

# Parking Service Definitions

## Parking Management

- Strategy and Business Management
- Rates, Policies, and Bylaws
- Hours of Operations and Location of Services
- Performance Measures and Targets
- Audit and Oversight
- Systems Administration
- Technical Operations
- Management Reporting

## Customer Service

- Inquiries
- Complaint Tracking
- Complaint Resolution
- Communications

## Parking Finances

- Financial Reporting
- Revenue Control
- Processing
- Reconciliation

## Permits and Pass Management

- Residential Permitting
- Temporary Permits
- Purchased Parking Passes

## On Street Operations

- 3,300 meters
- Equipment Maintenance
- Technical Support
- Coin Collection
- Service Requests

## Off Street Operations

- 3,262 stalls
- Monthly Parking
- Facility Operations
- Facility Maintenance
- Equipment Maintenance
- Cash Collection
- Contract Management

## Parking Enforcement Operations

- Patrol
- Ticketing
- Complaint Resolution
- Contract Management

## Ticket Admin.

- Ticket Processing
- Payment Tracking
- Court Management
- Prosecution