



## Conduent Violations Processing

A full-featured violations processing system supporting all facets of the citation lifecycle.

Data capture, Department of Motor Vehicles (DMV) interfaces, noticing, payment processing, hearings, and collections; processing citations can be pretty complicated. Conduent Transportation, however, makes it easy. Our citation management and enforcement solutions support every aspect of the parking citation lifecycle. From automated enforcement to database management to delinquent collections, our Curbside Management are the one-stop shop for your parking needs:

- Secure, flexible, and convenient web-based system improves the user experience
- Real-time pay-by-web and expanded internet functionality for customer convenience
- Integrated voice response (IVR) and pay-by-phone
- PayTix® App, powered by Conduent, integration for white-labeled app payments
- Nationwide DMV access plus Canadian provinces
- Data capture, document imaging, and display
- Hearing scheduling, noticing, and adjudication support - including hearings by mail, in-person, or online
- Notice management
- Point-of-Sale cashiering and funds reconciliation
- Payment plan management and installment payment processing
- Collections processing, including integration with collection agency and law firms
- Supports ticket issuance with Conduent Enforcement Management System, including mobile app
- Integrated into analytics engines and Conduent Transportation analytics tools
- Parking permit and city sticker processing - including digital permits and Conduent
- Automated License Plate Recognition System integration.
- Boot and tow support
- Citation aging, including fines, fees, and penalty assessment
- Management of multiple citation types - including photo enforcement
- Parking meter management - including integration and hearing support

We are the leader in advanced parking management solutions with over 30 years experience partnering with the nation's most sophisticated programs in the country.

### **System Support and Advanced Analytics (BI & Mobile BI)**

Parking operations generate a tremendous amount of data. That data is extremely valuable for driving policies and operational changes, but synthesizing vast amounts of information can be a struggle. We address that challenge by hosting data and utilize advanced business intelligence tools to mine data for trends — applying analytics to make sense of variations and patterns. We present this data back to our customers with next-generation desktop and mobile dashboard views and report options, which generate real time decision-making tools for managers. These tools help our clients handle critical performance data such as:

- Understanding operations in real-time
- Providing end user configurable mobile reporting
- Administering parking meter revenue, maintenance, and occupancy by city, area, block, and device
- Generating enforcement metrics including hourly ticket issuance, payment and dismissal rates, accuracy, and collectability to manage performance

### **Contact Us**

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