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Project: Sausalito Author: Kib Emmoiss										
CLOSED ITEMS										
#	DELIVERABLES	Description	Priority	Action Required	Owner	Date Wanted	Date Realistic	Date Done	Status	Client Sign Off
D1	Get enforcement system fully operational	The City's enforcement officers were not comfortable with the enforcement system because they were issuing tickets to customers who had paid for parking. In addition, some of the enforcement officers were not instructed on the new setup (Lillian), who needed to be re-educated on how to enforce without sensors.	H	Ensure enforcement officers were not ticketing "paid" customers. Train enforcement officers on the 'Red' and 'Green' status until sensors are redeployed. Review lot and application with enforcement officers to gain level of comfort. Addition of 'Yellow' status to handheld system to indicate cars with paid time that is about to expire.	KE	9-Dec-10	9-Dec-10	9-Dec-10	Closed	
D2	SIEMENS firmware updates	SIEMENS provided firmware updates for the Paystations but they contained some system errors that would not properly accommodate the City of Sausalito.	H	Aparc went back to SIEMENS to make the changes and rectify the system errors.	KE	3-Dec-10	TBD	5-Jan-11	Closed	
D3	Streetline Sensor (new API)	Streetline is coming out with a new sensor algorithm that will help to eliminate the issuance of citations to paid customers and avoid new clients from using previous clients excess parking time.	H	Streetline will be releasing the new API on December 22, 2010. New API to be uploaded to the TicketManager backend.	KE	22-Dec-10	22-Dec-10	5-Jan-11	Open	
D4	VPRS	Rolled out and LIVE. Being used as BETA by client and hotels. The City of Sausalito is to provide the VPRS system to Casa Madrons, Inn Above Tides Hotel, and Jean Hiller (Retail).	M	System is complete and has been provided to Jean in Finance. Accounts have been setup for the (3) beta customers. The City needs to coordinate with their (3) test groups on getting them setup with the system (Aparc to assist but will be orchestrated by City of Sausalito). 2 small additional enhancements are being added as per Jean's request. Test transactions by Jean were proven successful.	KE	9-Dec-10	9-Dec-10	9-Dec-10	Closed	
D5	Modem Resets	Modem resetting - keep monitoring stats.	L	Keep monitoring modem resetting. For the month of December 2010, modem resets have occurred on 0.30% of all transactions, statistics available.	MG	20-Dec-10	20-Dec-10	20-Dec-10	Closed	
D6	Handheld System for enforcement	Handheld devices available for live enforcement	H	The City needs to determine if they would like to make receipt displaying a mandatory requirement for their patrons. This would be a good precautionary measure but require the customer to return to their vehicle. With the new sensor API and SIEMENS firm	KE	20-Dec-10	20-Dec-10	20-Dec-10	Closed	
D7	Statement of Work for Resident Smart Card	Aparc will prepare a statement of work and follow shortly with pricing for City of Sausalito Resident Smart Card.	H	SOW for CoS5 Resident Cards has been completed; to be reviewed by Client. Client to decide on Requirements: may go relatively simple route as wanted by mid-April.	AF	7-Jan-11	7-Jan-11	6-Jan-11	Closed	
D8	Local service technician	Have a local Aparc representative to service, maintain and support install locally	H	Aparc hired new employee Chris Dix to be local service tech.	RZ	4-Jan-11	4-Jan-11	4-Jan-11	Closed	
OPEN ITEMS- Client agrees (if checked) to continue with these items										
#	DELIVERABLES	Description	Priority	Action Required	Owner	Date Wanted	Date Realistic	Date Done	Status	Client Sign Off

D9	Handheld System Customizations	There are approximately 5-6 user configuration changes that need to be addressed with the enforcement system operator to make simple alterations to the handheld devices for improved convenience.	L	Kris met with enforcement officers and simple user configuration changes have been rectified.	KE	5-Jan-11	5-Jan-11	Closed
D10	Handheld Issues from Lillian (email 30th Dec 2010)	I would like you to bring the owner manuals for the handhelds. I think it is a good idea for us to know most of the functions on the handhelds even if we might not need them at this time. We only have 1 handheld working now. The light on the screen is not working on 2 handhelds. I have pressed the button to turn them on and no luck. They are all plugged in, so not a battery issue. I am not sure if you received my messages on December 9th regarding the downloading of the handhelds. I was hoping to catch you before you left Sausalito. The #2 handheld is still not downloaded. That brings me to my next request. I think it would be more affective to have the downloading process done in our meter room by the PEO's. Since we are the ones using them on a daily basis. That will free Jean to do his many other tasks. We have a computer and the Doc's in the meter room. Jamie, Chris and I will be here on Wednesday the 5th to get together with you to get all the machines up to date and running. If there is any data that needs to be installed on our computer as well as reinstalling our numbers and passwords on the handhelds please be prepared to do that as well.	H	Make handheld re-freshing happen in Lillian's meter room by the PEO's. The TicketManager system is now on the PEO's computer in the backoffice along with the single cradle dock was setup to provide PEO's with the ability to download system changes in the meter room. This issue has now been resolved. Update all PC's and handhelds with software and data and user logins etc. Kris completed this task individually with all enforcement officers.	KE	5-Jan-10	5-Jan-11	Closed
D11	Testing Citations to make sure they are not issued to paid customers.	The new SIEMENS firmware should rectify the issue of customers receiving citations when paying using Credit Card.	H	Run an experiment with KE and PEO's for 3 days: practice enforcement and give citations to KE who will check backend to check validity. Regain confidence of PEO's. Regain confidence that false citations not happening anymore with new firmware in paystations and new sensor API rolled out.	KE	11-Jan-10	11-Jan-10	Open
D12	Commuter Card (Stored Value)	The Commuter Card is a stored value card for commuters that will deduct value. The card will provide the specified tariff (applicable to the commuter) once inserted in the pay-station	M	ORDERED - awaiting delivery from SIEMENS week ending Jan 14.	MG	31-Jan-11	10-Jan-11	Open

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D13	Extending Parking Time	Offer customers an add time service to meter purchases. Text to be added to the bottom of the customer's receipts, detailing simple steps to add to their current parking.	M	Aparc proposes wording the writing below: "If extending time by paying more at meter: keep both receipts (your total cumulative duration counts)." Cofs to make final decision and to advise on suggested language. Language on receipt can be adjusted at anytime. Pay-station instructions and enforcement flags to be documented in Change Request Form and presented to Jonathon Goldman and Sausalito personnel.	J. Gold	7-Jan-11	Open
D14	Add Time/Money Plaques (text plates)	Sticky plaque. Can be added anytime. Aparc is going to provide the City of Sausalito with new metallic (Add-Time buttons) that read "Add Money / Time" to provide further clarification. These instructions will correspond with the pay-station text instructions.	L	Design for the plaques has been completed. Aparc awaiting proof from engravers on colored option with new instructions. Get Proof sign-off from Client. Then straight-forward: order, receive, stick on machines	MG	10-Jan-11	Open
D15	Duncan Inglewood Integration	Getting City approval to have Duncan Solutions provide Aparc with a real-time list of "paid" citations.	L	Aparc done. Waiting info from 3rd parties and sign-off from Cofs. The Duncan Inglewood export files are complete but Aparc and Duncan are not receiving information because the City and Duncan have not completed the acceptance of this system change. John Rohrbacher, Kris Emmons and Jonathon Goldman need to coordinate a discussion to complete this process as it is believed that a cost may be associated.	J.Rohr J.Gold	6-Jan-11	Open
D16	Placing Receipts on vehicle dash	Displaying receipt on the dash as proof of purchase so paid vehicles would not be ticketed.	H	The City needs to determine if they would like to make receipt displaying a mandatory requirement for their patrons. This would be a good precautionary measure but require the customer to return to their vehicle. With the new sensor API and SIEMENS firmware, Aparc has developed a new alternative to ensure paid customers are not ticketed for paid transactions by Credit Card.	J.Rohr J.Gold	7-Jan-11	Open

NEW SCOPE: Client agrees (if checked) to continue with these items

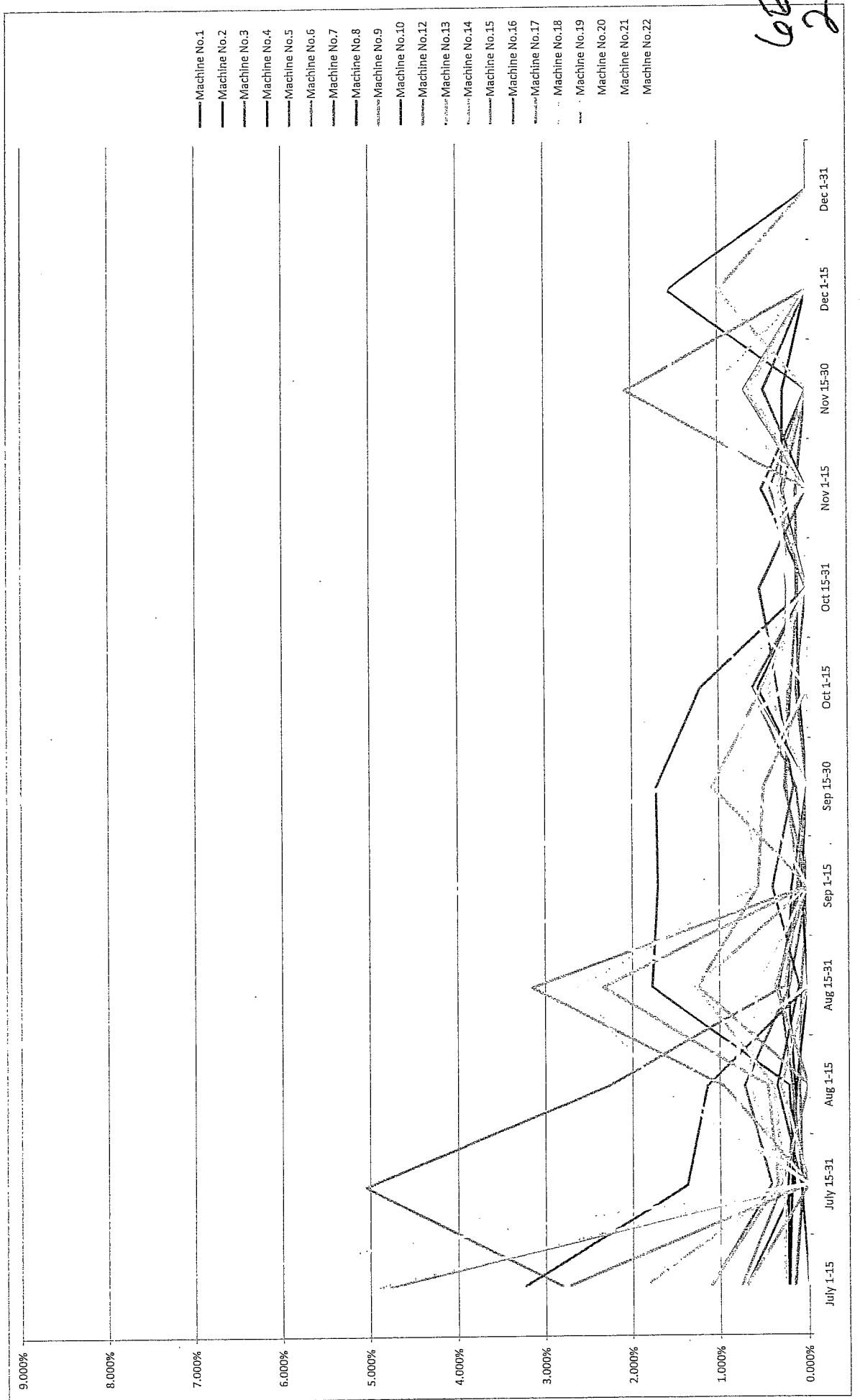
#	New Scope Item	Priority	Action Required	Owner	Date Wanted	Date Realistic	Date Done	Status	Client Sign Off
C1	Signage Program (Phase 2)	L	This Scope is OUTSIDE ORIGINAL SCOPE OF WORK (Deliverables, above) Concerns that existing signage not enough; APARC to provide quote on the design of new signage. Signage is scheduled for Phase 2 - after City acceptance.	KE	15-Jan-11	15-Jan-11		TBD	
C2	Wireless Communications	M	Enforcement officers are noticing that poor communications can cause Timeouts when they are enforcing	J.Gold	15-Jan-11	15-Jan-11		TBD	
C3	Resident Smart Card	H	Aparc to configure, test and deliver the new City of Sausalito Resident Smart Card with backend processing.	AF	TBD	TBD		TBD	
C4	Street parking	L	Aparc to ensure that any future street parking solution is compatible with Resident Card if awarded	J. Gold	TBD	TBD		TBD	

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	Nov 1 - 30			Dec 1-31		
	Modem Resets	Transactions	Retry Percent	Modem Resets	Transactions	Retry Percent
	Total	Total	Total	Total	Total	Total
Machine No.1	1	398	0.25%	3	412	0.73%
Machine No.2	2	746	0.27%	0	740	0.00%
Machine No.3	2	945	0.21%	0	804	0.00%
Machine No.4	1	1469	0.07%	0	1225	0.00%
Machine No.5	0	1157	0.00%	0	1068	0.00%
Machine No.6	2	1387	0.14%	2	1089	0.18%
Machine No.7	1	1535	0.07%	0	1313	0.00%
Machine No.8	1	442	0.23%	0	465	0.00%
Machine No.9	1	528	0.19%	0	544	0.00%
Machine No.10	2	678	0.29%	1	594	0.17%
Machine No.12	0	240	0.00%	0	231	0.00%
Machine No.13	0	431	0.00%	0	356	0.56%
Machine No.14	1	322	0.31%	0	257	0.00%
Machine No.15	2	192	1.04%	0	169	0.00%
Machine No.16	1	206	0.49%	0	116	0.00%
Machine No.17	0	238	0.00%	0	199	0.00%
Machine No.18	1	355	0.28%	0	234	0.00%
Machine No.19	0	55	0.00%	0	44	0.00%
Machine No.20	0	127	0.00%	0	84	0.00%
Machine No.21	0	182	0.00%	0	125	0.00%
Machine No.22	12	1451	0.83%	12	1292	0.93%

Modem Resets Report 2011-01-05.xlsx



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