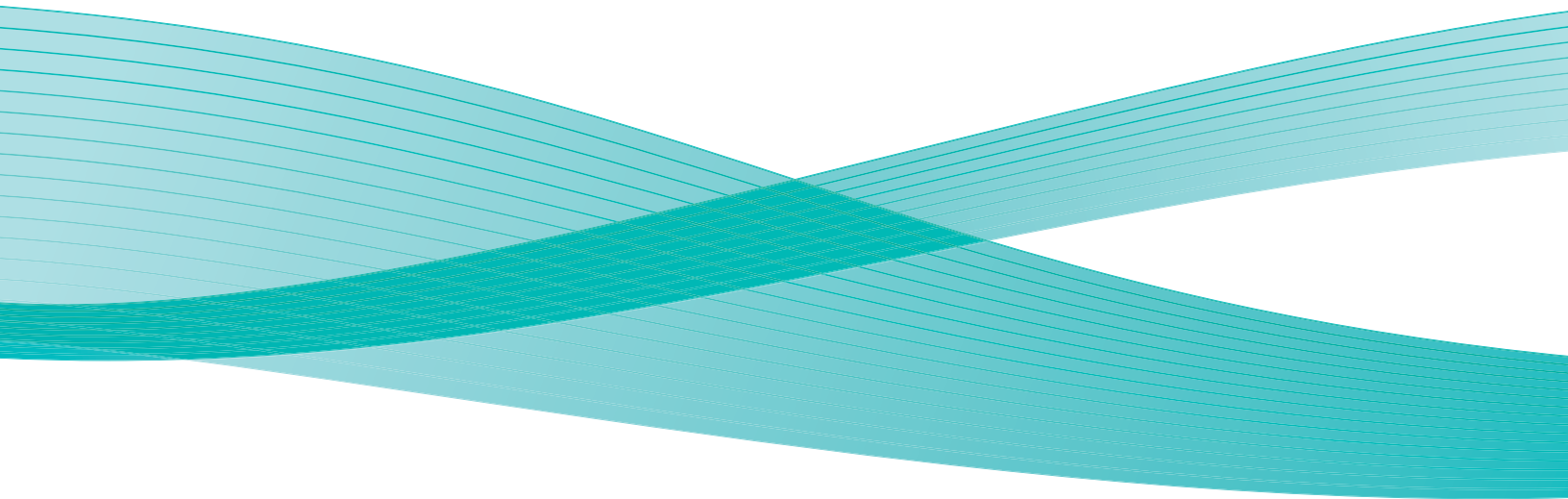


We merged parking and traffic violation payments. That's a ticket to convenience.

A single system means better service for customers, higher ticket collections and less training for City staff.



Cleveland now offers drivers one-stop convenience for payment of parking and photo enforcement tickets – in person, over the phone or online.

The Challenge

For historical or administrative reasons, many cities keep their parking and photo enforcement programs separate – and highly inefficient. That wasn't good enough for Cleveland officials, who wanted to combine the systems.

Since our eTIMS® solution was a proven database platform for the City's parking program, officials wanted to integrate photo enforcement information into that database, and merge the back office of both programs.

The Solution

By consolidating its photo enforcement and parking violation data into a single proven system, Cleveland achieves the following benefits:

- **A single point of contact and accountability.** Rather than maintaining separate contracts with separate vendors who may not coordinate their activities, Cleveland now has a “one-stop” approach to handling any issue pertaining to its red light, photo radar and parking programs. The integrated system also lets motorists ask about, pay or dispute all parking and photo violations at one time – online, by phone or mail, or in person.

- **One-stop processing system.** Our sophisticated, Web-enabled eTIMS serves as the system of record for all programs. Integrated processing makes all photo radar, red light and parking ticket data available for authorized City, court, police and contractor staff. This reduces training requirements and increases staff flexibility.
- **Accessible, consolidated correspondence.** Correspondence for both programs is scanned and made immediately available to City staff online, ensuring that complete information is at their fingertips.
- **Consolidated, maximized collections.** “Dual noticing” means that for every delinquent parking ticket mailed, individuals are also notified of any outstanding photo violations, and vice versa.

The Results

With a consolidated back-office operation for noticing and violations processing on parking and photo enforcement tickets, Cleveland now offers drivers one-stop convenience for ticket payment – in person, over the phone or online.

Behind-the-scenes coordination presents a consolidated picture to the public. The collection rates of both programs increase, and so does customer satisfaction. For Cleveland citizens, paying tickets is convenient and simple. And the City has seen quantifiable benefits from the system, including:



Sector: Local Government

Solution: Consolidated violations processing for parking and photo enforcement

Client: City of Cleveland and Cleveland Clerk of Courts

Challenge: Ever-increasing customer service standards, and a need for greater efficiency

Results: Lower costs, convenient payment options and access to information for drivers

- A 70 percent increase in the photo program's collection rate
- A 69 percent increase in the parking program's collection rate
- More than 25 percent of photo enforcement tickets are paid with self-service options.

You can learn more about us at www.acs-inc.com.

The Bottom Line

For more than two decades, we teamed with the Parking Violations Bureau (PVB) of the Cleveland Clerk of Courts to deliver a customer service-oriented parking program. To add even more convenience for drivers, the City integrated its back-office parking operations with its photo enforcement programs. Now it has an online, real-time

system that handles violation processing to customer service. A single system means better service for customers, higher ticket collections and less training for City staff. No one likes to get a ticket. But pay-by-phone, pay-by-web and Pay All options make payment quick and painless.