

Residential Permit Program (RPP)

iParq's Residential Parking Program (RPP) is a fully hosted, web-based system to manage all of your parking permit needs from permit issuance through fulfillment. The system includes administrative tools, communication tools, reports, e-commerce capabilities, fraud controls, and much more.

iParq's reliable, secure and proven permit management system is used in some of the largest cities in the United States, and allows your organization to control residential parking effectively while communicating with your parking customers for a seamless customer experience.



iParq's RPP Solutions

- **Connect Addresses** to eligible residents.
- **Verify Eligibility/Residency** in one glance.
- **Online permit sales** through iParq's customizable user website.
- PCI compliant **payment processing**, accepting all applicable payment types.
- Comprehensive **inventory controls** to monitor permit distribution, ownership, and status.
- Flexible and easy to use **reporting tools**.
- A fully hosted "**always on**" solution with 99.9% availability, **24 hours per day, 7 days per week, 365 days per year**.
- Dedicated **customer support** available for your organization and the public by phone, email, and online.

Benefits to your Operation

Reduce Workloads and Optimize Workflows

- Cloud-based permit management.
- All front office tasks can be accomplished online.
- Reports can be sent to as many recipients as necessary, as frequently as required.
- Fully integrated enforcement tools.
- 100% Online access for your customers. We eliminate the need to come to an office.

Decrease Office Traffic and Simplify the Customer Experience

- Allows customers to complete all or most actions online depending on your organization's needs.
- Sell permits online from anywhere with iParq's online virtual front counter. Customers can self-serve with a host of options, including purchasing and renewing permits.
- Sell permits from Kiosks placed in lobby areas, reducing office traffic.
- Use predetermined resident address files for immediate determination of permit availability.
- Verify residency documents with one glance.

Master Communications with Your Customers

- iParq clients see a reduction in internal and external email. This is attributed to iParq's system allowing for proper segregation of duties, vast audit controls, on screen help, uploaded proof of residency, an easily navigated customer website, and many more intuitive design processes.
- Internal Email System relays automated messages, such as permit approval status, scripted by your organization to the parking customer.
- Organization specified automatic fulfillment of permits, letters and/or emails to the permit applicant

- Multiple Mailbox Types can be created, so responses to customer inquiries can be sent from a variety of secure-server based mailbox options.
- Mass Email feature allows messages to be directed to selected customers or groups.

Additional Features

- **Leverage existing assets and save money.** iParq's system is web-based. Any computer with an internet connection and a web browser can access the system with the proper credentials. It works with your existing PCs, printers and network infrastructure.
- **Complete audit trail.** iParq's system logs all user activity, providing a complete audit trail of any changes. These logs are available for review by your authorized administrators.
- **Intuitive design.** Anyone familiar with the web will instantly grasp how to use the system. The online ordering process is intuitive, using established website interfaces already familiar to your customers. Your customers will be able to order from the customer website with no training. The ordering process guides the customer through the checkout process, and uses tabs to allow the customer to go back to any previous step at any time.
- **Complete payment processing.** Our online payment website accepts any payment type your organization accepts, and our system is PCI compliant from start to finish. All payments are reflected in the system in
- **Unlimited Upgrades.** We will keep you up-to-date with your software and hardware **at no additional cost**, for the life of the contract. When software enhancements and new technology becomes available, you will be upgraded at no additional fee.
- **No security concerns.** We were the first parking vendor to achieve PCI compliance. Our security measures are the same as those used by banks and federal agencies, such as the FBI. Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with Firewalls, private keys, and multi-factor authentication for further protection.
- **iParq delivers an always-on, reliable service.** Historically, we have achieved 99.9% uptime. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.
- **Dedicated RPP module.** iParq is the only company with a City-focused permit system.

[Contact iParq to learn more.](#)

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