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**From:** Rutkowski, Lori  
**Sent:** Tuesday, June 09, 2009 12:37 PM  
**To:** Rand, Stephanie; Gray, Paulette; Graybill, Marilyn; Kemp, Alisia  
**Cc:** Long, Vinson; Weihl, Jeanine; Anderson, Larry; Mossing, Bob  
**Subject:** change to be made to Complaints database

I have not made this change yet, but I will need to soon. You may have heard recently that the Streets, Bridges and Harbor Division is starting to issue parking tickets to citizens. I am working on a procedure for the clerks to use when we start receiving them. They will be entered basically just like an NOL. The exception is that you have to look up the license plate on the ticket in NORIS to determine who to issue the NOL to. Then, instead of NOTICE OF LIABILITY for a subtype, we will use Parking Ticket (it is already in Permits Plus).

At any rate, I was originally told the tickets would all be \$25, but that has turned out not to be the case. I am going to need to make the "amount" fields on the NOLs not a drop down list, like it is now, but rather so you will type in the amount. I also need to add the TMC sections, which will be 303 and 351.

We will not need to actually print an NOL, we just need to enter it into Permits Plus and our database. Once in our database, I can send them to the collection agency. Streets will be sending pictures to attach to our files for verification purposes.

I will prepare packets of information explaining step-by-step how to work with parking tickets. Just be prepared for the changes to our database. Thanks.

**Yours from Toledo - an International Award Winning City!**

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