

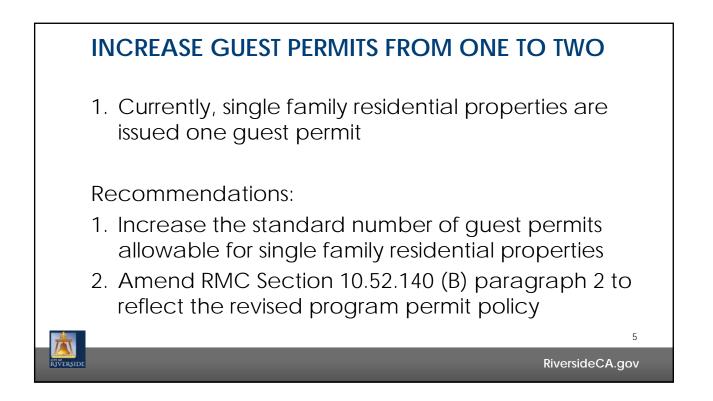
## PROGRAM IMPROVEMENTS

As a response to customer feedback, Parking Services has been working with City's vendor to develop program improvements. The following slides have recommendations that would enhance the customer experience of residents within a PPZ.

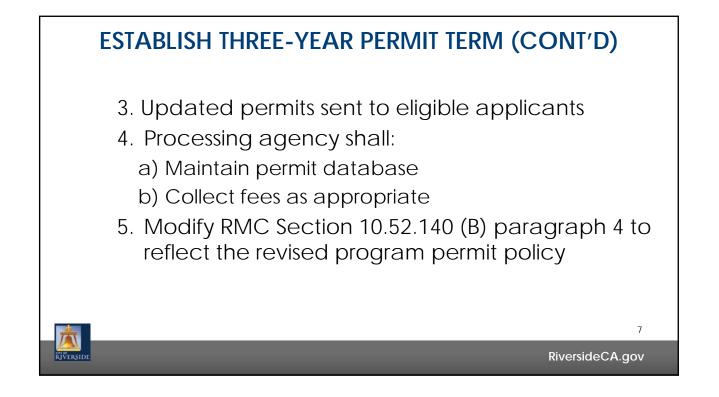


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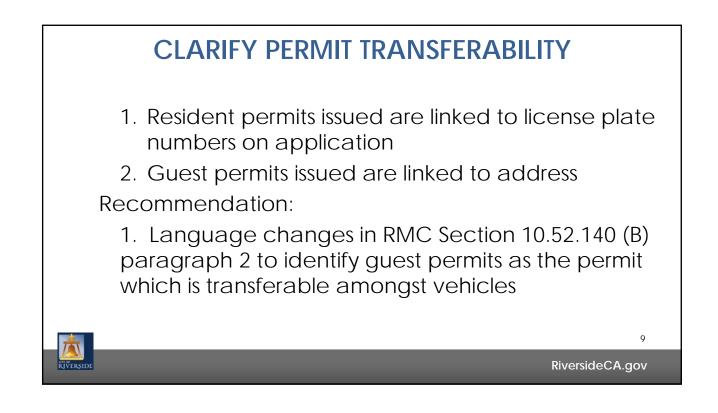
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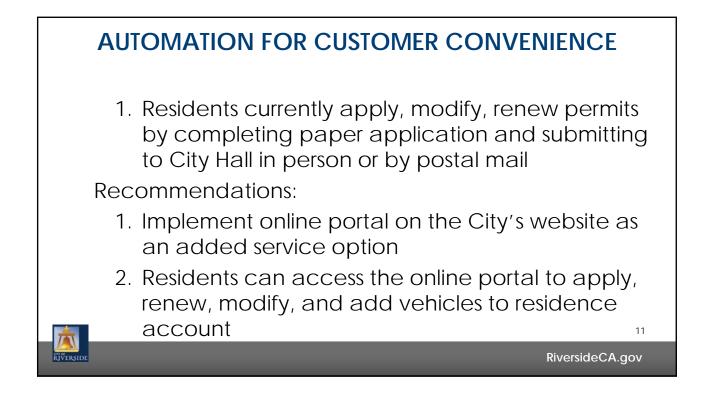


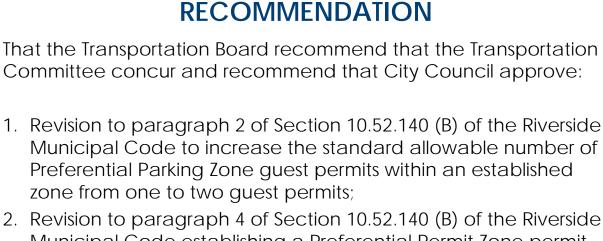


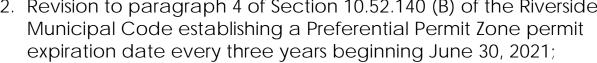














## **RECOMMENDATION (CONT'D)**

- 4. Revision to paragraph 2 of Section 10.52.140 (B) of the Riverside Municipal Code to clarify that only guest permits may be transferable between vehicles;
- 5. Modification of permit material from paper to more durable and convenient decal and hangtag permits; and
- 6. Implementation of a new on-line permit application process administered by the City's contracted vendor, Turbo Data Systems, Inc. (Turbo), and transfer database management from City staff to Turbo as authorized under their existing contract.



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