

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF TRANSPORTATION**



d. Public Space Operation Project

PERMIT OFFICE

January 19, 2012

To All DDOT TOPS Permit Kiosk Users:

One major goal of the District Department of Transportation (DDOT) is to provide innovative solutions to improve service to citizens and visitors in the District of Columbia. The development in 2008 of TOPS, DDOT's online public space permit tool, heralded the dawn of 21st century technology to the permit process. The deployment in 2010 of Public Space Permit Kiosks at each Metropolitan Police District Station provided a convenient option right in the neighborhood for customers to apply for public space permits, to print permits once approved, and to print Emergency No Parking and Reserved Parking signs, bringing local convenience to cutting edge technology.

The next area for improvement is in the performance of our kiosk printers. To improve this service DDOT brought in several printer models from a variety of manufacturers. Based on extensive testing, including pretesting by manufacturers, office testing at our Permit Office, and weeks of real-world testing at the Permit Center, DDOT has chosen a new model printer. The Ricoh model selected has not only undergone hundreds of hours of testing and consistently provided exceptional results, it beat out several name-brand competitors in head-to-head performance.

DDOT will install these new printers at the kiosks across the city in the coming weeks. DDOT is pleased to provide this upgrade to our service and is confident it will exceed the expectations of the most important user, our customers.

If you have any questions, comments, or suggestions about our permit services, please contact us at 202-442-4670 or visit DDOT online at ddot.dc.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Matthew Marcou", is written over the typed name.

Matthew Marcou
Deputy Project Manager
Public Space Operations Project