



AGENDA
CITY OF CHARLEVOIX CITY COUNCIL WORK SESSION
Wednesday, April 3, 2019- 2:00 PM
Council Chambers, 210 State Street, Charlevoix, MI

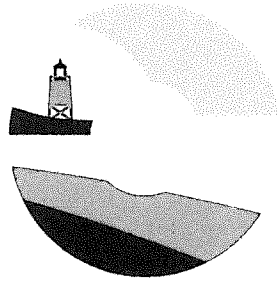
- 1. Pledge of Allegiance**
- 2. Roll Call**
- 3. Presentations**
 - A. Presentation from Traffic and Safety Control Systems
 - B. Presentation from Harvey Electronics
 - C. Presentation from ParkSol USA
 - D. Presentation from IPS Group
- 4. Reports and Communications**
 - A. Public Comments
- 5. Council Discussion**
 - A. Parking Criteria and Information

The City of Charlevoix will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting, to individuals with disabilities at the meeting upon one weeks' notice to the City of Charlevoix. Individuals with disabilities requiring auxiliary aids or services should contact the City of Charlevoix Clerk's Office in writing or calling the following: City Clerk, 210 State Street, Charlevoix, MI 49720 (231) 547-3250.

- 6. Adjourn**

Response to:

City of Charlevoix, Michigan – Request for Qualifications, Parking Meters and Payment Solutions



CITY OF CHARLEVOIX

Response Due Date: February 27th 2019

Submitted by:



Traffic and Safety Control Systems, Inc.
Tom Neff, Sales Representative
48584 Downing, Wixom, MI 48393
Office: (248) 348-0570
Facsimile: (248) 348-6505
tomn@trafficandsafety.com

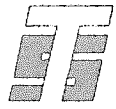


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Traffic & Safety Control Systems, Inc.

EXECUTIVE SUMMARY

Charlevoix City Clerk
ATTN: Parking RFQ
210 State Street,
Charlevoix, MI 49720

Subject: Parking Meters and Payment Solutions Request for Qualifications

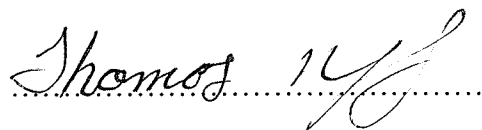
Traffic and Safety Control Systems, Inc. is pleased to submit this formal response to The City of Charlevoix, RFQ for parking meters and payment solutions. We have thoroughly reviewed the RFQ document and believe that Traffic and Safety is uniquely suited to provide the equipment, technology, integrations, and ongoing support that The City of Charlevoix has requested.

Traffic and Safety has over 43 years experience installing and supporting parking systems and parking operators throughout Michigan. We are proud to currently serve parking operations in City of Petoskey, Michigan including Michigan State University, City of Traverse City, City of Sault Ste. Marie, University of Michigan, Village of Empire, Wayne State University, Grand Valley State University, City of Grand Rapids, City of Detroit, Ford Field, Little Caesars Arena, Ann Arbor DDA, and the Bedrock/Quicken Loans locations in downtown Detroit. Our main office is located at 48584 Downing, Wixom, MI 48393. We also have offices and technicians located in Greater Grand Rapids, MI.

Traffic and Safety prides itself on working with our clients to understand their parking related challenges and goals. We take a customized approach to maximize the value of a parking system. We work with our technology vendors to provide a custom solution to address the challenges of the environment and meet the requirements of the user(s). Our technicians are highly skilled, factory trained, QIR Certified by the PCI Council, and customer service oriented.

Thank you for the opportunity to present our solution. We hope that the following details and information fully address your inquiry. We are happy to provide any further information you may need. Please utilize my contact information below should you need anything additional.

Tom Neff
Traffic and Safety Control Systems Inc
Sales Representative



248-756-7027
tomn@trafficandsafety.com



Traffic & Safety Control Systems, Inc.

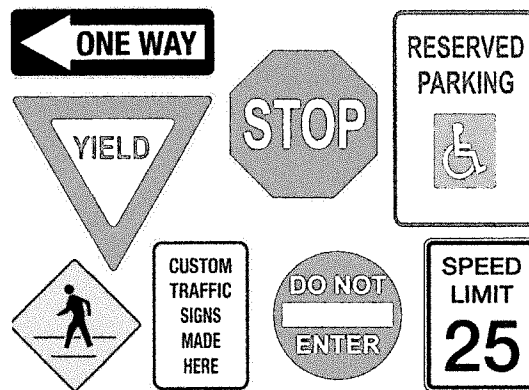
GENERAL INFORMATION ON TRAFFIC AND SAFETY

About Traffic and Safety Control Systems, Inc:

Traffic and Safety Control Systems, INC is a family owned Corporation based in Wixom, MI: 48584 Downing, Wixom, MI 48393. We also have a branch office in Greater Grand Rapids, MI. Traffic and Safety has provided parking equipment to organizations around the state of Michigan for over 40 years. As the largest parking focused distributor in Michigan, Traffic & Safety is a full-service provider carrying the finest state-of-the-art parking access control systems, parking revenue control, building access control, CCTV and high security barriers.

Our technicians are factory trained and certified. We focus on customer satisfaction and supply top tier products.

Traffic and Safety has an extensive client list and our employees are active in many community based & parking geared organizations in Michigan such as the Michigan Parking Association, Michigan Downtowns Association, and mParks.



In the 40-plus years Traffic & Safety has been in business, the sales team has quoted, designed, sourced, installed, and integrated projects for a diverse range of clients in a variety of industries, including: municipalities, hospitals, colleges, universities, utility companies, public parking facilities, industrial users, professional parking operators, and private residences. For more information on Traffic and Safety Control Systems, please visit <http://www.trafficandsafety.com>

At the end of the day, it's results that matter. Traffic & Safety has a time tested reputation for cost-effective solutions that meet expectations and stand up to daily use in the Michigan climate. Our diverse teams of parking professionals listens carefully to the needs of the organization and translate the those requirements and end-goals into a fully operational, fully integrated solution. We have the experience and skills required to assist Charlevoix in all ways parking.

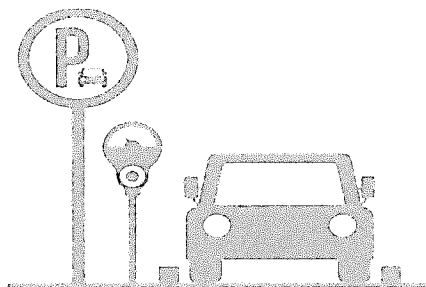




Traffic & Safety Control Systems, Inc.

PROPOSED SYSTEM(S)

The Charlevoix RFQ document indicated a variety of products of interest. Traffic and Safety carries a wide spectrum of parking related products to fit Charlevoix's needs. The following product information is a quick overview of the solutions that fit the criteria stated in the RFQ.



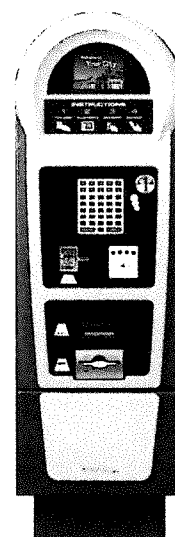
Most product lines are highly configurable. Features, pricing, system options, quantity needed and functionality can adjust depending on the stipulated need of operation.

Further details can be provided for any of the products listed. Client references, case studies, product webinars, or PCI certifications are available for all listed products. Products listed have multiple technology integrations, high quality construction, and reliable hardware.

MULTI-SPACE METER: LUKE II BY T2 SYSTEMS CANADA

The LUKE II and COMSO Multi-space parking meters are a highly versatile payment solution. The LUKE II and COSMO are PCI level 1 certified and offer the highest level of data security. The first-in-class IRIS management software is cloud based and easy to use. LUKE II and COSMO provide the ability to adjust rates and parking methods remotely. Monitoring of alarms, cash in machine status, and real time transaction data are accessible via the net. Enforcement can be done either through the use of a third party handheld system, or by using any smart device or computer. Enforcement can also run on machine reports to enforce. <http://www.digitalpaytech.com>

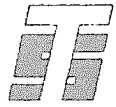
There are numerous cities that have seen revenues increase and labor costs decrease with the LUKE II. These multi-space parking pay station solutions offer more convenience and payment options for the parking public.



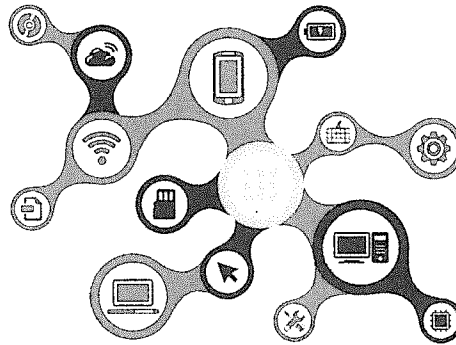
LUKE II and COSMO Advantages:

- *Full analytics, records database, and transaction tracking
- * Smart cards, coupons, contactless payment, credit card, bill, and coin acceptance
- *System can solar powered. It does not require infrastructure to function
- *Auto alerts can send text messages or emails when an item needs attention
- *Auto reporting can generate and email daily, weekly, monthly or yearly reports
- *Easily change the greeting, messages, or rates remotely

We can tailor the pay station configuration to best benefit your application. Every transaction is traceable, reporting functions are easy and can be automated, and referencing past transactions to support enforcement is quick and simple. The majority of the machines elements are modular. This reduces spare part inventory, simplifies service, and speeds troubleshooting.



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LUKE II Integrations:

T2 Canada offers numerous technology integrations for their LUKE II system.

Parking Sensor Systems

Parkifi

Mobile LPR Integrations

Genetec
Tannery Creek

Business Intelligence Integrations

Smarking
Infinite Computing

Parking Reservations

Best Parking
Park Jockey
Click and Park
Parking Panda

Financial System Integrations

Blackboard
cbord
IntegraPark
NuVision
TotalCard

Enforcement

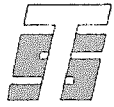
AIMS
Complus Data Innovations
Data Ticket
Duncan Autocite
mPay2Park
Municipal Citations Services
OmniPark
Parktrak
SureCall
Turbo Data Systems
VIPMAN

Mobile Payments

MobileNOW
ParkMobile
Passport Parking
PaybyPhone
QP QuickPay
Honk Mobile
mPay2Park
Pango
PayHop

LUKE II Installation Requirements:

LUKE can be configured with a variety of options to fit the installation site. Units can be equipped with any combination of coin, bill, credit card, or contactless payments. LUKE II units can be powered via solar panel or AC power. Installation can require a little as a sunny patch of concrete. Wireless communications and flexible machine configurations allow a high level of flexibility.



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LUKE II Warranties / Response Time:

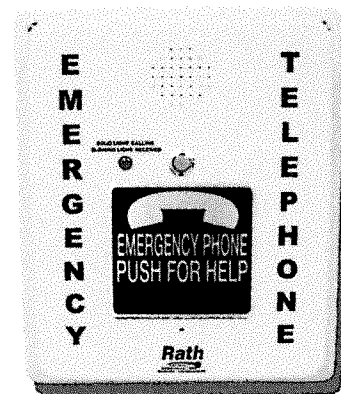
The LUKE II and COSMO pay stations include a 5-year paint warranty, 1-year software, parts, & labor warranty. Warranty extensions for additional years are available. The product is weatherproof, vandal resistant, and built to last and withstands hot summers as well as cold winters. We have many units that have exceeded 11 years in the field. T2 Canada offers an advance replacement program that maximizes product up-time. Traffic and Safety offers 24/7/365 service and support for all products it sells.

LUKE II Costs:

Depending on quantity ordered and configuration, the LUKE II meter pricing spans from \$8,500 to \$11,000 per unit. Installation, shipping and tax are additional. The COSMO pay station line offers almost all of the LUKE II features in a slimmer, more compact design. The COSMO price point falls below the LUKE II. Monthly fees start at \$55 per meter, per month. Specific system pricing, configuration, monthly fees, and further details are available.

CAMERA AND INTERCOM SYSTEMS

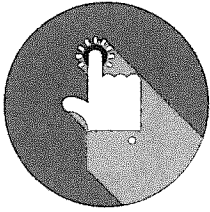
Camera and intercom systems can increase security and provide a high level of customer service. Traffic and Safety can design, install, and service an intercom and/or camera system that fits the needs of the application. Camera and intercom systems can deter crime, better assist customers, increase safety, and monitor areas of interest. Traffic and Safety offers multiple lines of cameras, intercoms, license plate recognition systems, emergency call boxes, video analytics, wireless camera systems, wireless communication devices, and in vehicle systems are all available.



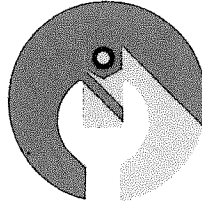


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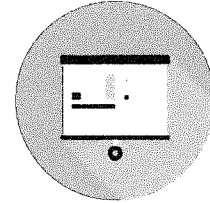
LIBERTY NEXT GENERATION SMART SINGLE SPACE BY CIVICSMART



**FAST MOTORIST
ACCEPTANCE**

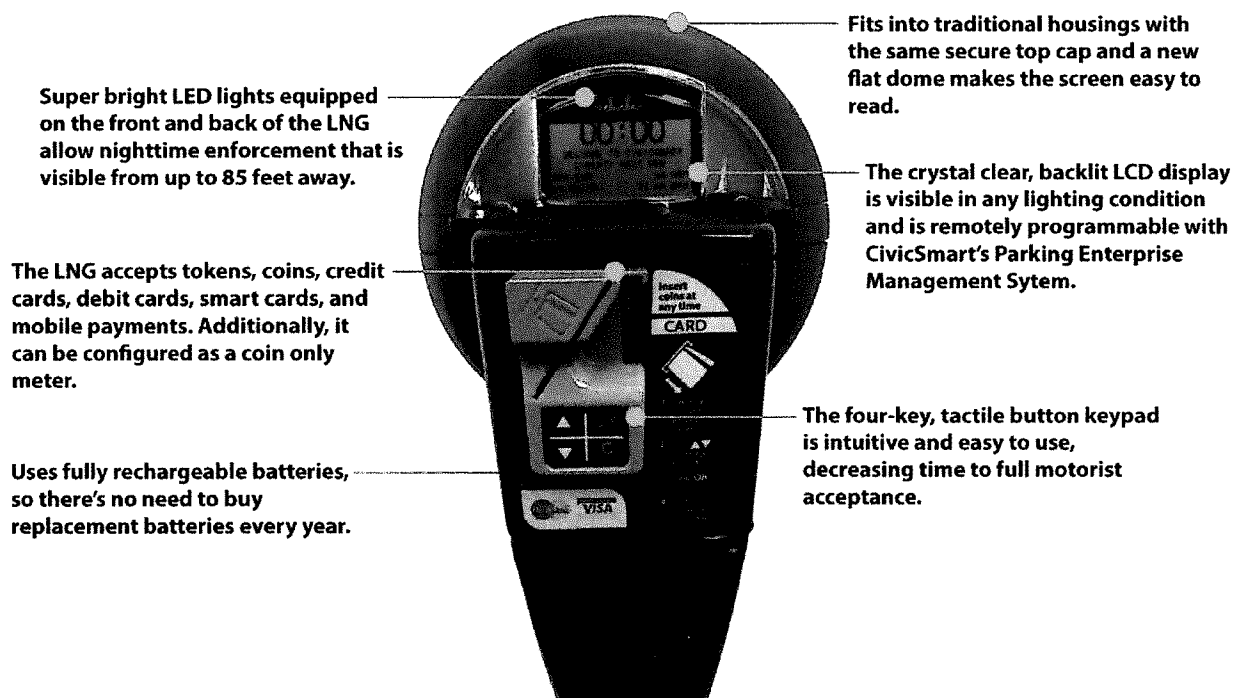


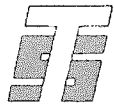
**FLEXIBLE
CONFIGURATION
OPTIONS**



**MANAGEMENT
EFFICIENCY**

CivicSmart's "Liberty Next Gen" (LNG) meter is engineered with the future in mind and makes use of recent advances in communications, battery and security technologies. The LNG is designed to be future-proof by supporting emerging technologies. Built to last, the Liberty Next Gen offers the durability and reliability that our clients have come to know and trust, with advanced technological features that make managing your parking program easier.





Traffic & Safety Control Systems, Inc.

Liberty Next Gen Smart Meter Advantages:

- **Battery Powered** – The LNG has rechargeable batteries with an average of 6 months between charges. The LNG is not affected by the downfalls of solar-powered meters.
- **Payment Options** – Accepts coin, credit cards, debit cards, smart cards, tokens, and mobile payments.
- **Mobile Payment Latency** – Mobile payments populate on the meter within seconds.
- **Flexible Configuration Options** – The LNG can be configured in more than 5 ways; including single-space, dual-space, coin-only, and small footprint multi-space meter.

Liberty Next Gen Smart Meter User Friendliness & Payment Options:

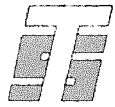
Liberty Next Gen meters look, and feel, like traditional single-space parking meters. The design increases motorist acceptance and parker adoption. Unlike traditional single space meters, the LNG offers expanded payment options and PCI certified data security. The LNG is designed ADA compliant. The LNG accepts tokens, coins, credit cards, debit cards, and smart cards. Mobile transactions will be immediately updated on the meter, providing a consistent user and enforcement experience. The PCI compliant Liberty Next Gen meter features an EMV Level I and Level II certified card reader and can support magnetic-stripes from smart cards as well as VISA, MasterCard, American Express and Discover.

Through innovative design, low-power electronics, and next generation communications technology, power consumption has been drastically reduced. The Liberty Next Gen displays time/date and all rate information on the meter screen. The clear, backlit LCD display is visible in any condition, light or dark. The LCD display is protected by a top cap and anti-fog / anti-glare dome lens. The meter display is customizable and remotely programmable with CivicSmart's Parking Enterprise Management System™. The screen can display the information relevant to the motorist, as determined by the City. The LNG supports a variety of messages and symbols such as "No Parking" and "Out of Order".

Green, yellow, and red LED's clearly indicate valid parking time, meter fault, and expired meter time. When legal parking time is displayed, the green LED flashes, further providing an easy enforcement signal, especially useful for people who are color blind.

Liberty Next Gen Smart Meter Communication:

The Liberty Next Gen meter communicates wirelessly using 3G/4G and LTE networks, and also supports Bluetooth and WiFi communications and is upgradable to NFC communications. The LNG processes all credit card transactions in real time. In the event the wireless network is down the solution can be configured to operate a "hold and send" mode where credit card transactions can still be accepted when offline.



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Liberty Next Gen Smart Meter Costs:

The LNG meter can utilize existing posts and meter housings, thus reducing the costs to install. Depending on Charlevoix's needs, system costs will vary. I have included below some budgetary pricing that assumes existing meter housings and posts can be utilized. Depending on the operational requirements, features, options, configuration, and pricing can be adjusted. Specific pricing including training, installation, shipping, etc, is available once system requirements are determined. The LNG Smart Single Space Meter system can be integrated with the CivicSmart Space Sensor System and the CivicSmart Ticketing and Enforcement System to create a streamlined, integrated, effective, and easy to use system for both the operator and the parking patron.

Equipment List:

(1) CivicSmart Liberty Next Gen Mechanism

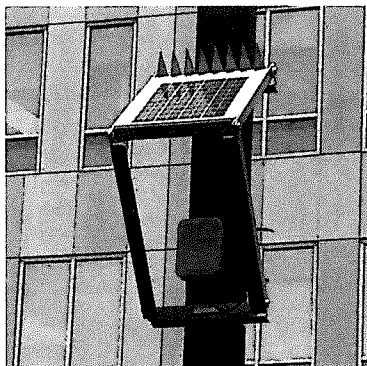
*w/ Credit Card Acceptance and Wireless Communications.

Equipment	\$ 290.00
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*Please add 6% Michigan Sales Tax if applicable

PARKING SPACE SENSOR SYSTEMS BY CIVICSMART

CivicSmart's parking space sensors feature directional radar. This technology can be installed either subterranean or pole mount. The system uses radio waves to detect vehicles. The sensors are not affected by conditions that interfere with other sensor technologies (ambient light, color, weather, passing or adjacent vehicles, and electromagnetic interference). Time-of-flight true radar continuously travels at the speed of light, which enables frequency bands to detect objects both large and small.



Sensors completely self-configure and communicate directly via a gateway to the CivicSmart centralized server. Each gateway communicates with a maximum of 75 sensors. These gateways will be located within a few hundred feet of the sensor. Gateways are typically installed on light poles, parking signs, or traffic signal poles.

The solar-powered gateways feature proprietary, low latency, noise-tolerant, communication technology. Data is wirelessly transmitted to the Enterprise Management System (PEMS).



Traffic & Safety Control Systems, Inc.

Parking Space Sensor System by CivicSmart Advantages:

Fully integrated with the CivicSmart's Parking Enterprise Management System (PEMS), the sensors lead to a number of advantages. Sensors improve parking program management through advanced data analysis, integration with way finding applications, more efficient parking violation enforcement, and increased revenue. (The meters can zero out remaining meter time when a vehicle leaves a parking space.)

- Provides real-time on-street parking availability through way finding applications
- Allows real-time and historical data on occupancy and parking program performance
- Supports detailed parking program analysis through advanced data collection
- Informs parking program managers and policy makers through real-time and historical data
- Guides enforcement staff in real-time directly to vehicles in violation
- Automatically zero out remaining time in empty parking spaces

Parking Space Sensor System by CivicSmart Integrations:

CivicSmart regularly works with the top solution providers in the industry. CivicSmart meters and sensors are naturally designed to integrate seamlessly with a range of parking equipment.

CivicSmart's Smart Parking Integrations

Component

Description

Vehicle Detection Sensors

- CivicSmart Sensors & Gateways
- GE Intelligent Light Fixtures

Handheld Enforcement Technology

- AutoISSUE enforcement software
- Duncan Solution's AutoPROCESS software
- Panasonic FZ Series
- Zebra/Motorola/Symbol handhelds and printers
- Two Technologies N5 Series
- Samsung Mobile Devices
- Casio
- Intermec
- AirWatch

Mobile Payment Applications

- Parkmobile
- Passport Parking
- Pango Parking
- MobileNow
- PaybyPhone
- GoParkIt

Parking Meters

- CivicSmart's Enterprise Management System (PEMS)

City of Charlevoix, Michigan

Request for Qualifications - Parking Meters and Payment Solutions



Traffic & Safety Control Systems, Inc.

Other Third-Party Integrations

- CivicSmart's Liberty Next Gen Smart Meter
- T2 Systems/Digital
- Parkeon
- Cale America
- Genetec (LPR)
- Parkopedia (Parking Inventory Aggregator)
- Smarking (Parking Data Analytics)
- Dynamic/Variable Message Signs
- Various Records Management Systems
- Various Court & Citation Processing Systems

Parking Space Sensor System by CivicSmart Warranty / Response Time:

Traffic and Safety offers a 12 month parts, software, and labor warranty on all new equipment purchases. This warranty covers any issues arising from manufacturer defects, workmanship, or installation. (Acts of God, equipment re-location, vandalism, edits to rates / programming, network problems, electrical issues, or intentional misuse is not covered.) Labor warranty covers work during normal business hours / non-holidays. Warranty extensions for additional years are available. Traffic and Safety offers 24/7/365 service and support for all products it sells.

Parking Space Sensor System by CivicSmart Pricing:

The below budgetary pricing indicates costs to provide, install, and warranty for 1 year (parts, software, labor). Pricing is subject to site specific installation requirements and meter qty.

Equipment List:

(1) Space Sensor by CivicSmart

*Each Space Sensor incurs a monthly fee of \$3.00 and requires a communication gateway.

Equipment	\$ 175.00
Installation	\$ 30.00
Shipping	\$ 7.00
TOTAL	\$ 212.00

*Please add 6% Michigan Sales Tax if applicable

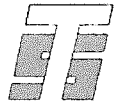
Equipment List:

(1) Gateway for CivicSmart Space Sensors

*Each Gateway incurs a monthly fee of \$6.00 per month - The number of gateways needed can be determined once the total number of meters is determined and meter / sensor placement is finalized.

Equipment	\$ 575.00
Installation	\$ 95.00
Shipping	\$ 25.00
TOTAL	\$ 695.00

*Please add 6% Michigan Sales Tax if applicable



CITATION MANAGEMENT BY PASSPORT

Passport's Citation Management Platform ("CMP") is a cloud-based, SaaS solution that is accessible from any internet-connected device. CMP is broken down into several components: Issuance, Processing, Collections, and Reporting.



Each component is seamlessly integrated with the other, providing real time data collection and retrieval. Passport's suite of products is all built on an open Application Program Interface ("API"), which means that it is capable of integrating with any other software provider within the City's ecosystem.

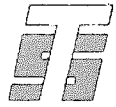
All citations in CMP are issued through Passport's Android-based mobile application OpsMan Mobile. During the implementation process, Passport will configure the City's application to be fully compliant with all state and local regulations, including customizing codes associated with each cause of action. OpsMan Mobile is available to download for free in the Google Play Store by any parking enforcement officer.

When a parker receives a citation they become a violator and will have access to settle their citation through Passport's online ticket payment portal: Resolve My Citation ("RMCPay"). RMCPay will be fully branded for the City and will have a similar look and feel to other government websites. RMCPay allows the violator to search for citations based on their LPN or citation number. Customers can use this online ticket pay portal to pay citations, or appeal them. Once a violator resolves their citation, the Passport system updates in real time. If the violator does not resolve their citation, it will enter the collections process.

Passport's CMP not only handles issuance and payment, but also assists the City in the collection process. Passport is a partner of NLETs, which provides access to all registered owner information in all 50 states. If a violator fails to resolve a citation through either payment or appeal, OpsMan will automatically generate a send out a collection letter in accordance with local rules. If the citation remains unpaid after the first letter, OpsMan will adjust the fine amount and send another letter, up until additional state action is required.

Notifications will continue to be generated and mailed until the fine is either paid or the delinquency requires additional action by the state. If unpaid citations are punishable by the state, the Harvester will automatically push all necessary information directly to the DMV to suspend vehicle registration or a driver's license. Passport has seen a collection rate of above 90% even where the citation has been backlogged for years.





Traffic & Safety Control Systems, Inc.

Citation Management by Passport Advantages:

Passports OpsMan Mobile makes the parking enforcement officer's job easier through features like dynamic searches, black and white list notifications, scofflaw notifications, digital chalking, auto-completion of habitual offenders, and photographic evidence. The City will also have increased transparency into its citation management process through heat maps, in-field reporting, real-time integrations, and extensive data collection. Additionally, Passport can configure the system to push pertinent data to towing company, municipal courts, and LPR technology providers.

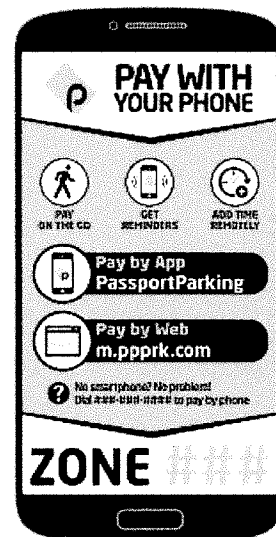
Citation Management by Passport Pricing:

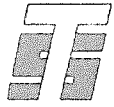
Passport Citation Management system is highly configurable. Pricing varies depending on the level of operations required by Charlevoix. To determine costs, a meeting is needed to iron out the details of the desired system.

MOBILE PAY BY PASSPORT PARKING

The Passport Parking mobile payment app offers a first in class, modern, user-friendly front-end application. Passport includes a mobile optimized website that mimics the application; a secure IVR system; the most powerful, proprietary backend management tool on the market; and the option to power it all with Passport's secure Merchant Processing and Gateway services.

Passport Parking's front-end application is a native application that is available for free on the Google Play and Apple App stores, which will be used by parkers to initiate and purchase parking sessions. In four clicks, the parker will start a session, identifying the zone, space #, and duration of the parking session. To streamline this experience further, all clicks occur on the same main page, with the exception of one: the confirmation. Prior to completing their purchase, the parker will be asked to confirm the session and the itemized charges, including parking and convenience fees. The parker will have the option of adding means of payment including a debit or credit card, PayPal account, Apple Pay, Android Pay, Visa Checkout, or a dedicated wallet. If the parker adds more than one payment method, they will be asked to select a default payment, which may be changed at any time, but which will streamline the initiation process. After the session has been started, the parker will be able to track when their session expires, receive a notification at a custom-set time prior to expiration, see a map of where their car is parked, and extend their session remotely without incurring additional convenience fees. Passport services are customized to best fit the client. Please inquire for pricing and further details.





Traffic & Safety Control Systems, Inc.

REFERENCES – TRAFFIC AND SAFETY CONTROL SYSTEMS INC

1. Wayne State University

Contact Person: Jon Frederick, Director, Parking and Transportation Services

Telephone: 313-577-4349

2. City of St. Joseph, MI

Contact Person: Greg Grothous, Deputy Director of Public Works

Telephone: 269-985-0309

3. Michigan State University

Contact Person: Steve Grice, Public Safety

Telephone: 517-432-2600

4. City of Ludington, MI

Contact Person: Joe Stickney, Superintendent, Public Works

Telephone: 231-843-2873

5. City of Clarkston, MI

Contact Person: Jonathan Smith, City Manager

Telephone: 248-909-3380

6. City of Traverse City

Contact Person: Nicole VanNess, Parking Director, Traverse City Parking Services

Telephone: 231-922-0241

*Additional contacts are available, if needed.

Multi-Space Pay Station

For On- and Off-Street Parking Environments

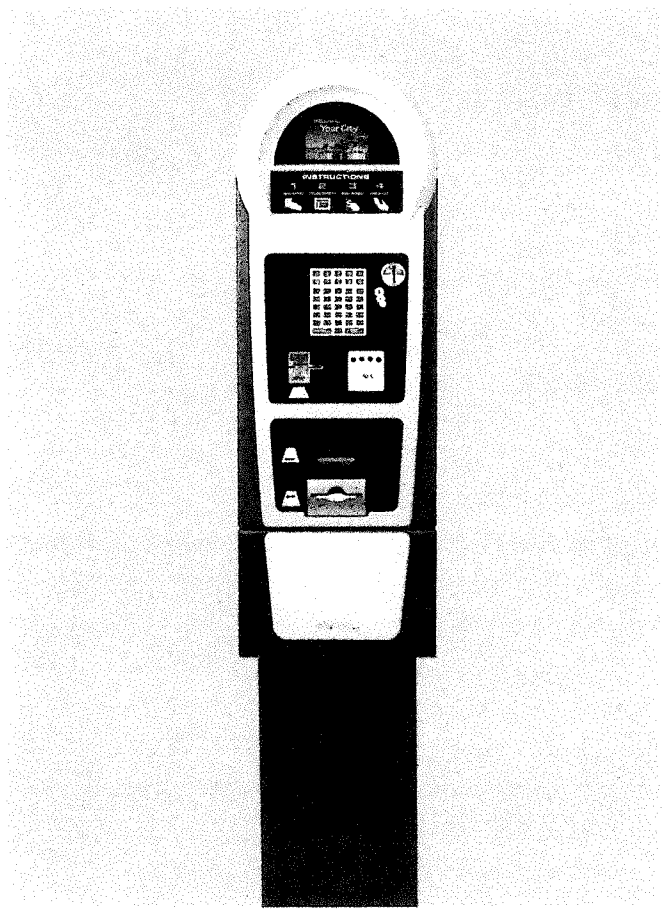
Public and private parking operators are realizing the benefits of multi-space pay stations: increased revenue, reduced operational costs, and superior customer service, to name just a few. Consumers also enjoy the added convenience, diverse payment options, and ease of use provided by pay stations. The LUKE II pay station is highly secure, flexible, and suitable for both on- and off-street deployments. LUKE II fulfills customer service expectations and delivers superior performance and significant contributions to operators' top and bottom line.

LUKE® II Features for Consumers

- Range of convenient payment options, such as coins, bills, credit cards, smart cards, value cards, campus cards, coupons, and Pay-by-Phone services
- Contactless payments for rapid parking transactions
- Extend-by-Phone service provides expiry reminders and the ability to add time via mobile phone
- Large color screen that is easy to read
- Prompts in multiple languages
- Ability to pay for parking or add time using any pay station in the system
- Coin escrow refunds consumers' money upon a cancelled transaction
- 38-key full alphanumeric keypad for easy license plate entry
- Easily recognizable design identifies machine as a parking pay station

LUKE® II Features for Parking Operators

- Separate maintenance and collections compartments for enhanced security
- Theft-resistant design to protect coins, bills, and internal components
- Enhanced locking mechanism and electronic lock support for added security
- PCI compliant and PA-DSS validated system ensures credit card data security
- Pay-and-Display, Pay-by-Space, and Pay-by-License Plate on the same pay station
- Remote configuration of rates and policies saves time and money
- Integration with leading parking technology partners for a complete solution
- Flexible rate structures and diverse payment options can increase revenue
- Reduced maintenance and collections costs
- Real-time credit card processing to reduce processing fees and eliminate bad debt
- Real-time reporting and alarming
- Complete audit trail and rich analytics



Standard

Premium



Charcoal
Gray



Jet
Black



Pebble
Gray



Racing
Green



Marine
Blue

Citrus
Yellow

LUKE II Specifications

Cabinet:	12-gauge cold rolled steel protected with an anti-corrosion coating
Payment Options:	Coins, bills, credit cards, contactless payments, smart cards, value cards, campus cards, coupons, Pay-by-Phone services. Coin escrow optional
Card Reader:	Cards are not ingested – no moving parts. Reads Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811. Reads and writes to chip-based smart cards conforming to ISO 7810 and 7816
Bill Stacker:	1,000-bill capacity (U.S. only)
Printer:	2" receipt width
Display:	Color backlit LCD with 640 x 480 resolution
Keypad:	38-key alphanumeric with tactile buttons
Locks:	Can be re-keyed twice without removal of lock cylinder. Electronic locks optional
Access:	Separate compartments for maintenance and collections
Communications Options:	GSM/GPRS, CDMA, Ethernet
Environmental Requirements:	-40°F to +140°F (-40°C to +60°C)* Relative humidity: up to 95%
Power:	120 V AC. Slimline solar panel optional
Operational Modes:	Pay-and-Display, Pay-by-Space, Pay-by-License Plate
Multilingual Support:	Up to four languages using roman or non-roman characters
Audible Alarm:	Senses shock and vibration
Color:	Charcoal gray. Additional colors optional
Standards:	UL/CSA approved, ADA compliant, PCI compliant, PA-DSS validated

*using separately purchased heater/insulator option. Low end of range is 4°F (-20°C) ambient without heater/insulator option

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Data Intelligence Platform

The value of a parking system is measured by the ability to manage your pay station network, identify opportunities, take action, and measure results. An effective parking system is one that empowers parking operators, and their field staff, to make informed decisions that increase efficiencies, productivity, and the bottom line.

Digital Iris™ is an easy to use cloud-based data intelligence platform that provides secure and actionable information to the right people at the right time. This platform delivers insight through interactive metrics, data visualization, and automated reporting. With a wealth of real-time data, Digital Iris meets the needs of all users in your organization, from simple reporting to advanced analytics.

Core Functionality

- Secure cloud-based system accessible anytime, anywhere
- Personalized Web-based dashboards
- Self-administration of your pay station network
- Access to real-time operational and financial data
- Automated reporting offering basic reports and advanced analytics
- Real-time credit card and passcard processing

Operations Management

- Full operational insight into data and trends using data visualization
- Over 90 available metrics with 3,000 widget combinations including occupancy, utilization, and turnover
- Unified corporate dashboard supporting multiple branch operations
- Intuitive mapping to easily locate your pay stations and see real-time status alerts
- Configurable widgets to track the most important metrics in your operation

Collections and Maintenance

- Dedicated modules for collections and maintenance
- Real-time monitoring of your pay station network
- User created and managed pay station alerts
- Pay station alerts sent directly to field personnel
- Intuitive mapping for "hot spots" and efficient maintenance and collections routes
- Collections and maintenance data accessible to field personnel reducing response times

Enforcement

- Transaction data sent to enforcement handheld devices
- Integration with license plate recognition (LPR) systems for a 10- to 20-fold improvement in enforcement productivity
- Communication with space sensors
- Integration with mobile payment services

Mobile Workforce

- Real-time data to field personnel via Digital Payment Technologies mobile apps or third-party integrated devices
- Remote access to:
 - Transaction data and permit information
 - Pay station collections status and alerts
 - Pay station details and maintenance alerts

Parking Management

- Passcards and coupons to streamline financial management
- Coupons for complimentary or discounted parking
- Passcards for a reusable discount or a reloadable method of payment
- Support for event parking, permit parking, and parking validation
- Track and manage coupon and passcard use by individual consumer
- Billing reports to monitor coupon and passcard usage

Consumer Convenience

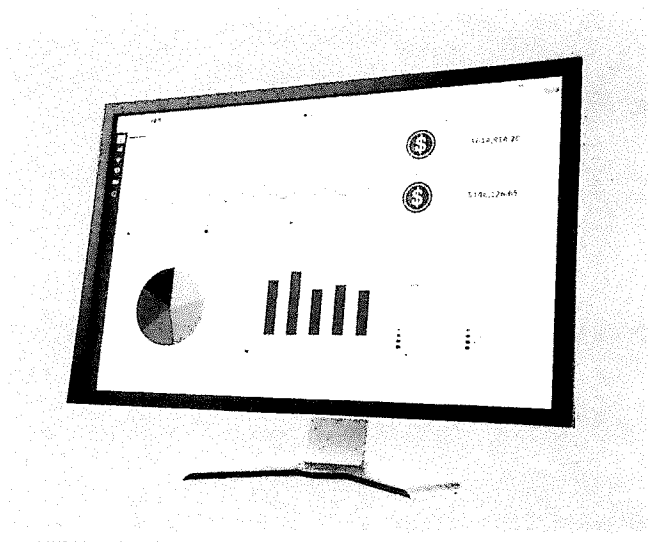
- Pay for parking or add time using any pay station or your mobile phone
- Receive expiry reminders via your mobile phone
- Advanced payment types such as passcards, smart cards, and contactless payments
- Load funds onto your smart card using any pay station

Open and Robust Architecture

- Easily integrate with third-party systems and custom built applications
- Extensive integrated partner network
- Clustered database architecture
- High availability with seamless failover
- Extensive application level monitoring

Data Security

- Secure role-based permission structure to enable only approved personnel to make system adjustments
- Secure hardware-based encryption for card processing
- PCI compliant (Level 1 service provider) and externally audited
- System does not require Flash or Java



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BOSS

Pay Station Configuration Made Easy

The power to quickly and easily configure your multi-space pay stations is at your finger tips. The BackOffice Support System (BOSS) from T2 Systems (T2) is a software application designed to configure all operating aspects of your pay station and is available with every Digital parking machine. BOSS enables you to configure and adjust rates, payment and display options, and unit configuration as often as you like. Updating your network of pay stations is easy. You can use the supplied BOSS Data Key or the Internet via T2's Digital Iris.

Configuration

Each pay station can be configured to meet your specific needs. Settings for each pay station include:

- Introduction screen
- Operational mode (Pay-by-License Plate, Pay-by-Space, Pay-and-Display)
- Language support
- Accepted payment types
- Accepted currency denominations
- Extend-by-Phone support
- Receipt headers and footers

Rates

The pay station supports a range of rate types providing you with complete flexibility for your operation. All rates can be previewed before updating the pay station. Supported rate types include:

- Hourly
- Daily
- Incremental
- Monthly
- Blended
- Scheduled
- Valid For
- Expires At
- Holiday

BOSS also offers a Restricted Rate that can be used to inform consumers when and why the pay station(s) is not in operation due to street maintenance or special events.



Coupons

Coupons can be enabled in BOSS to provide discounted parking for individuals or groups. Consumers likely to benefit most from using coupons are:

- Patrons of local merchants
- Event attendees
- Special guests
- Carpool pass-holders

Languages

Digital pay stations support both Roman and non-Roman characters. Pre-configured languages can display on the pay station screen. Most pre-configured languages can also print on receipts. Supported languages include:

- English
- French
- Spanish
- Vietnamese
- Simplified Chinese

All on-screen prompts and receipt fields can be modified using BOSS to meet your specific language needs.

Offline Credit Card Processing

All of T2's systems are PCI compliant and PA-DSS validated for the secure processing of both online and offline credit card transactions. BOSS facilitates the offline processing of credit card transactions by manually downloading transactions from the pay station and then processing them.

Offline Reporting

Numerous reports can be generated using BOSS by first downloading pay station transaction data. BOSS can generate the following reports:

- Transaction Report
- Audit Report
- Cash Report
- Rate Report
- Custom Card Report
- Online Configuration

Online Configuration

Pay stations can be configured and have their rates adjusted in real-time using BOSS when connected to Digital Iris. Alone BOSS allows you to manually upload configuration and rate changes to your pay stations using the supplied BOSS Data Key.



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Anti-Corrosion Coating

Protecting Your Investment

T2 Systems (T2) continues to lead the industry with innovative solutions. In order to combat corrosion, T2 has introduced an anti-corrosion Thermal Spray Coating (TSC) a well studied and proven technology that has been used for years in marine, bridge, and pipeline infrastructures. Now for the first time in the multi-space parking meter industry, T2 is using TSC to protect its pay stations from corrosion. TSC offers a protective layer that bonds to the surface of the pay station to create a robust and self-healing anti-corrosion barrier.



About Thermal Spray Coating

There have been numerous studies and innovations in the area of anti-corrosion to improve the durability of metal structures exposed to harsh urban and coastal environments. In such conditions, exposure to high-chloride and salt concentrations, strong winds, and changing conditions of relative humidity and temperature are common.

After extensive study and market research, TSC has been identified as the most effective solution for Digital pay stations. The TSC process has gone through extensive long-term field exposure testing, and The National Association of Corrosion Engineering (NACE) has published numerous articles highlighting the effectiveness and durability of TSC against corrosion. Besides serving as an excellent anti-corrosion agent against environmental degradation, TSC is also eco-friendly and offers minimal impact on the environment when compared to other anti-corrosion treatments.

5-Year Warranty

As testament to T2's commitment to use this highly durable technology, T2 offers a five-year anti-corrosion warranty on its TSC-treated pay station cabinets. This warranty shows the confidence T2 has in TSC and also provides clients with additional peace of mind when choosing a Digital pay station that is treated with TSC.

Contactless Payments

Faster Service and Happier Customers

Consumers looking for a faster way to pay for parking can now take advantage of T2 Systems (T2) contactless payments solution. Parking operators will notice less queues, happier consumers, and less card reader maintenance. By adding contactless payment acceptance to its Digital pay stations, T2 continues to lead the way in consumer convenience and operator satisfaction.

Why Contactless Payments?

Contactless payments are ideal for low-value, traditionally cash-only transactions where speed is essential, such as fast food restaurants, convenience stores, movie theatres, mass transit, and now parking. These transactions are as secure as traditional card payment methods; contactless payments incorporate a special security technology to help prevent fraud. For the parking operator, contactless payments allow consumers to pay more quickly while reducing costs related to cash collections and traditional card reader maintenance.

Consumer Benefits

- Fast and convenient way to pay
- Supported by both Visa and MasterCard
- As secure as traditional card payment transactions
- Cards are not inserted into the pay station

Operator Benefits

- Increased speed and number of transactions
- Reduced collections and cash handling by employees
- Increased consumer satisfaction
- Reduced pay station maintenance



Coupons

Improve Consumer Loyalty with a Convenient Payment and Discount Option

Coupons are a PIN code-based, fully auditable method of payment available for pay stations from T2 Systems (T2). With coupons, a consumer, or groups of consumers, can purchase parking at a reduced rate. Coupons can also be used to issue complimentary parking permits.

Benefits of Coupons

- **Additional Payment Option:** Coupons are considered an additional payment option and can be accepted for any dollar or percentage discount at the pay station. Coupons can be set for either single or multi-use.
- **Easy to Use:** The consumer simply enters their coupon code when paying for parking at the pay station. The pay station then validates the coupon code in real-time and issues a permit.
- **Increase Parking Control:** Coupon use can be restricted to any combination of date, region, lot, pay station, space number, and number of uses. With real-time validation, the system prevents abuse from coupon sharing.
- **Streamline Accounting:** Coupons are easily managed and can be assigned to different organizations or departments to track parking costs. This enables accounting departments to allocate parking costs accordingly.

Applications for Coupons

There are many applications for coupons to serve your consumers.

Customer Service

- A goodwill gesture to consumers who have a valid consumer service concern
- A promotional giveaway to increase adoption of a new parking system
- As part of a local merchant loyalty program
- If the pay station is unable to accept payment, using coupons in lieu of payment allows consumers to avoid any unnecessary citation
- Complimentary parking for special guests or VIPs

Operational Efficiency

- Staff or guest parking, optionally billed to a certain department or organization
- Volunteer parking, as a form of compensation
- Maintenance and pay station testing, eliminating the need to carry coins or use credit cards

Additional Revenue Stream

- An add-on for consumers when purchasing special event tickets
- As part of a package included with admissions fee to tourist attraction or event

How Contactless Payments Work

Contactless payment is easy for consumers to use and easier for operators to maintain.

For Parking Operators

- When the pay station is ready to accept payment, the contactless card reader is activated
- The card reader recognizes an enabled payment card or device and exchanges payment account details in less than a second
- Transaction data is then authorized in real-time
- Contactless payment transactions are for purchases of up to USD\$25
- Accepted contactless payment types are Visa PayWave and MasterCard PayPass

For Consumers

- The consumer initiates payment by waving their enabled payment card over the contactless payment reader on the pay station
- A computer chip in the enabled payment card or device securely communicates with the pay station
- In seconds, a light and an electronic beep indicate an approved transaction
- The consumer collects their permit and leaves

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Pay-by-Phone

Increase Convenience, Increase Revenue

Expand the payment options available to consumers, increase revenues, and raise the rate of compliance by allowing consumers to pay for parking using their mobile phone. T2 Systems (T2) has partnered with market leaders PayByPhone and Parkmobile to bring you integrated Pay-by-Phone functionality that delivers consolidated enforcement and transaction reporting. With Pay-by-Phone, you can reduce enforcement costs and increase operational efficiencies.

Pay-by-Phone Benefits

Convenient Payment Option

Statistics show that providing consumers with multiple payment options like Pay-by-Phone can increase revenues dramatically as they tend to select rates that allow parking for extended periods. In addition, the convenience of more payment choices increases compliance and reduces your enforcement costs.

Add Time Remotely

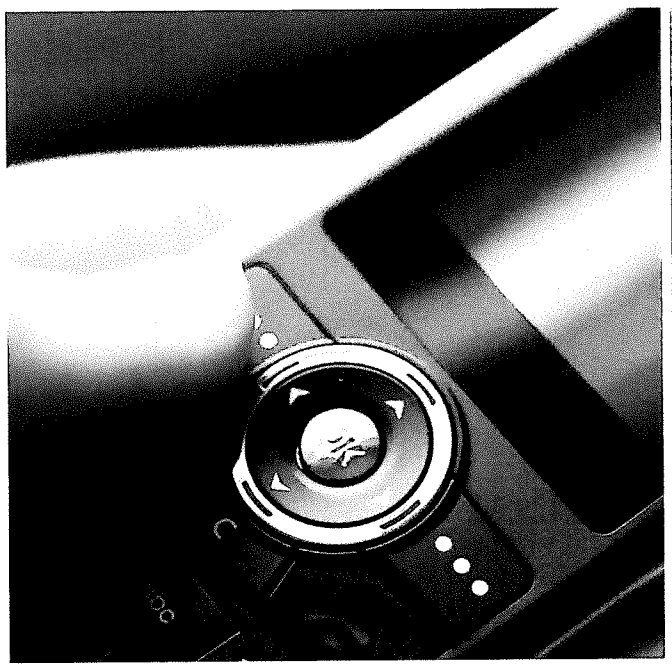
Consumers can add time to their parking session using their mobile phone, without needing to return to the pay station. This leads to more parking revenue and increased compliance with parking policies.

Online Access

Consumers can access and print their Pay-by-Phone transactions online.

E-mail Receipts

Parking receipts can be directly e-mailed to the consumer.



Benefits For Parking Operators

- A secure method of payment that uses state-of-the-art encryption to protect card data and prevent card copying or “topping up”
- Reduced collection costs due to less currency in meter vaults
- Less coin acceptor maintenance
- Simplified management through cross-platform use; cards can be used in both single-space meters and Digital multi-space pay stations
- Prevention of misuse through creation of a smart card bad list
- Upfront revenue from card sales and reloads; in the bank earning interest while it may take weeks or months before a card’s value is depleted
- Additional revenue is possible by selling advertising on the card

Smart Cards and Digital Pay Stations

During the course of a transaction, the pay station shows the smart card’s current card balance and also prints the remaining balance on the receipt once the transaction has been completed. Additionally, the consumer can add funds to the card at the pay station.*

Smart cards can operate in both online and offline mode. In offline mode, connectivity to Digital Iris is not required to accept or reload cards. However, in online mode, operators can conduct real-time credit card authorization at the pay station during the card-reloading process.

Compatible Smart Cards

Digital pay stations are compatible with smart cards from two industry leading suppliers, POM a manufacturer of single-space parking meters, and PXT Payments an electronic payments company. Both POM smart cards and PXT Payments’ Parcxmart smart cards work with Digital pay stations. Several T2 clients have deployed both POM and Parcxmart smart cards and are already realizing the benefits of cashless payment.

* Feature only compatible with POM smart cards

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Smart Cards

A Smarter Way to Park, Pay, and Go

Consumers looking for a convenient alternative to cash when paying for parking can now take advantage of T2 Systems (T2) smart card solution. Parking operators will notice upfront revenue from card sales and reloads, reduced meter collection costs, and compatibility with both single-space and multi-space meters. By providing smart card acceptance on its Digital pay stations, T2 continues to lead the way in consumer convenience and operator satisfaction.

What Are Smart Cards?

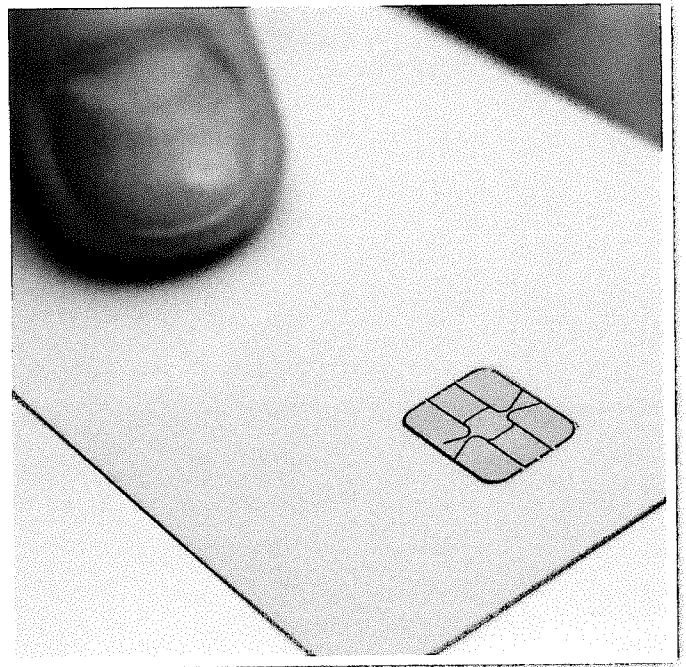
The smart card acts as an electronic purse in lieu of hard currency. It is a pocket-sized card with an embedded microprocessor (chip), which contains a stored dollar value that is deducted to pay for parking transactions, similar to debit card transactions.

Smart cards can be used with both single-space meters and T2's Digital multi-space pay stations. Because of their dual-purpose use, operators with existing single-space meters opting to upgrade to Digital multi-space pay stations, have a seamless migration with no hardware or software updates required. All that's needed is the security code of the existing group of smart cards to enable the pay stations to accept and process smart card transactions.

Smart cards use high-grade data encryption and are managed in Digital Iris to provide safeguards against misuse. Consumers no longer need to scour for loose change to feed the meter. The chip-based smart card offers consumers a convenient, hassle-free way to pay.

Benefits For Consumers

- More convenient than cash; no need to remember to bring cash to pay for parking
- Easier than cash; exact change every time
- Safer than cash
- Card is reloadable and reusable
- Easily add funds onto the card at the pay station*



Features

- Operates as an online application
- Deploys either as single or multi-use
- Use can be restricted to only once-daily
- Provides a method of validation
- Coupon codes can be alphanumeric and up to ten digits in length
- Allows parking to be purchased at a reduced rate either by a dollar amount or percentage
- Easily configured through Digital Iris
- Third-party systems can easily integrate and manage coupons in Digital Iris using T2's Coupon API

How Coupons Work

Each coupon code can be configured using Digital Iris. Coupons can be created individually or through a batch process using a comma-separated value (CSV) file. Once the coupons are created they are then activated using Digital Iris.

Technology Integration

Coupons can be used in conjunction with other types of third-party management systems. By using the coupon number as the consumer identifier, management systems used for events and carpooling can easily connect to the pay stations. Also, since coupons can be either single or multi-use, there is a high degree of flexibility in how they are deployed. When used with third-party systems, coupons can also provide a method of participation validation.



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Extend Your Parking Session Remotely

The Extend-by-Phone service from T2 Systems makes it easy for consumers to receive expiry reminders and add time to their parking session using their mobile phone. As a result, parking operators notice better compliance and increased revenue. By integrating the Extend-by-Phone service into our Digital pay stations, T2 Systems has eliminated the account setup process, making it more convenient for consumers. Equally, operators find Extend-by-Phone attractive as it provides consolidated management and reporting.

Why Extend-by-Phone?

Parking operators are quickly realizing the many benefits of providing their consumers with parking expiration reminders as well as the ability to remotely add time to their parking session via mobile phone. However, all existing solutions in the market require consumers to set up an account prior to using the service. As a result, many consumers never use the service and parking operators don't see the adoption and revenue they expect.

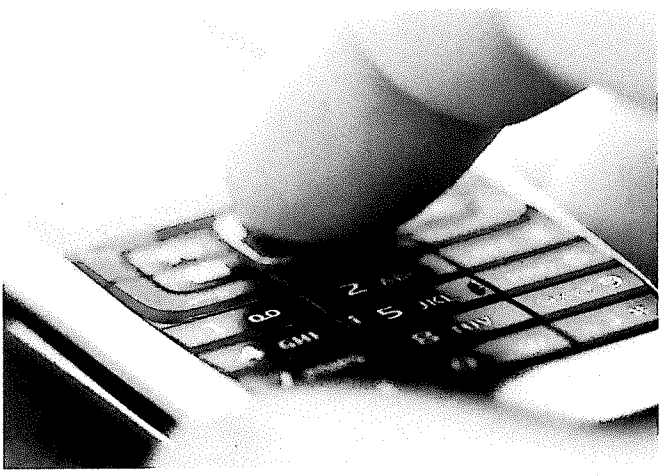
Extend-by-Phone is different. By integrating with the pay station, Extend-by-Phone eliminates the need for consumers to set up an account and enables the parking operator to use the same management system they already use for their pay stations.

Consumer Benefits

- No account setup required
- Simple and easy-to-use
- Receive a text message reminder when parking is about to expire
- Ability to extend parking session remotely
- Works with any mobile phone

Operator Benefits

- Increased consumer satisfaction
- Higher rate of consumer adoption
- Higher rate of compliance with parking policies
- Increased parking revenue
- Consolidated management and reporting



Pay-by-Phone Applications

Parking Payments

Allow consumers to use their mobile phone to pay for parking easily and conveniently. Consumers first create an account using their name, license plate, credit card, and mobile phone numbers. Once the consumer has an account, parking purchases are automated by phoning a dedicated number or using a smartphone application then entering the lot number and the amount of time needed.

Violation Payments

Collect payments instantly, 24 hours a day, seven days a week. The consumer simply calls a 1-800 number or goes online and the fully automated system processes the credit card payment.

Digital Permits

Administering parking permits digitally is a streamlined and cost-effective approach for the instant application, renewal or revocation of parking permits.

E-vite

Send parking coupons by e-mail. Each e-mail contains a clickable link that allows recipients to pre-register parking in advance for a specific day and time.

Event Parking

Allow event parking to be purchased and pre-paid online to eliminate costly and frustrating lines on the day of the event.

Additional Pay-by-Phone Applications

- Ticketless hotel guest passes
- Online reservations for airports and events

Integrating with Pay-by-Phone

Through the integration of Digital pay stations, and either the PayByPhone or Parkmobile Pay-by-Phone solution, you will provide consumers with a higher level of convenience, and receive more comprehensive data.

Consolidated Enforcement Data

Transaction data from the Pay-by-Phone system can be easily merged with your pay station transaction data to provide consolidated reporting for enforcement purposes.

Consolidated Revenue Data

Transaction data from the Pay-by-Phone system can be easily merged with your pay station transaction data to provide consolidated revenue reporting.

Pay-by-Phone Partners:



mobile



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How Extend-by-Phone Works

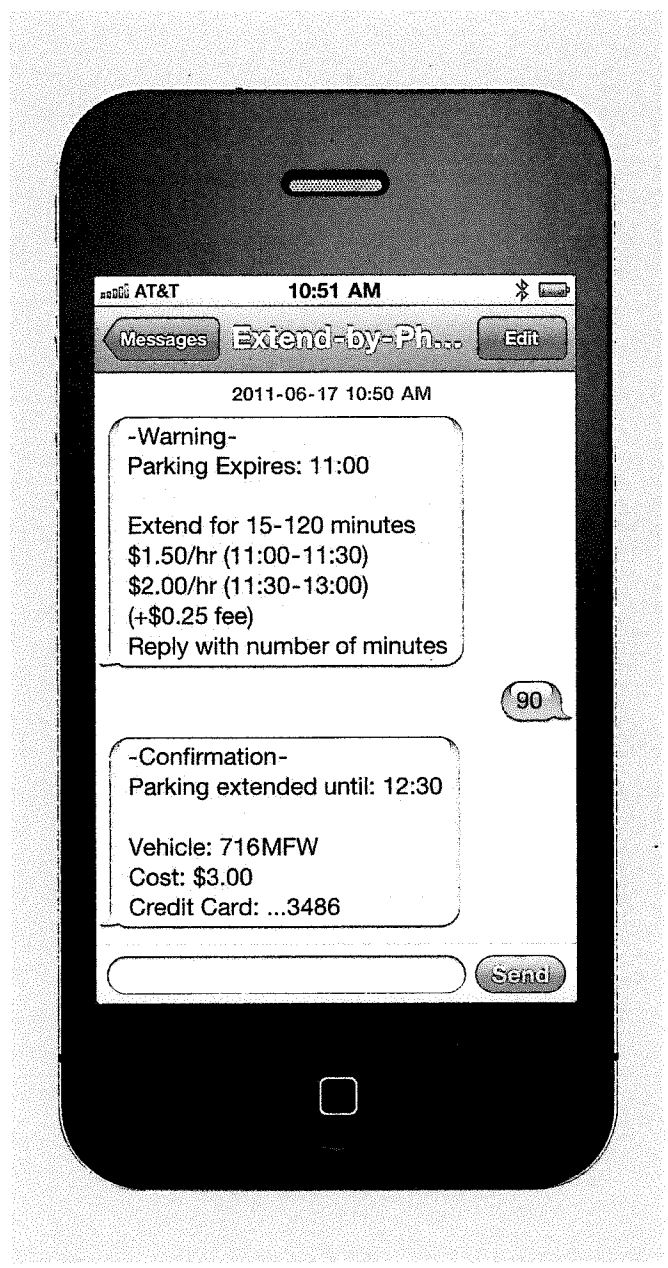
Extend-by-Phone is easy for consumers to use and simple for operators to manage.

For Parking Operators

- Manage the service directly through the same system used for managing pay stations, Digital Iris
- Easily configure rates, policies and fees
- Works with Pay-by-Space and Pay-by-License Plate
- Pay stations must be enabled with online credit card processing to offer Extend-by-Phone

For Consumers

- Simply pay for parking at the pay station using a credit card
- Enter mobile phone number when prompted
- Receive a reminder text message when parking is about to expire
- Send a reply message with the amount of additional time needed
- Receive a confirmation message indicating parking session has been extended



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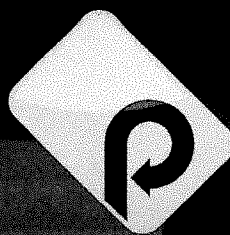


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Passport

Citation Management

Here's your ticket to increased collection yield.

Passport's Citation Management service allows you to manage your entire ticketing process from issuance to collection. This means not only a higher collection yield with citations, but when combined with Passport Mobile Pay, offers a significant cost savings by utilizing a single provider for your various needs.

Enforcing with OpsMan Mobile

Passport's Citation Management service **can be utilized on any Android-based mobile phone or tablet** through our OpsMan Mobile app in the Google Play store. OpsMan Mobile provides Parking Enforcement Officers (PEOs) in the field an actionable real-time list of parking transactions, allowing them to quickly and efficiently determine a space's status and issue a citation if necessary. We integrate with all the industry leaders in multi-space meters, allowing you to **view all payment information in one place**, without having to print transactions from the meter. Since OpsMan Mobile is available through Google Play, **updating your software is as easy as updating an app on your smartphone** saving you upgrade and maintenance costs.

From OpsMan Mobile, PEOs can proceed through the citation process to include relevant notes as well as capture photos of the infraction, which are immediately uploaded to the system and made available for payment. Our system will also check for scofflaws and previous infractions when vehicle information is entered. Violation types as well as payment schedules are created to support fines and fee schedules set forth by the operator or local ordinances.

Our Citation Management service also provides operators with real-time tracking of their PEOs enforcement activities in the field. As information is loaded and stored in the system in real-time, administrators can see the most recent location and activity of their PEOs. This information can then be utilized to improve signage, communication with your customers, as well as enforcement routes.



**ACCESSIBLE ON ANY
ANDROID-BASED DEVICE**



**CITATIONS UPLOADED
AND VISIBLE IN REAL TIME**

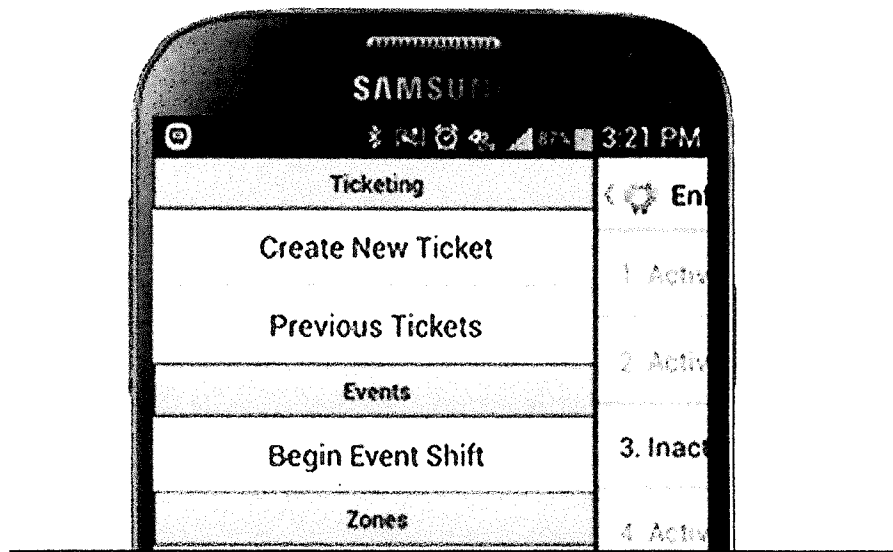


**SCOFFLAW AND PREVIOUS
INFRACTION LOOKUP**



**REAL-TIME
FIELD TRACKING**

For more information on Citation Management or PassportParking's other services, please contact us at:
(704) 837-8066 or **sales@passportparking.com**



We only get paid when you do.

Payment & Collections

If you're still relying on violators to pay their citations by mailing in cash or checks, you're losing money. By offering credit and debit options that violators can pay as soon as the citation is issued, you make it easier for the violator to pay, which **will lead to increased collection yield**. Passport's Citation Management service provides these real-time payment options through via secure web and automated voice systems. With our plug-in, operators can choose to accept payments through their own websites or use Passport's dedicated payment site ResolveMyCitation.com.

By utilizing our cloud-based Citation Management system, administrators and violators **no longer have to wait for PEOs to upload citation information** from a hardware dock. All information is immediately uploaded and available for payment as soon as the citation is input. All relevant notes, photos and violation information can immediately be accessed from any computer with an internet connection. As part of our Citation Management service, Passport can also assist operators with multiple stages of collections. These options range from basic letter generation, branded with the operator's letterhead, to full-scale collections processing.



**REAL-TIME CREDIT/DEBIT
PAYMENT OPTIONS**



**NO HARDWARE
DOCKING REQUIRED**



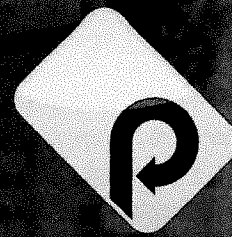
**MULTIPLE OPTIONS FOR
ESCALATING CITATIONS**

We're exceedingly focused on attaining the highest yield possible. This isn't just talk, we put our money where our mouth is. **We only collect a fee when someone pays a citation.**

Appeals & Adjustments

Appeals and adjustments are a key part of any citation management process. They allow the operator to provide a high level of customer service and build trust with their customers. Operators have the option to enable appeals by individual citation type. Approved users will be notified via email and in the dashboard that a citation has been appealed. The Administrator has the option of accepting or declining the appeal which will flow through to the holder of the citation along with the payment site. In addition, administrators also have the ability to adjust citation details or void the citation entirely from within the system.

For more information on Citation Management or PassportParking's other services, please contact us at:
(704) 837-8066 or sales@passportparking.com



Passport

Mobile Pay

**Your new parking payment technology
is already in your customer's pocket.**

Payment Options

Passport's Mobile Pay service blends state-of-the-art technology with a complete suite of mobile payment options to offer the **quickest and most intuitive mobile parking payment service** on the market. By providing a mobile pay service that allows customers to pay for parking in under 2 minutes, you'll see higher utilization rates, which means more money for you. Mobile payment options include:

Pay by App	Available for download on iOS and Android devices, the PassportParking app is the most popular Mobile Pay option
Pay by Web	PassportParking's Mobile Web gives users all the features of the mobile app through any web browser on any device.
Pay by Voice	No need for a smart phone! With Pay by Voice and Pay by Text options, Passport Mobile Pay provides greater accessibility to users.
Pay by Text	

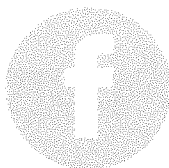
Not only is Passport's service easy to use, but is incredibly convenient for parking customers. Your customers can extend their time remotely, either through the app, phone, or text. That means they no longer have to return to the meter to add more time!

Passport's Mobile Pay service is not only easy and convenient for the customer, but also generates higher revenues for you. With Mobile Pay, customers no longer think about how much cash they have, but how much time they need. This change in purchasing behavior leads to customers purchasing longer parking sessions to ensure they have enough time.

Features unique to Passport Mobile Pay include:



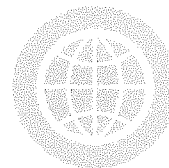
**Electronic
Validation**



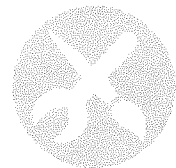
**One-touch login
with Facebook**



**Zone Cash
System**



**Multiple Language
Capability**



**Private Label
Mobile Pay Suite**

For more information on Mobile Pay or PassportParking's other services, please contact us at:
(704) 837-8066 or sales@passportparking.com

Electronic Merchant Validation

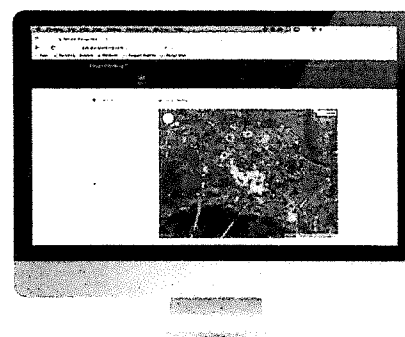
Passport's Mobile Pay service is the **only mobile pay service to offer electronic merchant validation** and **at no cost to the operator**. Our system allows local merchants the ability to offer discounted parking to customers visiting their business - increasing foot traffic for the merchant and occupancy for you. When a customer uses a validation code provided by the merchant, the discounted amount would then be transferred from the merchant's secure prepaid account to you. Once the discounts start, it's only a matter of time before word spreads and more people are drawn to the operator's facilities.

Operations Management Dashboard

At the center of the operator's mobile payment experience is the Operations Management (OpsMan) dashboard, which provides the operator with complete control and detailed analytics of their mobile payments. This allows you to not only increase revenues, but also lower costs with improved operational efficiency through real-time monitoring and reduced maintenance, such as less coin collection, service, vandalism, and theft.

The OpsMan console allows operators to:

- ➔ **View parking sessions and respective expiration times**
- ➔ **Create and update daily rates**
- ➔ **Add temporary rates for special events**
- ➔ **Analyze utilization and turnover**
- ➔ **Set-up users with varying degrees of access**



OpsMan's real-time reporting and analytics **improves operational efficiencies for the operator through clarity and transparency** into all of your parking transactions. Operators can view all transactions as they happen as well as instantly generate reports and export them to Excel spreadsheets for additional analysis and internal reporting requirements. With these reports, there's no more going with just a gut feeling. Operators can easily drill down into specific transactions or space utilization over time to **make relevant financial and operational decisions**.

As with any software, it's only as good as how easily you can access it. The OpsMan console is completely cloud-based, meaning **you can access it anytime, anywhere from any computer with an internet connection**. Our cloud architecture is based on some of the most reliable in the industry with a 99.9% uptime.

Fully Integrated and Secure Platform

At Passport, we're not ones to take our ball and go home. We'd rather play nice with others on the playground. That's why all our software and hardware architecture is open, enabling seamless integrations with other products and services. This means that **Passport can be integrated with any existing infrastructure**. Our hardware technology partners include:



At Passport, we take our security seriously. We maintain **Payment Card Industry Data Security Standard (PCI-DSS) Service Level 1** through quarterly audits performed by an independent third-party organization.

For more information on Mobile Pay or PassportParking's other services, please contact us at:
(704) 837-8066 or **sales@passportparking.com**



Harvey Electronics and Radio LLC Response to City of Charlevoix Request for Qualifications



CHARLEVOIX



Harvey Electronics and Radio LLC
28287 Beck Road
Unit D2
Wixom, MI 48393
Authorized contact: Jason Wiitala
jason@harveyec.com
248-308-7337



To whom it may concern

In response to your request, Harvey Electronics is pleased to submit our response for your Request for Qualifications.

We have carefully reviewed all contents of this request for qualifications and have responded with a parking solution meeting all your stated objectives. We feel we should be considered for this project as we bring a unique offering to the City of Charlevoix, most notably:

- A single head meter with the ability to operate two spaces, providing tremendous cost savings
- A Multi-space meter with the ability to operate as pay by space, pay by plate, or pay and display
- Open platform with established integrations for pay by cell, enforcement, and guidance
- Proven, risk-free investment with the largest customer base

We are proposing a hybrid solution featuring state of the art Flowbird hardware and software. The Flowbird Group has been a global leader in multi-space parking solutions for over 40 years.

Harvey Electronics and Radio LLC has carefully selected our solutions to prepare an offer for this next generation Revenue System. Our team has over 50 years of experience in the parking industry. Our technicians are factory trained and our service center is less than 3 hours away from The City of Charlevoix. We are Michigan's fastest growing parking company and have installed over 300 Flowbird multi-space meters in the past year in Michigan. Our references include the City of East Lansing, Detroit Metropolitan Airport, and the City of Grand Rapids.

On behalf of myself, Harvey Electronics and Radio LLC employees, and Flowbird, I want to express our sincere appreciation to have this opportunity to demonstrate our desire, commitment, and capability to execute this project. We are looking forward to the day we can meet with you and your team in the hopes that we are your choice based solely on our superior offering now, and for the life of this system. We believe we are the best choice for this project, and we are ready to demonstrate our parking access and revenue control system and service knowledge should you award this opportunity to Harvey Electronics and Radio LLC.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jason A. Wiitala'.

Jason A. Wiitala
Vice President



HARVEY ELECTRONICS AND RADIO LLC INFORMATION

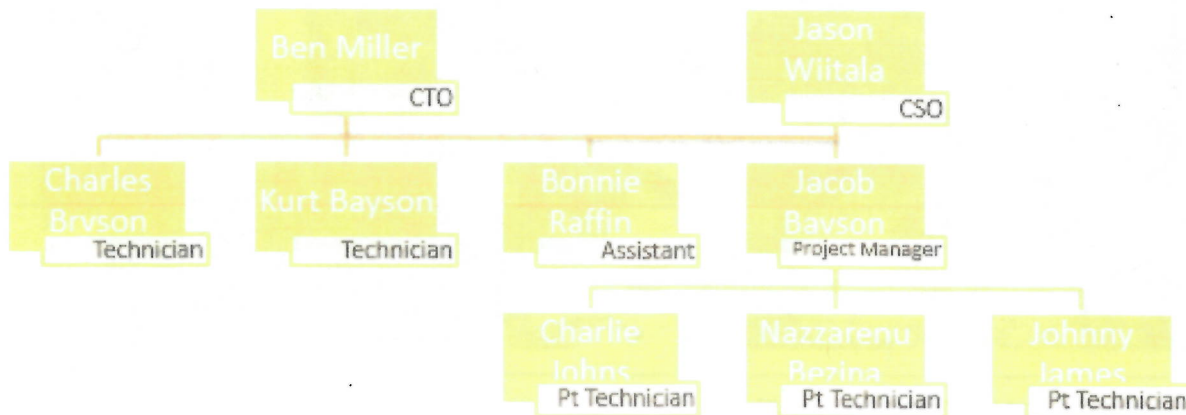
BUSINESS ORGANIZATION | PROJECT STAFFING

Harvey Electronics and Radio LLC is located at 28287 Beck Road Unit D2 Wixom, MI 48393. Our phone number is 248-477-7200. You will find us online on our website www.harveyec.com. We are a Limited Liability Corporation licensed to do business in the State of Michigan.

Jason Wiitala is the vice president and the individual authorized to correspond, negotiate, and contractually bind Harvey Electronics and Radio LLC during this RFQ process. His email address is jason@harveyec.com and his mobile phone is 248-308-7337.

Harvey Electronics and Radio LLC guarantees a phone, email or voice message reply to service calls within 30 minutes. We will be on site within 4 hours for service calls involving critical system outages. We will respond to all other service calls within one day.

Harvey Electronics has been in business since 1970 however, we have been in the parking industry since 2014. We are the authorized dealer for Flowbird and SKIDATA in the State of Michigan.



Harvey Electronics and Radio LLC References

City of East Lansing, MI
Mr. Tom Fleury
517-881-3981
tfleury@cityofeastlansing.com

City of Grand Rapids
Barbara Singleton
Parking Meter Operations Supervisor
616-456-3755
bsinglet@grand-rapids.mi.us
248-540-9690

Wayne County Airport Authority
Mr. Josh Gunn
Joshua.gunn@wcaa.us

Manufacturer Information (Flowbird)

EXPERIENCE AND BACKGROUND

Flowbird is the largest provider of on-street parking solutions in the world with systems in over 60 countries. In January 2018, Parkeon and Cale merged together to change the urban mobility landscape and reinforced its position of Global Worldwide Leader in Urban Intelligence and Mobility. Both companies have been in the parking industry for over 40 years. Cale developed its first parking terminal in 1955, while Parkeon developed its first parking terminal in the early 1970s. With more than 1,300 Flowbird employees around the globe, the company has an annual revenue of over \$300 million.

The core business for Flowbird is payment solutions – pay stations for parking, bus tickets, train tickets, parks admission – mobile apps for parking and transit – and back office analytics and reporting platforms. We design and manufacture equipment, provide Open Platform for software and back office applications, act as a global integrator in Mobility (Parking and Transit) and provide secure hosting Services. We pride ourselves on having unique core competencies in supplying solar powered open architecture devices, electronic payments and Big Data Analytics.



Focus On Innovation and Smart City Initiatives

To ensure that we are providing top of the line products and cutting-edge systems at reasonable costs for our customers, we invest over \$20 million in Research & Development each year. We have spent significant resources in developing upgradable equipment and systems to help protect our clients' investments. This investment has allowed us to be truly innovative for our clients, enabling them to meet key Smart City initiatives such as:

- **Simplify Mobility to Citizens** with Better Data Management through our Big & Open Data Suite
- **Partner with cities** to Optimize Downtown Revenue, providing secure flexible payment options and the capability to generate additional revenue through local merchant and advertising
- **Safer Communities** via messaging such as Amber Alerts on display screens throughout the City
- **Stronger Communication** with our dynamic City News and Banner Ads features
- **Sustainable Approach** through the use of solar power pay stations capable of remote rate changes to better manage traffic congestion



Trusted By The Largest Organizations Around the Globe

The core customer base of Flowbird is municipalities, transit agencies, Universities, as well as National, State, and Local Park systems. Our team supports transit and parking solutions for major organizations across the US including:



Municipalities

Alexandria, VA
Atlanta, GA
Austin, TX
Baltimore, MD
Boston, MA
Detroit, MI
Chicago, IL
Coral Gables, FL
Fort Worth, TX
Hartford, CT
Indianapolis, IN
Las Vegas, NV
Memphis, TN
Miami, FL
Minneapolis, MN
New York, NY
Oklahoma City, OK
Philadelphia, PA
Pittsburgh, PA
Providence, RI
Sacramento, CA
San Antonio, TX
St. Louis, MO
Seattle, WA
Syracuse, NY
Tacoma, WA
Washington, DC

Transit Agencies

Community Transit (Everett, WA)
C-Tran (Vancouver, WA)
Lane Transit (Eugene, OR)
Loop Trolley (St. Louis, MO)
M1-Rail (Detroit, MI)
METRO Houston
METRO Minneapolis/St. Paul
New Jersey Transit
New York City Transit
Portland Streetcar
Sacramento RT

Universities

Clemson University
Florida International University
Harvard University
Old Dominion University
Southern Illinois University
State University of New York
Texas Tech University
University of Arkansas
University of Florida
University of Maryland
University of North Florida
University of Oklahoma
University of San Diego
University of Texas
Washington State University



References For Max Single Space Meter

Please refer to the below list of relevant Flowbird references for this project.

Reference #1 - City of Salem, OR

Sara Long, Project Manager
350 Commercial St. NE, Salem, OR 97301-3412
slong@cityofsalem.net
503-588-2065



In 2015, Cale installed CWT Pay and Display and MAX Single and Dual space solar charged meters that feature coin and credit/debit card acceptance, along with 3G communications. In total the City utilizes 72 CWT Pay Stations, 30 Dual Space MAX meters, and 12 single space MAX meters.

Reference #2 - City of St. Pete Beach, FL

Dan O'Connor, Administrative Services Supervisor
200 76th Ave, St. Pete Beach, FL 33706
d.oconnor@stpetebeach.org
727-363-9213 or 727-542-7431



The City has been a client since 2006. The meters are solar charged and feature coin and credit card acceptance as well as 3G wireless communication. In January of 2015, the City ordered new CWT meters. The solar-charged CWT Pay by Space meters feature coin and credit/debit card acceptance. The City also added Cale's WayToPark mobile payment service in 2015 as an additional payment option that allows patrons to purchase or add time remotely from the beach or restaurants without having to return to a meter. In 2016 Installed Cale MAX single and dual space meters.

Reference #3 - City of Boulder, CO

Melissa Yates
1500 Pearl Street, Suite 302, Boulder, CO 80302
yatesm@boulder.colorado.gov
303-441-4440



Since 2006, Cale has serviced the City of Boulder by offering consultation on the location and number of meters and installing the meters to the City's prepared locations. The Cale MPC and CWT Pay and Display meters feature coin and credit card acceptance as well as MAX Single and Dual space meters. The meters are solar charged and use wireless communications. In total the City utilizes close to 200 Cale parking devices.

Cale MAX Meter

We are proposing to implement our single or double space meter called the MAX Space Meter.

Cale's MAX meter is unique in the industry. One MAX meter covers two parking spaces. This allows for a large cost savings to parking organizations who have dual space meters today. Using one meter rather than two allows the City to:

- Reduce upfront purchase cost for meters
- Reduce operating and transactional expenses
- Achieve greater efficiency relative to short-term parking regulations and enforcement
- Enhance customer accessibility as a result of multiple payment acceptance methods
- Update current parking meter technology with the latest and greatest the market has to offer





- Reduce service calls and customer complaints due to malfunctioning equipment
- Lower maintenance and repair costs
- Increase parking payment simplicity, convenience, and satisfaction

MAX features include:

- Larger Solar Panel: Capture more sun to boost uptime. Built-in overload and lightning-proof protection is included.
- Protected: Airplane strength aluminum alloy and tough polycarbonate protect against vandals and weather.
- LED Alerts: Front and rear colored LEDs indicate meter pay status and flash operational alerts from a great distance.
- Digital Alerts: Email & texts ensure rapid response to alerts.
- Remote Programming: Wireless software and configuration updates maximize uptime and revenue.
- Coin Validator: Infrared coin jam detection alerts maximize uptime.
- Power: Redundant battery and solar power systems maximize uptime and profit
- Security: ID cards provide 3 levels of access for meter configurations, service, or collections
- Communications: 3G/4g modem wireless connectivity
- 99% recyclability

The MAX meter is integrated with the CaleWebOffice for real-time reporting and remote configuration management.

Parkeon is pleased to present our Strada Pay Station and associated back-office services to the City of Charlevoix. Over 100,000 Stradas have been deployed worldwide assuring you that our system is proven to work in all climates, as well as flexible and robust to meet the demands of parking organizations large and small. Below is an overview of the Strada.

PARKEON STRADA PAY STATION

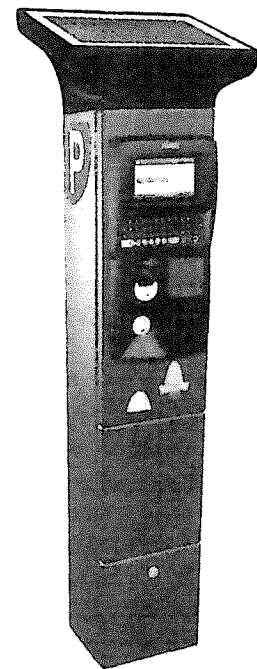
The Strada features an easy to understand user interface featuring a 4" x 2.75" monochrome display or large 7" full color display (proposed as an option). Both displays are graphical, allowing for the addition of logos and icons to easily communicate messages to the end user.

Strada can be configured for Pay & Display, Pay-by-Space or Pay-by-Plate. customizable capacitive keyboard allows you to change the parking mode by just replacing the printed overlay. There is no hardware to buy or modify if you decide to change parking modes later.

The Strada can be configured to accept coins, tokens, bills, credit cards, and smart cards. We can also provide a system for you to create validation codes that are accepted at the Strada.

Strada features a graphical printer so you can print logos, QR codes, special messages, etc. The ticket roll has a capacity of up to 6,500 tickets for coin/card machines and 4,300 tickets for coin/bill/card machines.

Two-way wireless communication is handled via a 4G modem, allowing for real-time communication of all transactions, alerts, and alarms to Smartfolio - the Parkeon back-office parking management system. Credit cards transactions are communicated wirelessly in real-time allowing for quick authorization or denial of the payment. Communication through Ethernet is an available option.





Solar Expertise

Strada is powered by battery which is trickle charged either by solar power or AC mains power. Parkeon can help you determine the best option for power management and will configure the machine to your liking. Strada was built from the ground up to operate on solar power with the major components designed specifically to draw minimal power. The solar panel needs just a few hours of exposure to ambient light so you can place the Strada in almost any outdoor location, even under trees or next to tall buildings.



Strada is protected by a highly secure locking system and robust 11-gauge steel housing. The unit has separate maintenance and collection compartments so that there is no access to cash by maintenance technicians unless they have the proper key. Strada is proven around the world to perform in all climates. The housing is powder coated to resist corrosion and all inlets are covered or angled in such a way to protect against rain, snow, dust, sand, and dirt from entering the inside cabinets.

Strada offers the following features and benefits:

- Proven to function in all climates
- Custom software designed for the needs of your operation
- Large displays – 4" x 2.75" monochrome or 7" full color display allowing for the display of logos and animations
- Weatherproof and customizable capacitive keyboard can be updated for any payment and/or parking application (e.g. Pay by Plate, Pay by Space, Pay & Display) without a hardware change
- Using advanced solar technology there is no need to hook the pay station up to AC power
- Two-way wireless communication via cellular networks – the pay station can be placed virtually anywhere
- Remote configuration management including rate changes, banking configuration, welcome screen, etc.
- Sturdy, secure engineering with special anti-vandalism, anti-theft, and anti-fraud systems deployed
- Configurable to accept a variety of payments (coins, bills, cards, NFC payments)
- Coin and bill vaults are separate from maintenance compartment
- Large coin vault capacity (up to \$800 in quarters)
- Large bill vault capacity (1,000 notes)
- "Plug and run" component design; easy to maintain
- Ability to print tickets on either standard receipt paper or on "sticky-back" paper stock with capability to print graphics/logos and QR codes
- PCI DSS Level 1 Certified On-Line Real-Time Credit Card Authorization
- EMV ready card reader

Intuitive User Interface

Strada has been carefully designed to best facilitate the end user experience. The user interface features:

- User friendly interface with a 7" full color graphic screen (optional)
- Transaction that is guided by a combination of text, icons, and animation
- Customizable capacitive keyboard designed for your operations
- Easy to identify payment inlets
- Areas for application for custom labeling

Credit Card Inlet

Coin Inlet

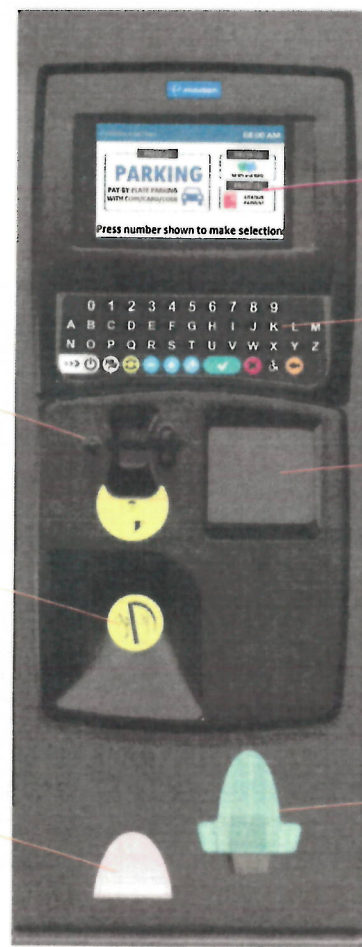
Coin Return

7" Full Color Display

Customizable Keyboard

Additional Labeling Area

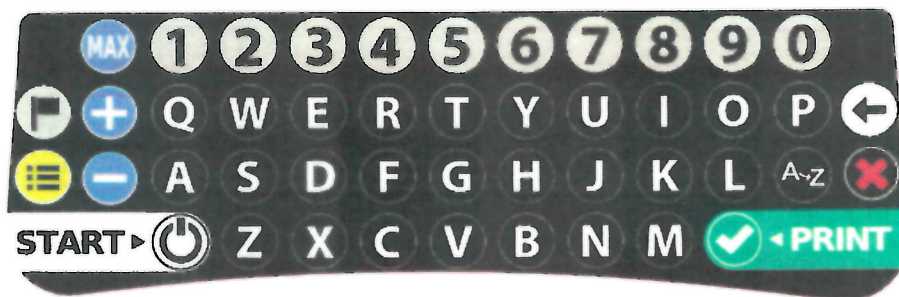
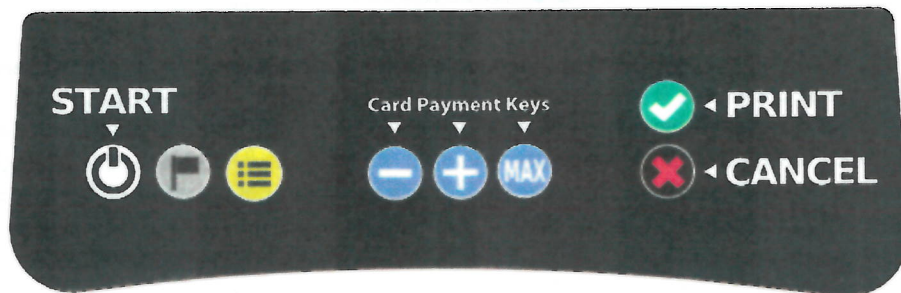
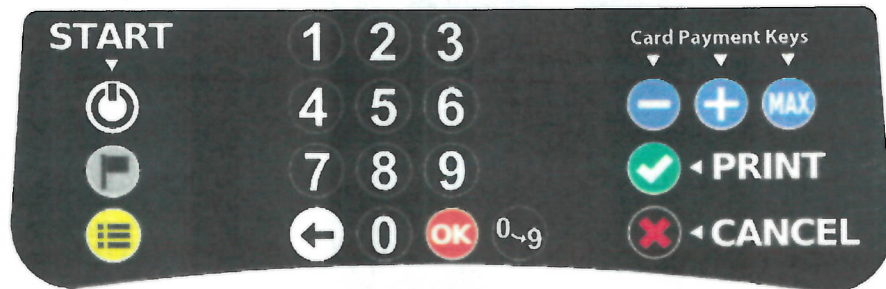
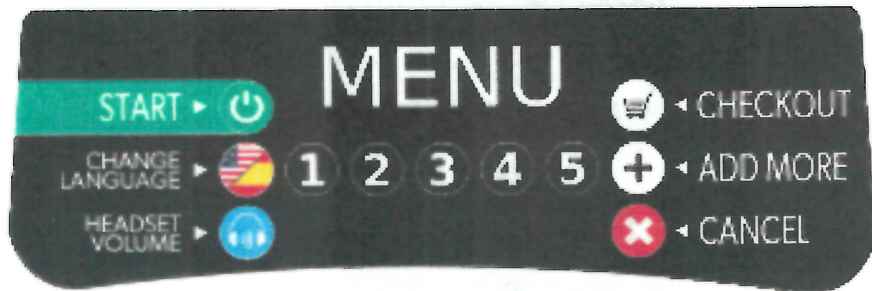
Receipt Slot



It is obviously very important that the keyboard is understandable for the end user. The Strada keyboard is simple, colorful, and customizable and we hope it met your satisfaction during the trial. If you desire to make a change to the keyboard or if you need to change payment/parking mode the overlay is replaced and new software is loaded on the pay station without having to change the entire keyboard. It's that easy! We feel this is a key distinguisher for Parkeon in Seal Beach. Should the city proceed cautiously with pay and display in lieu of starting out with pay by plate, our easy and efficient upgrade is unmatched in the market. It's as simple as new software and a new keypad overlay. No new parts required.

Examples of keyboard layouts can be found on the following page.

EXAMPLES OF CUSTOMIZABLE CAPACITIVE KEYBOARD DESIGNS



ENFORCEMENT SOLUTIONS

Enforcement is key to the success of any metered parking system. If enforcement does not happen, then users will figure out very quickly that they do not have to pay, and that they can overstay the parking limits.

For Pay & Display applications, Parkeon provides various receipt stock options, such as adhesive back tickets, to make it easy for Parking Enforcement Officers (PEOs) to quickly enforce each blockface.

For Pay by Space and Pay by Plate systems, Parkeon offers a browser based enforcement application providing



PEOs the paid/unpaid status of each space or plate number as shown below. Our applications work with any web-enabled device, even iPhones or Android devices.

Parkeon also provides an open system in order to integrate our payment data with 3rd party enforcement applications. We have successfully integrated with leading citation issuance providers such as:

- Complus Data Innovations (CDI)
- Duncan Solutions
- EDC AIMS
- Schweers
- T2 Systems
- Xerox
- Data Ticket – pending contract with the City

REFERENCES FOR STRADA

- City of Grand Rapids
Barbara Singleton
Parking Meter Operations Supervisor
616-456-3755
bsinglet@grand-rapids.mi.us
248-540-9690



- City of East Lansing, MI
Mr. Tom Fleury
517-881-3981
tfleury@cityofeastlansing.com



- City of Dover, NH
Bill Simons
Parking Manager
Dover Police Department
46 Locust Street
Dover, NH 03820
603-516-2277



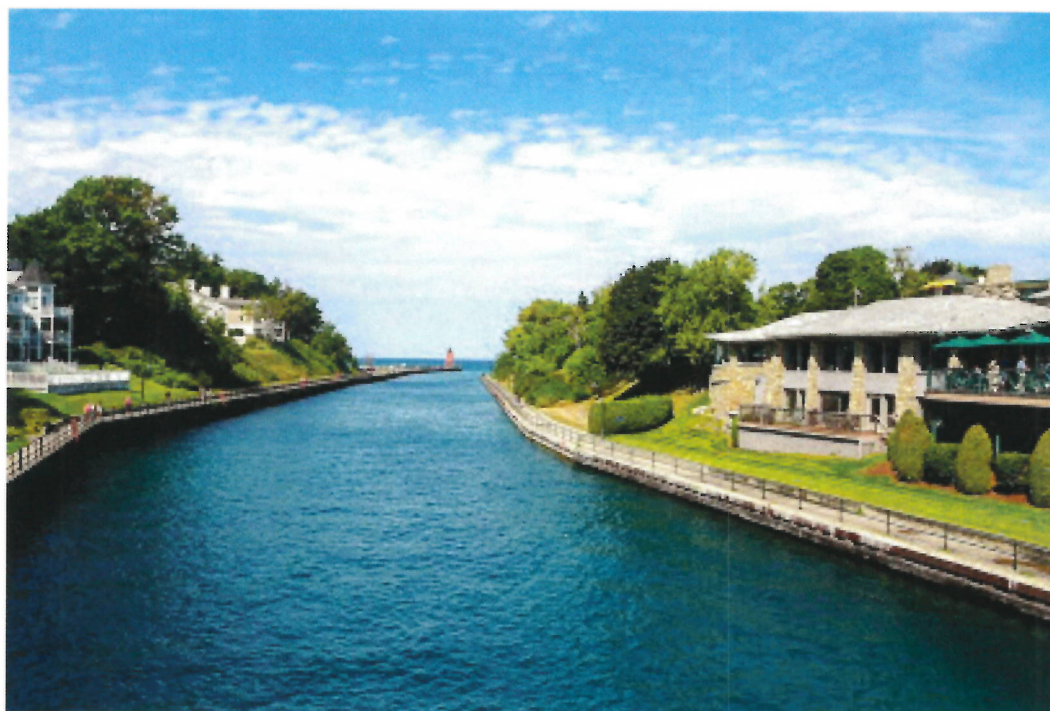
Pricing

Description	Unit Cost	Monthly Fees
Strada Pal Rapide	\$7,175.00	\$55.00/machine/month
Cale Max Single Space	\$499.00	\$8.00/meter/month
Cale Max Dual Space	\$750.00	\$15.00/meter/month



CITY OF
CHARLEVOIX

Request for Qualifications Parking Meters and Payment Solutions



Omer Shloush, CEO ParkSol USA
Cell 480.231.6601 Office 1(800) 460 6889
oshloush@parksolusa.com
7360 E ACOMA DR, SCOTTSDALE, AZ, 85253, USA



GLOBAL PARKING SYSTEM, INC.
World Class Parking at Each and Every Location



Parksol U.S.A.

Parksol USA

Parksol USA provides automated parking solution for on-street parking, parking garages and open parking lots. Parksol-EU has over 15 years experience in parking technology, and installed parking solutions in over 60 countries representing over 200,000 parking spaces. We specialize in government and state/city parking and parking structures (e.g. airports, universities, shopping centers, hospitals, etc.). We provide comprehensive software and smart device monitoring solutions.

Parking guidance systems is an emerging industry in the United States, responding to needs such as attracting customers, providing superior customer experience, diminishing revenues and margins, combined with scarcity of parking spaces and garages and the high costs associated with adding new garages or lots. These needs require novel solutions.

Many parking owners identify the technology as an enabler to increase their revenues and profits. revenue control can be more automated with advanced technology, and by adding parking guiding system to the revenue control, Cities and owners can maximize revenue and profits.

Parking guidance system is a mature market in Europe. Parksol U.S.A. combines the best of both worlds – we bring the European experience, business savvy and lessons learned along with our experience and understanding of the American market, U.S. government work and the construction aspect of parking garage and system installations.

For this project parksolusa/Global Parking and ACE Parking will bring over 60 years of creative and cutting edge technologies and project operations expertise as a collaborative partnership. Together our experiences, operational expertise and technologies will provide a world class customer service experience for the residents and visitors to Charlevoix.

Meet Our Managing Partners

Global Parking System, Inc

Global Parking System (GPS), Inc. was formed in 1999 and is 100% owned by Hal W. Darring, President and CEO with Paul Collier, Vice President. GPS has over 20 years of premium valet parking service, customer service, frequent parker programs, maintenance, garage operations, shuttle lot service, curb side service, transition team and consulting; more recently for the Indianapolis International Airport and Syracuse John Hancock International Airport. **GPS is 51% majority owner of a 50-year meter contract with the City of Indianapolis.** GPS conducts annual parking and event contracts with the CIB (Capital Improvement Board) of Indianapolis. In addition, GPS is a partnership Owner of Parksol-USA, a parking technologies company offering unmatched technology in parking automation, LPR/LPI systems, cameras, on-line reservation, guidance systems and support. Our premium valet parking Services, garage operations, meter operations and shuttle/cashier services have generated over \$104 million in revenue with an **avg. yearly increase of 17%**. Our Ancillary Special Services have generated over \$640,000 in revenue with an **avg. yearly increase of 35%**. GPS operates with tested operational protocols, financial accountability, flexibility and daily auditing communication. **We conduct background screens, implement employee customer service training and employee qualified staffing with an unmatched turnover rate of less than 1%.**

Ace Parking

Ace Parking is **one of the largest privately-owned** parking companies in the United States, we believe we are best suited to provide parking meter operations and equipment in response to your RFQ because of our proven system of success that our clients value. After 62 years, we can confidently say that we consistently increase our clients' customer service levels. Ace Parking with Global Parking System along with the technology background of Parksol-USA, will demonstrate our ability to provide service, installation, operations oversight and cutting edge technology above the competition including the following:

- Extensive experience in operating on-street enforcement;
- Organization depth and management capabilities;
- Financial capacity;
- Community involvement

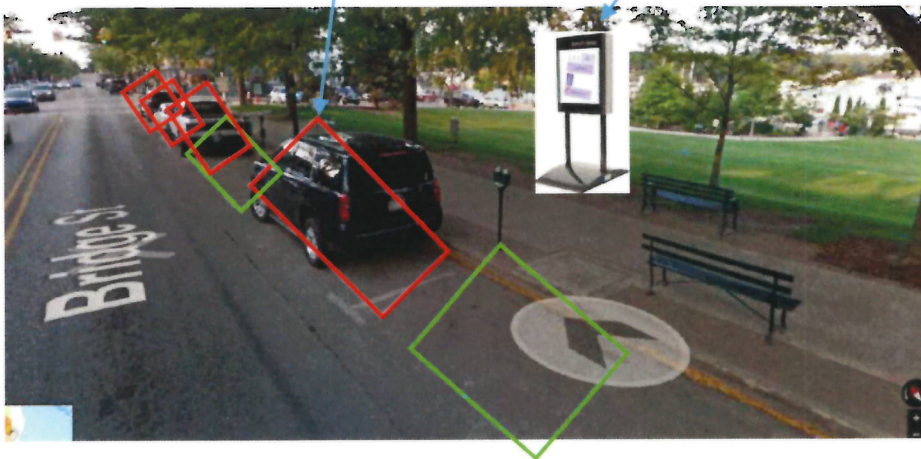
We have built a reputation for providing innovative, effective operations and systems for the parking needs of our clients and their customers. Ace does not have layers of management to go through. At any given moment, our clients have direct access to our top executives and will see them on a regular basis onsite, monitoring the operation. We also have the financial strength, expertise and operational ability of the large national parking operators, but are able to deliver our services with a small company feel, a sense of urgency, and the highest levels of service, client and customer commitment.

Automated On Street Parking Solution

- With our automated on street solution monitoring parking spaces, enforcing and find parking spaces using our on street cameras, smartphones and pay-on-foot station will enhance customer service and efficiency to the city.
- Users can easily find a parking space and pay for parking on a phone app.
- Users that will not use the app can pay for parking at a pay by foot station which will be installed in close proximity of where they parked.
- 100% enforcement is available to the city by sending parking violations to residence physical addresses and or notifying the violation in real time to the enforcer which easily will find the location of the violator using his smartphone.
- The system will be used for surveillance as well and by inserting license plate number by the authority a video of the incident could be playback.

Monitoring of parking spaces with LPR

Pay-on-foot station with LPR





CITY OF
CHARLEVOIX



TOUCH SCREEN OUTDOOR LCD KIOSK DISPLAY

LCD Sizes is 52" and will display parking maps information and any other City messages in real-time , the interactive function will allow clients to enter the license plate number then pay for their parking fees, find their car or contact the help center. there's an option to add a physical payment by credit card.

The LCD vandal resistant and displays
Brightness of up to 4,000 Nits.
IP65 rated displays are Strong, Sturdy, Weather
Resistant, Dust Proof and designed to operate 24/7.



CITY OF
CHARLEVOIX

Interactive license plate recognition (ILPR)

Our interactive license plate recognition (ILPR) system will follow the vehicles from one frame to the next, it will provide 96% detection of LPR rating , 100% surveillance on vehicle in motion and at rest. this will be our perfect solution for parallel parking..

Our occupancy monitoring is at 99% when vehicle is at rest

LP = License plate #

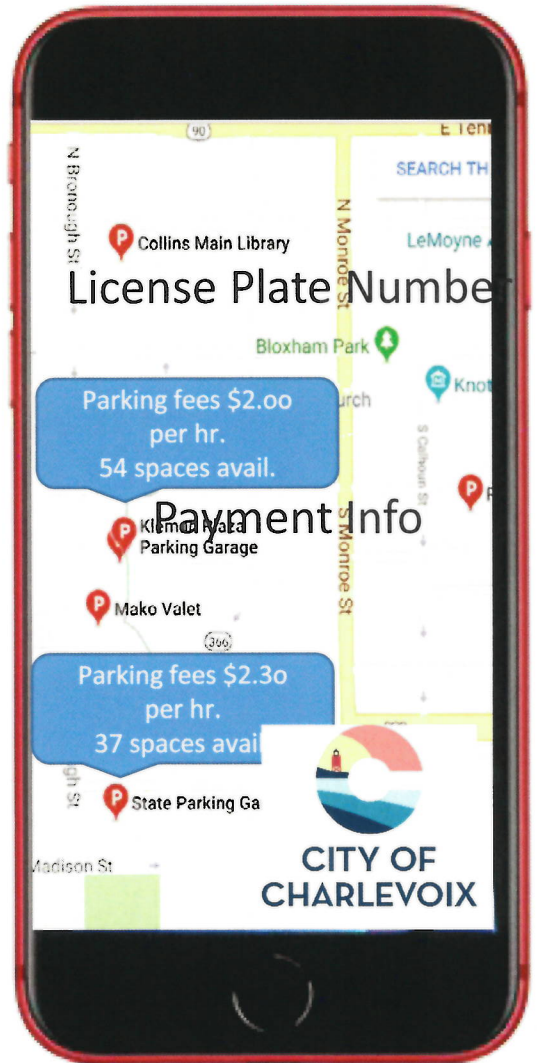


Charlevoix, MI parking app

Using the phone app will allow clients to make payments and find their car by providing their license plate number. The phone app is a “skeleton app” and all graphics will be customized for The City of Charlevoix.

Operators will use phone app that will allow them to view in real time the location of specific parking space in violation and issue physical citation ticket. There will be no need for operators to physically search for violations.

Operators will have real-time inventory status and will receive notifications from the system regarding parking issues.



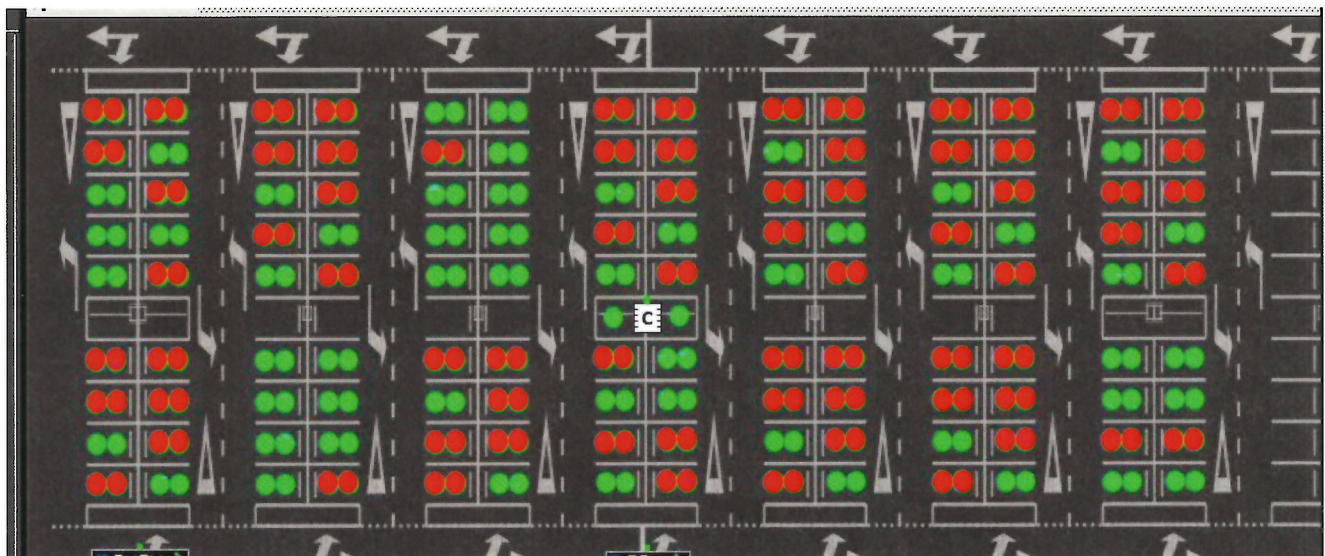
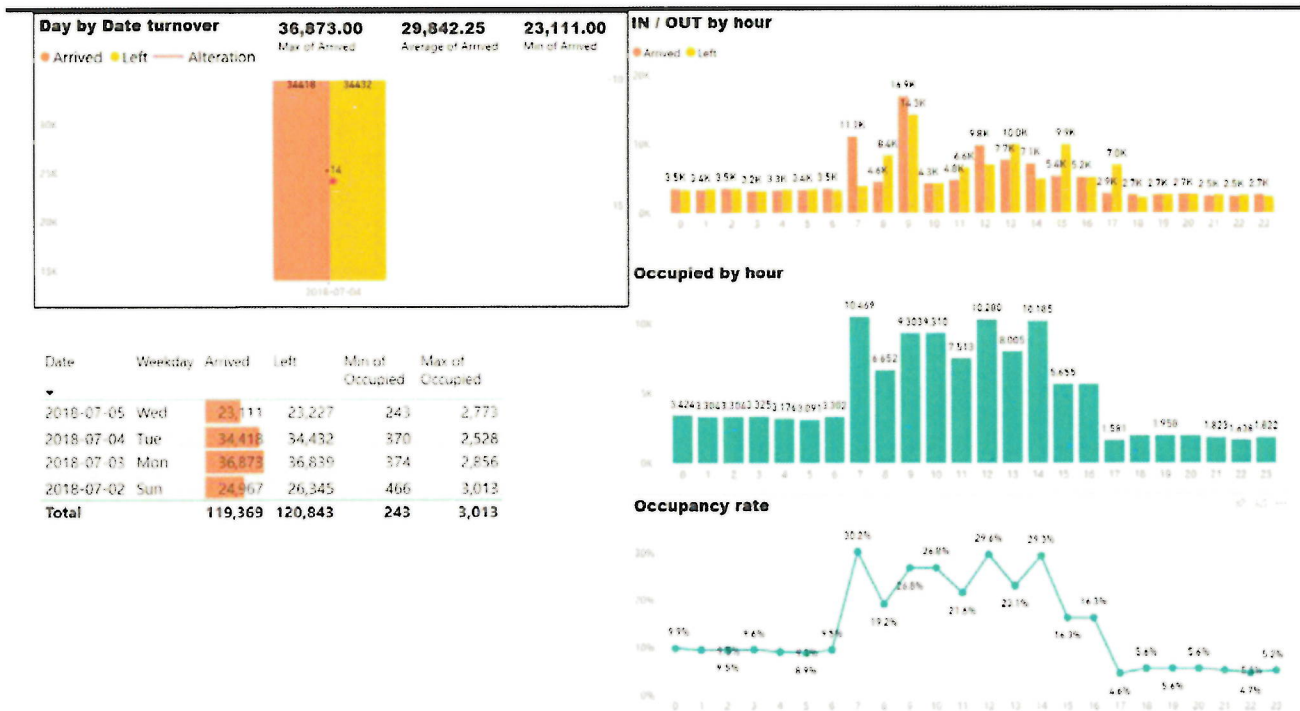
Closed-circuit television (CCTV),

Our system also provides CCTV security with recording capabilities and live streams to law enforcement. With all of the obvious benefits of CCTV security system, which are added here, we add another layer when tracking suspects using vehicles license plates numbers. For example, if there is need to track a certain vehicle within the city our system can detect the license plate in real-time and report its location within the area of coverage.



Parking management reports screenshots

**For illustration purposes only*





CITY OF
CHARLEVOIX

Our Business Proposition

ACE/GPS/Parksol USA will install the system as outlined in this proposal at \$0.00 for the City of Charlevoix, covering 700 on-street parking spaces and additional 100 spaces per the recommendation in this RFQ.

Parking fees will increase:

- From \$.50 to \$2.00 from May 2019 to August 2019, during peak season.
- From \$.50 to \$1.00 during off-peak season.

Contract duration is 10 years

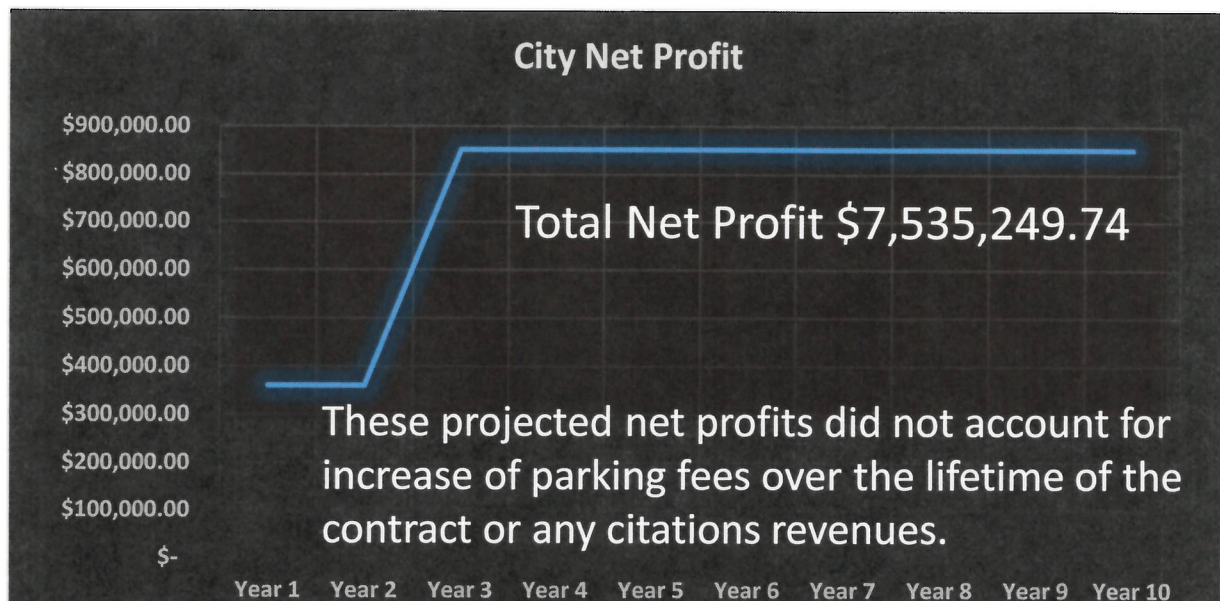
Profit sharing revenue with the City will be fixed at \$30,000 for 24 months.

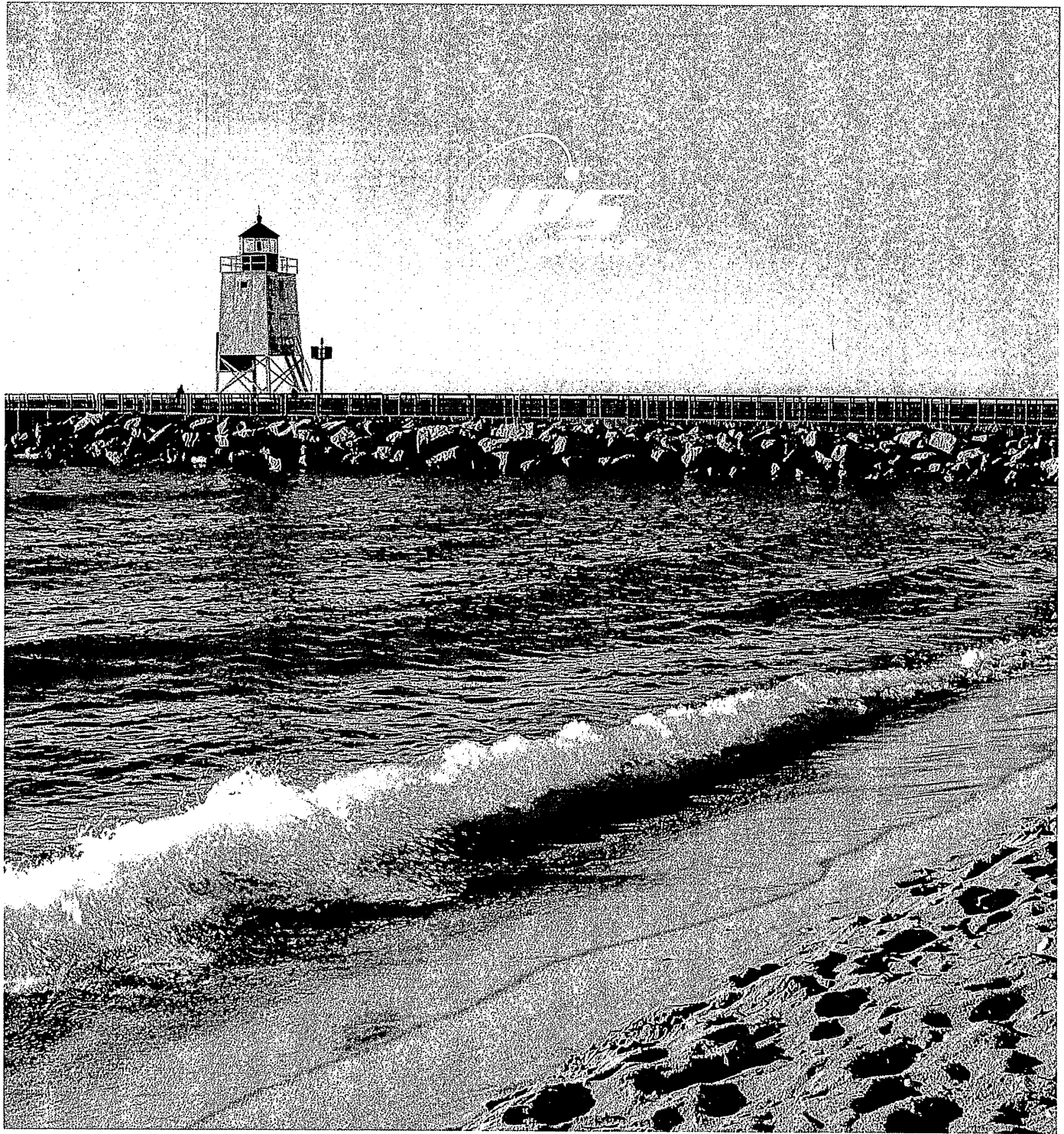
Profit sharing revenue with the City will be split 50/50

Parking operation will be done by ACE/GPS/Parksol USA.

ACE/GPS/Parksol USA will provide 100% service and warranty for the life of the contract on all installed equipment (as above).

No fees of maintenance of any kind will be billed to the city for the contract life time.





CHARLEVOIX

REQUEST FOR QUALIFICATIONS
PARKING METERS AND PAYMENT SOLUTIONS

FEBRUARY 27, 2019 @ 1:00 PM EST

PREPARED BY: IPS GROUP, INC. 7737 KENAMAR COURT, SAN DIEGO, CA 92121 U.S.A. IPSGROUPINC.COM
CONTACT: CHAD P. RANDALL, CHIEF OPERATING OFFICER
IPS GROUP, INC. DIRECT: 858.404.0607 FAX: 858.403.3352 EMAIL: CHAD.RANDALL@IPSGROUPINC.COM



February 26, 2019

Mayor Kurtz and Council Members:

IPS is pleased to submit a response to the Request for Qualifications for the town of Charlevoix. As a pioneer in the industry since 1994, IPS has evolved to meet the ever-changing needs of our customers and has grown from the inventor of the credit card-enabled single-space parking meter, to the leading provider of all Technologies that make the Paid-parking "Ecosystem". That includes: Single-space meters and Multi-space pay stations, Vehicle detection Sensors, Smart collection systems, Smart phone and NFC contactless payment options, integrated In-vehicle payments, Enforcement and Permitting solutions, End-to-end Credit Card Processing, and Lease-to-own options.

WHAT SETS IPS APART FROM THE COMPETITION?

For over two decades, we have partnered with cities worldwide to build Smart Parking solutions that bring Smart Cities to life. We offer the only true, Fully-Integrated Parking Management Suite of products that connects to a single, powerful backend data management system (DMS).

We are passionate about developing innovation that empowers cities to reach their full potential. In many cases, our technology outpaces the useful life of the parking equipment itself. IPS's Solutions are designed with the future in mind, with customer input being a huge factor. Unlike expensive legacy systems that are inflexible and are slow to modernize, IPS technology is scalable and flexible to meet the growing needs of cities. IPS provides cities with the latest in parking technology, built on the most robust platform and designed to integrate with tomorrow's technologies. Our full portfolio of integrated products provides the most efficient, powerful parking solution to our customers and is backed by a professional support team that delivers fast, efficient, and effective service.

IPS Group, Inc. is the only company to offer a, **Fully-Integrated Parking Management "End-to-end"** suite of products that all connect to one powerful backend system

No other supplier in the industry knows parking like we do. Your dedicated IPS team has over 200 combined years of experience ranging from management, R&D, sales and marketing, to engineering and customer support. We provide professional, dependable and courteous experts that are committed to the ongoing support of your parking operations, to ensure you achieve the best results possible. We look forward to the opportunity to enhance our successful partnership with the City of Charlevoix in the upcoming weeks and months.

Respectfully,

Michael Wilson

Michael Wilson, Regional Director of Sales

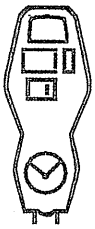
IPS Group, Inc.

858-371-3616, Michael.Wilson@ipsgroupinc.com

SUMMARY OF KEY DIFFERENTIATORS

PROVEN TECHNOLOGY	With unmatched experience in wireless technology, digital payments, low power electronics and web-based data systems, IPS continues to pioneer great value, high performance and the best web-based back office system in the parking industry. Importantly, IPS has all of the capabilities and knowledge in-house, which provides us with the ability to continue to innovate and move with the very latest trends in technology. IPS units include IntelliTouch™ technology that ensures superior customer satisfaction by providing flexibility in the transaction process.
INCREASED USER CONVENIENCE	With my Parking Receipt™ and/or PARK SMARTER™, citizens have the ease of the license plate auto-population feature, eliminating hassles of remembering license plate numbers or returning to the vehicle to verify accuracy.
WEB-BASED MANAGEMENT SYSTEM	Each IPS multi-space pay-station is integrated into a web-based data management system (DMS). Data is stored on central servers hosted by IPS. This data transfer happens automatically and, unlike others, our Parking meter technology allows all rate changes, firmware downloads, and communication to/from the meter to take place remotely.
DEDICATED PROJECT TEAM	IPS engineering, manufacturing and customer services are all based in San Diego, CA. We will be utilizing our highly experienced project support team for Charlevoix going forward.
LEADER IN INNOVATION	As a technology company, IPS invests heavily in research and development in order to position itself as the industry leader. We are able to provide our clients with state-of-the-art products to help maximize existing infrastructure, enhance revenue, and improve the overall customer experience. Examples include vehicle detection sensors, visual analytics tools, and mobile maintenance applications.
REFERENCES	With installations in Michigan, across North America, and internationally (<i>more than 300,000 credit card enabled meters</i>), IPS meters operate in a variety of extreme climates. We invite Charlevoix to ask for references, who can attest to the high level of customer support and product dependability IPS provides

EXECUTIVE SUMMARY



IPS DRIVES THE SMART CITIES EVOLUTION AS A LEADING INNOVATOR AND TRUSTED PROVIDER OF SMART PARKING TECHNOLOGY.

IPS Group understands that it is the intention of the Town of Charlevoix to contract with a qualified vendor to procure and install single-space parking meters and multi-space pay stations for off-street lots for approximately 450 spaces. IPS proposes the following to Charlevoix as part of its powerful, fully-integrated solution:

- The M5™ Single-Space Meter: The IPS flagship product and gold standard for single-space Smart Parking meters, the patented M5™ retrofits into existing parking meter housings to maximize infrastructure, and is fully-operational in seconds. IPS meters provides a simple and consistent parking user experience that is more cost-effective, customer-friendly, and more reliable than alternatives. *Pricing for removable and non-removable poles included.*
- Dome Mount Sensor: Integrates directly into the M5™ meter dome for quick, non-intrusive installation and easy maintenance. With the Dome Mount Sensor, the Town can generate turnover by resetting the meter to zero, prevent piggybacking, enable more complex rate structures and manage enforcement with maximum efficiency.
- The MS1™ Multi-Space Pay Station: IPS pay stations offer many payment options (credit/ debit card, coins, smart card, pay-by-cell, and NFC contactless payment) and are built for both ease of maintenance and ease of customer interaction. The MS1™ features Intellitouch™ technology from IPS that provides additional flexibility to users when completing a transaction. Users may begin the payment sequence in any order by pressing any key. The MS1™ will then intuitively guide them through the transaction. This key innovation greatly improves the user experience associated with typical kiosk use, reducing confusion and frustration and providing greater customer service.
- PARK SMARTER: PARK SMARTER™ was designed to let cities offer its user community the most convenient payment method available. Like other popular applications, it will send expiration notifications and allows users the ability to add time to prevent parking ticket fines. Unlike other applications, however, it is fully integrated with IPS Enforcement system and does not require PEO's to check a backend system for adherence. It also does not require users to pay a "Convenience Fee" for use of the application.
- Enforcement Management: One solution manages the entire citation lifecycle from issuance to collections and incorporates state-of-the-art, real time technology, and dedicated customer service resources. The complete Enforcement Management Solution seamlessly integrates with a number of Smart Parking Technologies including IPS single- space Smart Parking meters, multi-space pay stations, License Plate Recognition (LPR) technology, Permit Management, Code Enforcement, and pay-by-phone apps.
- Next-Generation Data Management System (DMS): Feature-rich back office system that helps customers better manage and interpret their Smart Parking data. The DMS connects all IPS solutions for improved management of parking networks from anywhere, at any time. The DMS is also proven to have the ability integrate data in both directions making the system very powerful and versatile.



M5™ SINGLE-SPACE METER

The IPS flagship product and gold standard for single-space Smart Parking meters, the patented M5™ retrofits into existing parking meter housings to maximize infrastructure, and is fully-operational in seconds. IPS meters provide Cities and their patrons with a simple and consistent parking user experience that is more cost-effective, customer-friendly, and more reliable than alternatives. The credit card-enabled single-space smart meter patented by IPS offers multiple payment options including coins, credit/debit card, optional NFC/contactless payment (such as Apple Pay and Android Pay), smart card, and tokens; access to real-time data, solar power technology, and a comprehensive web-based meter management system.

PHYSICAL FEATURES

- Mechanism is protected by zinc alloy meter dome and UV resistant, anti-fog Lexan cover
- Vandal resistant coin slot/chute allows for worry-free operation and quick servicing
- Keypad has four easy-to-read mechanical buttons for intuitive payment navigation—rated at more than 250,000 cycles
- Environmentally-friendly solar panel and combination rechargeable/back-up battery pack maximize ongoing power
- Tri-colored LED lights on front and back of meter alert enforcement officers of meter status: paid (green), unpaid (red), and meter fault (yellow)
- Proven ability to operate under varying environmental conditions such as snow, sleet, rain, humidity, dust storms, extreme cold, and extreme heat



VEHICLE DETECTION SENSORS

IPS Vehicle Detection Sensors reliably detect the presence and absence of a vehicle in a parking space, while recording arrival and departure times.

IPS sensor data integrates seamlessly with the IPS Data Management System and enforcement applications, creating a powerful system for monitoring real-time occupancy and analyzing parking trends.

BENEFITS OF IPS DOME MOUNT SENSORS INCLUDE:

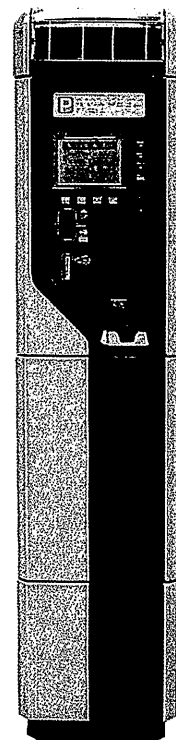
- No street work required—sensor is integrated directly into the meter dome
- Ability to reset the meter to zero when a vehicle leaves the parking space.
- Ability to prevent meter feeding, thereby generating turnover.
- Ability to offer courtesy time resulting in positive public perception of the meters.
- Access to real-time occupancy data.
- Easy access for maintenance and/or replacement
- Wireless connection to the IPS meter. Sensor data communicated/ transferred via cellular network.

MS1™ PAY STATION

THE MS1™ PAY STATION IS THE LATEST GENERATION OF UNATTENDED PAYMENT SYSTEMS FROM IPS GROUP.

KEY FEATURES

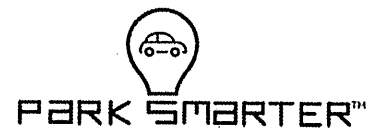
- Accepts credit and debit cards, coins, tokens, smart card, pay-by-phone,
- NFC/contactless (optional), EMV (optional) and bill notes (optional)
- Available in Pay-by-Space, Pay-and-Display, and Pay-by-Plate with the simple change of keypad and firmware update
- Separate maintenance cabinet and collection vault. The cash box is housed secure vault that features a six-point locking system and high- security lock.
- Highly-secure, stainless steel cabinet with weather and graffiti-resistant powder coating and scratch-resistant armored glass LCD display window.
- Independently certified to operate in all climate types, and temperature range of -40°F to 140°F
- Modular parts allow for easy servicing in the field with just a Phillips screwdriver.
- ADA compliant
- Enables strategic price structures including demand-based and variable rate structures.
- Automatic alerts sent to technicians or staff members in the field via email, text, or both.
- Pre-integrated with IPS meters/sensors, most pay-by-phone and guidance/enforcement applications.
- Interchangeable components with IPS Single Space Smart Parking Meters.
- Real-time online secure credit card authorizations, coin payment, and wireless download of rates and messages via the cellular network.
- Provides customers with the easiest user interface on the market. Intellitouch technology



in a

PARK SMARTER™

IPS offers its own mobile payment application, PARK SMARTER™, which works with IPS Smart Meters to bring greater efficiency and choices to the on-street parking customer experience and parking operations.



PARK SMARTER™ integrates with the IPS Data Management System (DMS) so that cities can manage parking policy with live alerts, reporting and data analytics across both meters and the mobile app. The app sends expiration notifications and allows the ability to add time to prevent parking ticket fines. Users can add multiple vehicles and credit cards under one account so business and personal parking is conveniently managed in one place.

FEATURES INCLUDE:

- Real-time notifications alert users in advance of parking expiration
- Optimized with BLE connectivity to put time directly on the meter
- Parking Finder provides direction to open parking spaces
- Ability to pay and extend parking session remotely (if allowed by parking policy)
- Integrates with Visa Checkout and Masterpass, as well as Visa Commerce Network (VCN coming soon)
- No convenience fee

PARKING ENFORCEMENT MANAGEMENT



The Parking Enforcement Management solution seamlessly integrates with parking technology that is already in place, such as IPS single-space Smart Parking meters and multi-space pay stations, License Plate Recognition (LPR) technology, and mobile payment applications, as well as third-party services such as the Department of Motor Vehicles (DMV) and National Law Enforcement Telecommunications Systems (NLETS).



SALES SUPPORT

AT IPS, YOUR SATISFACTION IS OUR PRIORITY.

THE FOLLOWING SERVICE OFFERINGS ARE INCLUDED THROUGHOUT THE LIFE OF THE CONTRACT WITH IPS:



24/7 TELEPHONE HELP DESK & ONGOING SUPPORT

Knowledgeable, friendly service is just a phone call away.

IPS offers customer service resources with in-depth system knowledge around the clock to ensure you get what you need, fast. Our team of experts are available via a telephone-based help desk during normal business hours from 8 a.m. to 5 p.m. PST, Monday through Friday.



ONLINE SUPPORT AND RMA PROCESS

Get online assistance and RMA management from one easy-to-use portal.

IPS offers one easy-to-use portal, the next-generation Data Management System (DMS), from which Cities can submit and track help tickets, as well as closely monitor RMA requests.



USER MANUALS AND TRAINING MATERIALS

Self-help support resources are right at your fingertips.

Our products have been developed so that an easy, immediate fix may be available without the help of additional IPS personnel support. The next-generation DMS provides Cities with all of the self-help resources to get the job done. Online help tools include product manuals, FAQs, "how-to" training videos, and more.



MANUFACTURING SUPPORT

Designated technical resources are ready to help you.

As both the designer and manufacturer of its smart parking technology, IPS is prepared to designate your Town with technical resources including a team of hardware/software engineers, database administrators, and web/data-integration engineers for additional support.



DATA SECURITY MANAGEMENT

Your data is protected.

IPS offers ongoing data security management and backup systems support of the DMS in case of a critical failure.

REFERENCES



CITY OF BOSTON, MA

Primary Contact: Stephen Maguire, Parking Clerk

Email: Stephen.Maguire@CityofBoston.gov **Tel:** 617.635.3667

Address: Boston City Hall - Room 224, Boston, Massachusetts 02201

Project Dates: Installation in 2015, account still active

Model: M5™ single-space meters

Quantity of Meters Installed: 6,600 single-space meters



CITY OF CINCINNATI, OH

Primary Contact: Robert Schroer, Parking Facilities Superintendent

Email: bob.schroer@cincinnati-oh.gov **Tel:** 513.352.4530

Address: 300 W. 6th St., Cincinnati, Ohio 45202

Project Dates: June 2011-Present, account still active

Model: IPS single-space meters, multi-space pay stations

Quantity of Meters Installed: 1,400 single-space, 110 multi-space



CITY OF MARQUETTE, MI

Primary Contact: Mona Lang, Executive Director

Email: mlang@downtownmarquette.org **Tel:** 906.250.8437

Address: 300 W. Baraga Ave., Marquette, MI 49855

Project Dates: Installation 2017

Model: IPS single-space meters, multi-space pay stations

Quantity of Meters Installed: 455 single-space, 3 multi-space



CITY OF RAPID CITY, SD

Primary Contact: Cathy Bock, Special Operations Lieutenant

Email: cathy.bock@rcgov.org **Tel:** 605.394.4133

Address: 300 6th Street, Rapid City, SD 57701

Project Dates: Installation set for June, 2019 (Pilot ran from Aug. - Oct., 2018)

Model: M5™ single-space meters, M5™ Dome Sensors, multi-space pay stations, Park Smarter, Enforcement, Permit Management

Quantity of Meters Installed: 620 single-space, 620 Sensors, 3 multi-space

PRICING

M5™ CAPITAL COSTS

PRODUCT/SERVICE	PRICE PER UNIT
M5™ IPS Credit Card-Enabled Single-Space Meter (includes solar power, RFID tag, meter top, 12-month warranty)	\$455.00
Installation Services	\$10.00
Secure Wireless Gateway/Data Fee and Meter Management System Software License Fee (Ongoing Fee)	\$5.75
Secure Credit Card Gateway Fee (Per Transaction)	\$0.13

DOME MOUNT VEHICLE DETECTION SYSTEM

PRODUCT	PRICE PER UNIT
Vehicle Detection Sensors (12 month warranty)	\$270.00
Installation Services	\$10.00
Management System/Base Data Fee	\$3.50
OPTIONAL: Real Time Reporting Fee	\$2.75

MS1™ CAPITAL COSTS

PRODUCT/SERVICE	PRICE PER UNIT
MS1™ Multi-Space Pay Station (Solar, Pay-and-Display, monochrome display, graphical printer, mechanical door/vaults, locks, integrated wireless modem, stainless steel cabinet and 12-month warranty.)	\$5,882.00
Installation Services	\$10.00
Secure Wireless Gateway/Data Fee and Meter Management System Software License Fee (per unit/per month)	\$25.00
Secure Credit Card Gateway Fee (per transaction)	\$0.13

PARK SMARTER™

PAY-BY-PHONE PLATFORM - PARK SMARTER™	FEE
System Setup and Training	\$5,000 (waived if IPS implements during the installation of meters)
Secure Credit Card Gateway Fee (per transaction)	\$0.13

For the PARK SMARTER™, pricing quoted requires that Charlevoix implement IPS meter system as well.

ENFORCEMENT MANAGEMENT SYSTEM

PRODUCT/SERVICE	PRICE PER UNIT
One-time Setup \$5,000.00	WAIVED
City System License for EMS	INCLUDED
N5 Print Mobile Enforcement Device	\$2,600.00
Citation Processing Fee	\$1.00
RO Acquisition	\$1.00
RMV Hold and Release	\$1.00
IPS Manual Citation Input	\$.50
Delinquent Notice Processing Fee (includes postage)	\$.77
Mail-in payments	\$.50
IVR Solution (OPTIONAL) - per month	\$250.00
IVR Record and Store Calls (OPTIONAL) - per call	\$.50
IVR Call Transcription (OPTIONAL) - per call	\$1.00
Online & IVR Secure Credit Card Payments - Gateway Fee per transaction *Charged to Public	\$2.00 or 3% (whichever higher)
Additional Letters and Correspondence	\$1.25
Online Appeals	INCLUDED
Credit Reporting Collections	35% of amount collected

PURCHASE FINANCE / LEASE

OPTIONS	DETAILS
FREE Trial	IPS takes such pride in the performance of its meters, it encourages cities to try before you buy and take advantage of its 60-day FREE trial offering - travel / installation services are paid for by IPS
Shared Revenue Model	IPS offers a shared revenue purchase option to cities, but does not encourage it because of the revenue cities give up by doing so
Lease	IPS offers 3, 4, and 5 year Lease-to-own options for cities who do not have budgeted funds for the Solution or they need to use those funds elsewhere

CHARLEVOIX CITY COUNCIL

Council Discussion

TITLE: Parking Criteria and Information

DATE: April 3, 2019

PRESENTED BY: Mark L. Heydlauff, City Manager

BACKGROUND:

Attached to this item is the background given to each vendor, including the decision criteria. You can also review the full parking study [here](#).

I would recommend you discuss the presentations you've heard and perhaps narrow the list to 1 or 2 firms from which you'd like to get detailed pricing information ahead of your April 15 meeting at which you could take formal action. You may also determine additional information you'd like to see and consider this item again in the future.

RECOMMENDATION:

Council discussion and direction.

ATTACHMENTS:

- ▢ Parking Interview Information

Charlevoix City Council Parking Presentations

Each firm is allotted 40 minutes for their presentations and Q and A with Council. Firms may determine how they will break up this time. We encourage you to bring demonstration units of your products so that Council and the public can see and touch your method of parking payments.

If you have additional questions for staff in advance of the meeting or if you have specific questions, you are welcome to arrange a meeting/call with the City Manager's office.

Please advise if you have technical preferences for your demonstration/presentation. We have a wireless presentation projector in Council Chambers or you may bring your own projector.

While we anticipate Council will discuss the presentations once they are complete, we do not expect a final decision. They may direct staff to obtain follow-up information or detailed price proposals from one or more firms for action on April 15.

The Council may wish to have installation begin ASAP in some circumstances.

Decision Criteria

- Vendor Qualifications (35%)
This measures the degree to which the firm has functioned in similar communities, climates, and a mix of on-street and parking lot situations
- User Experience (25%)
This measures the degree to which users, both customers and staff, find the user experience to be intuitive and user-friendly. This includes all aspects of the experience from administering rates, paying for parking, writing tickets, and producing parking reports.
- Cost (20%)
This factor includes the cost to purchase or lease equipment, the expected rate of return on this investment, and the financing options offered by the vendor(s).
- Technological advancement (20%)
Meters, payment methods, and all aspects of the installation should be forward thinking and expandable. Vehicle sensing technology should be compatible for future installation and meters, pay stations, and other hardware should be wirelessly connected to receive communication from City administration or allow customers to pre-select spaces, reserve spaces, and similar mobile app-based features.

April 3, 2019 Schedule

Presentations will occur in the Council Chambers of City Hall, 210 State Street, Charlevoix, MI.

2:00pm (EDT)- Traffic and Safety Control Systems

2:40pm- Harvey Electronics

3:20pm- Break

3:30pm- ParkSol USA

4:10pm- IPS Group

4:50pm- Break

5:00pm- Council Discussion