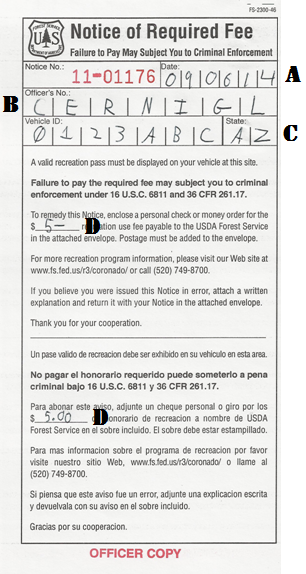
The guide to NORF's

Recently in Sabino Canyon we have re-introduced the NORF (Notice Of Required Fee) system for tagging illegally parked cars that do not have a valid parking pass. As of September we have a compliance rate of 35% and have recovered $280 in just three months!

**Parts of a NORF**

Every NORF will have three parts, an identical white and pink slip that you KEEP and a yellow slip and envelope which you LEAVE on the offending vehicle. The white slip is on the top, this is the one that you write on. The other slips are carbon paper so they will retain what you write on the top sheet. Just remember to have the thick lower cover of the NORF packet underneath the current NORF that you are filling out so that the carbon paper does not bleed to the next NORF.

**Filling out a NORF**

Here is a sample white slip from a NORF on the right.

A: The date that the NORF is being written.

B: A personal identifier to the NORF writer. I like to use as much of my last name as possible, so Cerniglia becomes Cernigl do to size restrictions. Others like to use their first initial and last name, it's really up to you, but just be sure the reader can know who it is!

C: The vehicle's license plate and state/province goes here, we would prefer capital block letters for readability. If the vehicle has a non-US plate (Sonora, Mexico for example) just write an abbreviation of the country in the two character slot (MX in this case) and write the province in the gap just below it.

D: Here you just write $5, 5-, or $5.00 or the like to signify that the violator has to pay $5 to pay the NORF.

**What to look for in the parking lot**

I find that about half of the people parked on the outer edge of the parking lot usually do not have a pass so these are a must for checking. People also try to use expired passes. These are usually easy to spot but the interagency passes may be a little harder to determine if they are expired, so pay attention to where the punch hole is and the year in the corner of the card. People also try and shove the year passes between the dashboard and the windshield with the date facing down, write them out a NORF, more often than not these passes are expired and the users know it. Sometimes you will come across people who have a disability placard or military ID on their card, still write them a NORF but write something on the side like "Request a military pass". People also put their card hanger in the window with no card in it, these are not valid and you can write them a NORF.

**What to keep and what to leave**

When you have found a violating vehicle, you write out the NORF on the white slip, then rip off the yellow envelope/slip and put it under the car's windshield wiper. Then just flip the white and pink slips over the top of the packet and continue on to the next vehicle.

**Receiving payments for NORF's**

When a violator brings you the yellow NORF envelope/slip you have multiple options to satisfy the fee.

1: You can receive $5 in cash from the violator and put it into one of the slips that are used for the outside fee tubes. Write on the envelope the date, location, and something like 'Parking fine'. Then tear off the pass and give it to the violator to fill out to put in their car (Or tear and throw away if they are leaving), then put the envelope in the cash drop under the POS on the customer side of the counter.

2: You can receive $5 in cash or from a card and sell them a normal day pass. They can keep it or have you shred it if they are leaving.

3: You can sell them any other pass such as an annual pass or the like. If they qualify for a free pass such as a military pass then you will sell them the pass and they will NOT be charged $5.

And remember, if a violator gives you a hard time, show them the fee sign pictures in the desk and warn them that they can be fined by the sheriff for up to $150 and we actually 'saved' them' from having them to have to pay this. Also make them aware that they are not paying anymore than they would've if they had bought a day pass in the first place.

**What to write on the yellow NORF**

Whenever someone pays you for the NORF or buys any pass in order to rectify the situation, then write on the yellow envelope/slip that they had on their car 'PAID', you will then keep this pass and you will NOT throw it away until it has been properly logged. If a person has and shows you a valid pass then you will take the yellow envelope/slip from them and write 'VOID' on it and keep it, again do NOT throw it away until it has been logged.

**What to do with the NORF slips**

You will put all of the NORF slips into the large yellow envelope labeled "NON-INPUTED NORF'S" near the printer in Marv's office, this includes all white and pink slips and any yellow slips that you get back. From here they will be logged by persons such as myself and any others who are interested in keeping the database updated.

**Using the database**

This is for those who wish to help update the database.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 07/05/14 | MCW8MN | AZ | Cernigl | 1 | Has Senior Pass 05-00008351 |

Above is an example of a log in the database. You would pull NORF's out of the 'NON-INPUTED NORF'S' envelope and would begin with the oldest date there to the most recent date. Column A is the date, B is the license (Preferably in all CAPS), C is for the state/providence, and D is the officer identifier. Then as you get NORF's back you can fill out E and F, if you receive a NORF back and VOID it, then put a '1' in column E, but if they pay you, then put a '1' in column F. Before you log a NORF, check to see if the license is already in the database, to do this, press Ctrl + F to do a word search. Put in the first five characters of the license, if it can't find it, then you are free to log it. But if you do find that this person is a repeat offender, then add one number to the cell in column G, so far we haven't had any but if we do get a repeat offender, then we can hand it over to the sheriff and they will mail him a hefty fine. Then finally column H is used for various notes. In this example, a motorcyclist was repetitively tagged, but he came in and showed that he owned a Senior pass, but had no way to put it on his motorcycle, so we are ignoring him for now (He is usually on the east side of the lot with a blue/gray bike cover).

When you are done logging all of the white and pink slips, you can then put them into the large yellow envelope labeled 'NORF'S'. The slips are arranged in labeled stacks by month and each stack has the oldest dates on the bottom and the newest dates on the top.

When you have a yellow NORF slip in the 'NON-INPUTED NORF'S' envelope, find the white and pink slips that accompany it in the 'NORF'S' envelope, once found, write either 'VOID' or 'PAID' on both the white and pink slips depending what was written on the yellow slip. Once you have marked the adjustment to the VOID and PAID column in the database, you are free to shred the yellow slip and throw it away.

All these NORF's are calculated into statistics on the top right of the database with data including percent compliance, money reclaimed, and the like.

If you wish to be a part of logging the NORF's, email me at Cernigliakyle@yahoo.com and I will share the file as a Google Doc with you so that the file isn't left on any single computer.