



City of Tacoma  
747 Market Street  
Tacoma, WA 98402  
(253) 591-5000

July 3<sup>rd</sup>, 2019

**Mitesh Sharma, Permit Product Manager**

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2429 Military Rd. suite 3, Buffalo, NY 1430a4  
[gtechna.com](http://gtechna.com)

Dear Mitesh,

We are proud to be using the gtechna Permit and Visitor pass system. This system has centralized all permit and visitor processing via the following methods:

- 1) Portal process
- 2) Walk-in process (limited)
- 3) Document review approval process
- 4) Online secure PCI credit card processing

Due to the successes of this enhanced solution, our staff has more time to work on new initiatives related to policies, education and optimized operations.

Your qualified technical team pulled off a migration that met and exceeded the City's complex needs and expectations which allowed our Residence and their visitors an efficient way of registering through a web based portal that improved our compliancy and enforcement processes.

Furthermore, the integration and cohesion between the Gtechna Parking enforcement architecture and the Residential Parking permit program was unblemished and stable through validation and go-live.

Contact

Rachel Lindahl

Public Works - - Parking Services

253.591.5371

A handwritten signature in black ink that reads "Rachel Lindahl". The signature is fluid and cursive, with a long, sweeping tail on the final letter.