

Intelligent Parking Solutions

Innovative Ticket and Meter Management

An effective parking program achieves several goals.



Among them:

- Helps jurisdictions manage scarce on-street parking space
- Promotes curbside turnover to support economic development
- Reduces traffic congestion and public safety response times
- Treats citizens and visitors with a high degree of customer care
- Maximizes revenues from parking enforcement efforts

At ACS, we specialize in meeting these objectives with an ongoing emphasis on continuous improvement. We develop, customize and integrate the best available technologies, and then help cities decide which work best for them. These exciting technologies convert manual, error-prone processes (such as citation writing) into streamlined, efficient new processes that benefit stakeholders at every step.

When ACS combines these technologies with our proven strategies for efficiently managing programs and minimizing risk, it leads directly to powerful results for municipalities – every time.

Intelligent Parking Solutions

Continuous Improvement In Parking Operations

In our long-term relationships with major cities such as Los Angeles, Boston and Philadelphia, we've incorporated successive technological developments to enhance our parking management services. Some highlights of our service offering include:

- **Innovative technology solutions**, including handheld ticket-writing devices, pay-by-phone, pay-by-Web, credit card payment at meter, IVR, wireless scofflaw enforcement, GIS, and automated license plate recognition
- **A proven, easy-to-use violations processing system**, eTIMS®, our browser-based system of user-friendly, point-and-click design with drop-down menus and hyperlinks for easy navigation
- **Document imaging of handwritten citations** and/or correspondence documents, to create a paperless environment that improves customer service and facilitates research, quality reviews and auditing
- **Electronic workflow management**, using images instead of paper, to simplify adjudication hearings by giving hearing officers electronic access to all parking citations, letters, envelopes, photos and other documentation
- **Delinquent debt collection for parking**, moving and other receivables, leveraging our proven techniques to collect substantial revenue on your behalf

Our Awards

- **2009** – International Parking Institute Award of Excellence for Innovation – Cost-Effective Enforcement Using LPR – Los Angeles, CA
- **2008** – U.S. Conference of Mayors' Outstanding Achievement Award – Parking – Wilmington, DE
- **2008** – International Parking Institute Award of Excellence for Innovation Honorable Mention – Smart Meter Deployment – Houston, TX

- **Parking and meter management consulting services**, from subject matter experts with extensive experience in the field; recent initiatives include planning and executing information campaigns, evaluating existing parking regulations and recommending improvements, documenting baseline program performance, conducting parking surveys, and training parking staff including boot crews, enforcement staff and towing personnel
- **Hardware-independent solutions** that incorporate state-of-the-art technology; since we are not a hardware manufacturer, you are free to choose the equipment that best suits your needs.

The results of these enhanced services are clear: customers are happier, records are more accurate and collection rates improve. At ACS, our parking violations processing programs have consistently contributed to collection rate improvements of as much as 85 percent for our clients.

Our Solutions

Using our fully integrated eTIMS system, you can benefit from the following:

- Full-service meter management
- Residential permits
- Boot/tow support
- Mobile data terminals
- Notice management
- Fleet/rental processing
- Debt collection
- Geographic Information Systems (GIS)
- Handheld ticket-writing devices
- Document imaging
- Management information reports
- IVR/pay-by-phone
- Pay-by-Web
- Cashiering
- Parking management consulting
- Telephone/correspondence
- Hearing scheduling/docketing
- Hearing adjudication
- Lockbox processing
- Ad hoc reporting/data warehouse
- Adjudication support
- Customer service
- Revenue management



Our Qualifications

- Provide parking management solutions to 25 U.S. cities
- Market leader in parking for cities for over 25 years
- System supports over 150,000 meters
- Collect \$800 million in municipal parking revenue annually
- Support the nation's largest parking programs

Contact Us

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About ACS

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