

Memo

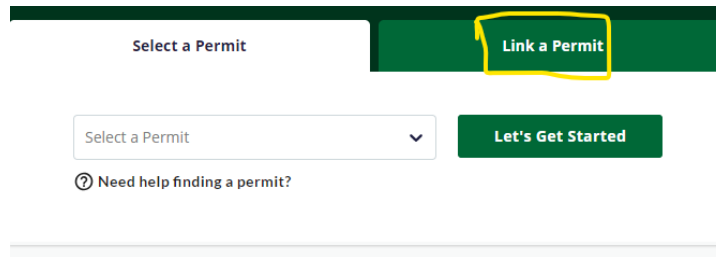
To: Cara Pavlicek, Village Manager
From: Tammie Grossman, Director of Development Customer Services Department
Cc: William Gillespie, Parking & Mobility Services Manager
Date: June 5, 2019
Re: Renewing a Village Vehicle License

In May, residents who hold a current vehicle sticker began receiving emails and letters to renew their annual Oak Park Village Vehicle License for the July 15, 2019 – July 14, 2020 period. The emails and letters include instructions about how to access the new customer permits portal (<https://oakpark.cmrpay.com>) powered by Passport. Since switching to the new system, 3,000 residents have renewed a vehicle license or purchased a new permit. The new permit customers account for a small fraction of transactions. Within two weeks we will have access to daily reporting and will be able to provide specific updates to the Board.

Once at the customer portal, current vehicle sticker holders are prompted to create an account and use the unique “Link Code” which they were provided in both the email and letter. The link gives the user access to their existing vehicle license data. Upon linking their existing vehicle license, residents can quickly and easily renew the license for the 2019-2020 period **without the need to provide any additional documentation**. Only residents who have a status change (i.e. are turning 65 this year or have purchased a new vehicle never licensed in Oak Park, etc) can upload supporting documentation. This is a new feature that previously required an individual to go to Village Hall during business hours and provide documentation.

There are 25,000 vehicle licenses issued annually and to date, the majority of users are following these instructions in the emails and letters and renewing using the Link Code (example on page 2).

Unfortunately, staff has spoken with (and the Village Board has been contacted by) some residents that have not followed the instructions to use the link code tab (“Link a Permit”) and are instead using the “Select a Permit” tab. When using this tab, a resident is purchasing a new permit or vehicle license, and is prompted to upload all required supporting documentation.



To address this, Passport has made the “Link a Permit” tab the default tab upon logging into the portal. Within two weeks Passport will also deploy a pop-up upon logging in that will prompt users to use their Link Code immediately. We believe this will assist residents in properly renewing their existing vehicle licenses using the Link Code provided.

It is also noted, the Municipal Code required new vehicle licenses to be purchased by July 15th annually. We will monitor the system and resident feedback in the next six weeks and in conjunction with the Police Department to determine if enforcement at that time is appropriate or not and advise of any recommendations which will require Village Board action.

Please let me of additional questions.



Permit	Vehicle License
Location	Oak Park Vehicle License
Plate	(MD) passport12
Expires	Jul 14, 2020

Dear Oak Park Vehicle Sticker Holder,

The Village of Oak Park is transferring to a new digital, sticker-less platform for the sale of Permits and Vehicle Stickers (now called Vehicle Licenses). Moving forward, you will have the option of purchasing Oak Park Lot/Garage Permits, On-Street Residential Parking Permits and Village Vehicle Licenses online. Additionally, there will no longer be a need to place a sticker on your vehicle window.

How to renew your current Vehicle License for the 2019-2020 season.

NOTE: This must be done by July 15, 2019

1. Go online to www.oak-park.us/online-services and select Renew/Purchase a Vehicle License (Sticker).
 - Please make sure your browser settings are configured appropriately by referencing [these helpful tips](#)
 - Create new account
 - Select link code tab and enter your Link Code: **EDRU-E1LS-V266**
 - Citizens turning 65 this year should purchase a new vehicle license from the "Select a Permit" tab, instead of renewing, to be able to upload required documentation for the reduced senior rate.
 - Verify your information
 - Click on the "Renew" button and proceed through checkout
 - (Optional) Sign up for Auto-Renew and enter payment information
2. Come to Village Hall and renew in person.
 - Visit the Parking Service Center, located at 123 Madison St.
 - Make sure you have your driver's license and vehicle details
 - Pay with cash, check, money order or Visa, Mastercard or Discover
 - Village Hall hours are Monday 8:30am to 7:00pm, Tuesday through Friday 8:30am to 5:00pm.

Renewal Details

- Vehicle Licenses must be renewed by July 15, 2019
- Renewal rates automatically increase by \$20 on July 16, 2019
- A citation for failure to obtain a Vehicle License is \$78
- Vehicle License rates are listed on the back of this notice.
- Vehicle Licenses are non-refundable.
- This notice is a courtesy reminder. The vehicle owner is responsible for following Village Vehicle License ordinances.

Questions? Call 708-358-7275, email parking@oak-park.us or visit www.oak-park.us/parking.

Village of Oak Park
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Oak Park, IL 60302
(708) 358-7275 • parking@oak-park.us

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