City of St. Louis
Integrated Parking Management System

Submitted to:

City of St. Louis Treasurer's Office
1200 Market Street, Room 220
St. Louis, MO 63103

Submitted by:

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Date:
November 22, 2013

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Cover Letter

November 22, 2013

Mr. Carl Phillips
Parking Administrator
City of St. Louis
1200 Market Street, Room 220
St. Louis, MO 63103

Re: Integrated Parking Management System

Dear Carl,

Please find enclosed our proposal response to the City of St. Louis' RFP for an Integrated Parking Management System. As described herein, the Republic Parking System ("RPS"), Digital Payment Technologies ("DPT"), and T2 Systems ("T2") team is uniquely qualified to handle all phases of your RFP and subsequent parking management and technology responsibilities described below. Although we feel that we have a clear understanding of your RFP requirements and have responded directly to your specifications, we welcome the opportunity to clarify any questions you many have regarding our response.

Project Overview

During the **Trial Period** (referenced herein as Phase I), DPT will take the project lead to ensure a successful six month trial of the LUKE II meters. After the successful trial and negotiation of the contract, the project will transition to the **Implementation Period** (referenced herein as Phase II). All three companies will be actively involved in the process but, as with any successful implementation, the vendor(s) must provide the City a point person. RPS will act as Project Manager and be the unified liaison between the team's project management / implementation staff and the City. After the equipment has been successfully implemented, the project progress to the **Operational Period** (referenced herein as Phase III). RPS will have local staff in place to management the project. No less than annually, T2, DPT, RPS, and the City will have a project status meeting to discuss how to best serve the visitors, residents, and other stakeholders of the City of St. Louis.

Republic Parking Systems

Since its inception in 1966, Republic Parking System has continued to monitor the changes within the transportation industry and is committed to keeping pace with the ever-changing demands of its clients and their customers. Republic Parking System is constantly evolving to meet the complex transportation needs of its clients. From its humble beginning, Republic Parking System has served its clients honestly, eagerly and professionally for the past forty years. A privately held corporation, Republic Parking System presently has over 740 parking locations under management totaling in excess of 290,000 parking spaces under management. From one associate and first year revenues of $50,000, the Corporation today employees over 2,800 professionals in 96 US Cities and has seen revenues increase to $340,000,000. Today Republic is the industry leader in management of airport parking and municipal on-street parking.

Digital Payment Technologies

Based in Burnaby, Canada and founded in 1997 as Digital Pioneer Technologies, DPT is the largest North American based manufacturer and innovative leader in the design and distribution of multi-space parking meters, management software, and online services for the parking

industry. DPT is a trusted name in the parking industry with more than 12,000 pay stations deployed in over 400 municipalities and over 100 universities throughout North America.

T2 Systems

Since 1994 T2 Systems has consistently set the standard for technical development and processing in the parking industry. During our 19 year history, T2 has earned the right to work with nearly 400 different parking organizations, applying technology to enable these customers to achieve their parking management and revenue goals. The T2 Flex application manages over 42 million citations for our customers, including over 10 million citations processed online. Over $3 million dollars in transactions is processed daily through T2 Flex.

Final Analysis

No other respondent can provide you with the expertise and commitment to customer satisfaction that Republic Parking, DPT, and T2 offers. When you couple that support with industry leading technology, we feel our system solution is uniquely qualified to serve the City of St. Louis.

We look forward to working with you.

Sincerely,

Randy Jones
Vice President
Republic Parking System

J. David Hoyt
Regional Sales Manager
Digital Payment Technologies

Natalie Pick
Business Development Manager
T2 Systems, Inc.

Scope of Services

a) On-Street Meter Enforcement

i) The vendor will be expected to provide either single-space or multi-space meters for on-street enforcement. The STLTO is open to re-deploying parking meters to maximize effectiveness of operations. The vendor should also provide parking meters capable of dynamic pricing, demand-based pricing, and event parking.

Compliant. Please refer to Appendix B for more information on our LUKE II multi-space solution.

ii) The ability to pay for parking with cash, mobile phone, credit card, or smart cards.

Compliant. LUKE II multi-space solutions can accept bills, coins, credit cards, and smart cards.

iii) Technology and reporting software that allows the STLTO to monitor meter performance on a real-time basis and track other analytics. The technology and software will also incorporate GIS of all on-street meter enforcement.

Compliant. Meter performance can be viewed in EMS. Data can be pushed to enforcement handheld for integrated solution.

iv) Ticket Issuance Devices ("TID") or software that allows officers to conduct enforcement on smart phones or similar devices. The TID should be user-friendly and also contain software that allows officers to take pictures to support issuance of parking violations. Additionally, the TID should have enforcement software which allows officers to detect vehicle permits and past parking infractions. TID may also allow officers to clock-in/out during for enforcement and monitor officer productivity.

Compliant. T2 will provide Motorola-Symbol MC75A for the City's handheld ticketwriter and the Zebra iMZ320. The MC75A offers a two-megapixel color camera with auto-focus lens and user controllable flash, and a 1D laser scanner with range on 100% UPCA of 24 inches. The MC 75 has 128 MB RAM, 256 MB Flash memory with Transflective color 3.5" VGA display screen with backlight and 640X480 pixel capabilities. The MC75A can also support Wireless LAN and Wireless Pan (Bluetooth® v2.0). In addition, the handheld can be used as a phone and/or radio. Thus, the City can eliminate unnecessary costs and the officers will not have to carry the extra phones, radios and GPS units that they have to today.

The T2 Flex handheld Enforcement Software allows for issuing citations, scofflaw notification, warnings, electronic tire chalking and looking up vehicle and/or permit information as well as track officer activity.
With regard to scofflaw notifications, our handhelds can be configured to your business rules so that enforcement officer will be immediately notified in the field if the permit record has too many outstanding citations and the officer can boot or tow the vehicle immediately.

All of the citation records are automatically downloaded into T2 Flex so that no one has to manually enter any tickets. With the use of our handheld ticketwriters, we have a substantial amount of customers that have increased their enforcement effectiveness because they can now issue tickets faster and more efficiently.

v) License Plate Recognition ("LPR") technology that will assist parking enforcement officers to detect parking violations and vehicles eligible for booting or towing.

Compliant. Republic Parking is currently implementing License Plate Recognition (LPR) in several of our cities where we manage municipal On-street contracts. The LPR system would be

installed and supported by Municipal Citation Solutions, LLC, sister company to Republic and a certified integrator for Genetec LPR Systems, the leading LPR provider in the industry.

To improve the effectiveness and to minimize the cost of this program to our clients, Republic Parking has partnered with Genetec to provide a fully integrated ticketing/LPR system to be used to find scofflaws and non-payment violators. Cities such as Louisville, Cedar Rapids, and Chattanooga are already using Republic supplied LPR.

The St. Louis program would be fully integrated with LUKE II pay stations, T2 Software, Parkmobile payments, and LPR software to provide a quick and affordable enforcement solution. Using Genetec technology integrated with T2 provides a full functioning, customized enforcement system. The Genetec system identifies violators and notifies the T2 system to issue a citation.

698RQM

Time: 2:33:03 PM 7/6/2011

GPS: Long: -85.3106 Lat: 35.0462

Overstay offense:

Vehicle detected 2 times, elapsed time 1280 sec, allowed time 120 sec. Distance: 13 ft.

698RQM

Time: 2:11:43 PM 7/6/2011

GPS: Long: -85.3106 Lat: 35.0462

vi) Providing boots for habitual parking enforcement violations.

Compliant. If the City of St. Louis has a booting program, there are two options: A traditional program – staff boots scofflaws as they are identified by enforcement agents; or the PayLock System.

Paylock provides:
- Electronic Immobilization Devices (boots)
- Back-end online/real time processing software
- A 24-Hour call center for payments and release authorizations
- BootFinder hardware and software – a video camera license plate recognition system to locate scofflaws

This system is a huge customer service improvement, as the electronic boots allow an individual to pay for an outstanding citation at any hour with a credit card (thus not having to make a special trip to City Hall) and remove the boot device at any time from their vehicle. This cuts the time for a parker to be on his way from hours to minutes, thus minimizing complaints about the booting process.

The cost of the program is on a transactional basis. PayLock is paid for their services with a percentage of the revenue collected. The percentage would be negotiated for the City if they should choose to use this program.

A subsidiary of IPT LLC, PayLock is the provider of innovative and revolutionary enforcement solutions, helping municipalities improve their bottom line while providing customer service oriented solutions. They offer a combination of On-street and back-office tools to help efficiently enforce the law and reduce the City's outstanding parking ticket debt.

Since 2004, PayLock has been responsible for collecting over $7M on behalf of municipalities and universities for vehicle related debt. This is the result of more than 40,000 SmartBoot transactions.

With traditional municipal booting programs, once the motorist sees that their vehicle has been immobilized, they must find their way to a payment location, during business hours and make payment, all without their car. This process of reclaiming one's vehicle can take from four hours to several days. By implementing the PayLock SmartBoot solution, motorists can settle their outstanding debt by calling a toll free number 24 hours a day by paying with a credit card, debit card, or check by phone. Once the payment is processed the motorist is given a 6 digit code. Using the SmartBoot's keypad, the motorist can enter the code which will disarm and release the SmartBoot. Since the motorist does not have to wait for a boot release crew, PayLock's average reconciliation time is less than 5 minutes.

The PayLock solution has taken a criminally sanctioned event and transformed it into a simple business process which can be easily digested by City Administrators and their citizenry.

The Typical PayLock Transaction

The following is a description of a hypothetical transaction utilizing the PayLock Solution. A custom Standard Operating Procedure will be collaboratively crafted during the implementation of the project. While patrolling City streets, parking structures, surface lots and other enforcement areas, a boot eligible vehicle is identified.

Once this vehicle has been verified by either PayLock or the designated party, a SmartBoot is applied to the vehicle wheel. A seizure notice is also affixed to the driver side window, and a second copy of the seizure notice is placed under the windshield blade for maxim visibility. The seizure notice instructs the motorist to call PayLock's toll free number for payment and boot removal.

Details related to the booting event are entered to the PayLock system by using the provided application, or radio transmission using the provided Nextel direct-connect phone to PayLock's Help Center.

Upon discovery of the immobilized vehicle, the motorist calls our toll free number for boot removal. After listening to the legal disclaimer specifically designed for the County, the motorist is prompted for payment by a live operator. The average phone call including payment processing

and boot removal instructions averages five minutes. All phone calls are digitally recorded, filed, and stored. PayLock operators are specially trained to work with booted motorists to help them find a convenient payment option to help get on with their day as quickly as possible.

The motorist may choose to pay by credit card, debit card, checking or savings account. In rare cases when they are unable to make a single large payment, they will be provided with options to break a single payment up between cards or accounts.

Once a payment has been cleared and the violator verbally agrees to return the SmartBoot, a release code is issued to the motorist to unlock the boot using an integrated keypad. PayLock operators provide directions to boot return locations. The SmartBoot is lightweight and easy to unlock. In order to ensure the motorist returns the SmartBoot, a $25 per day fee up to $500 (or until the SmartBoot is returned) will be charged to the motorist via the same method of payment used to release the SmartBoot.

A return receipt is obtained by the motorist at the designated return location from an attendant who can simply enter in a short serial number using PayLock's browser based software and print a receipt.

vii) Software that allows management of permit parking zones.

Compliant. T2 will provide a Permit Management module that allows for tracking inventory and uniquely numbering permits as they are issued. Permits can also be registered to one or more customers/vehicles/addresses.

b) Off-Street Integration

i) Vendor must be able to integrate their technology with major vendors of off-street PARCS equipment.

Complaint: The open architecture and standards-based data exchange of T2 Flex make integration with other systems easier, reducing the need for custom manipulation of data.

c) Citation Management

i) The vendor will be responsible for processing tickets generated by the STLTO and the St. Louis Police Department. The ticket processing system should allow customers to pay parking tickets immediately after issuance. Additionally, the vendor should allow customers to pay parking tickets via phone, web, mobile, or in person. Customers should also be able to search ticket information with their license plate number or ticket number.

Compliant: Payments are accepted via US Mail, customized web site, IVR (bi-lingual), and Customer Service Call Center. Payments are authorized and processed real-time. Our Solution is PCI Compliant and our hosting facility is rated a Level 1 Service Provider by Visa.

In addition to processing payments at our office, T2 has partnered with Republic Parking Services to provide a Customer Service Clerks at the City's Parking Violations Bureau dedicated to answering questions regarding citations, taking payments, and assisting with the appeal process including scheduling administrative hearings.

ii) The vendor will be responsible for fielding customer complaints related to parking enforcement. The vendor will also be expected to staff a parking violations bureau where customers are able to pay for parking violations in person.

Compliant. Republic Parking will establish a street level Parking Office in downtown to field customer concerns about the parking system, or to provide public information about parking,

including how to use the new meters. The office will also be available to accept citation payments, at the option of the City.

iii) Software that allows the STLTO to audit and monitor ticket processing, run accounting reports, and perform other analytics. All reports should be able to differentiate between Police and STLTO tickets.

Compliant. Report capability is nearly limitless with a large number of reports included as standard. Reports are written in Crystal Reports 2008 and uploaded to the Flex database. The proposed system includes one (1) named-user developer licenses and enough concurrent user licenses to run reports. After reviewing the Request, we understand the City's desire to have data to analyze trends and project future needs. With the report capabilities in the T2 Flex parking management system, the City will have the ability to study all of the different components of your operations and meet your needs today and in the future.

iv) Managing appeals of parking violations. The STLTO independently contracts with attorneys to review contested parking tickets. The vendor would be responsible to scheduling the parking ticket appeals and managing any supporting evidence submitted by customers in support of their appeals. Vendors should also provide the ability to conduct adjudications online.

Compliant. T2 will provide an Appeals module as well as an online Adjudication solution. Appeals can be requested via the web, phone, mail or in person. A complete audit trail is recorded. Notices can be generated informing the customer of their court hearing and the decision of the appeal.

Republic Parking currently operates the parking citation adjudication process and manages associated hearings in Louisville, KY, Lexington, KY; Hartford, CT; Cedar Rapids, IA, Lincoln, NE and Chattanooga, TN, among others. Republic has had success in several cities getting local attorneys and arbitrators to assist cities on a pro bono basis.

Under the integrated parking system, the STLTO will retain control and continue to employ the parking enforcement officers responsible for issuing parking violations.

Compliant

3) Specific Tasks and Proposal Requirements (Phase 1)

A. Cost Benefit Analysis
- **Must provide all per unit costs of equipment furnished. Please describe any bulk discounts and the breakdown of when discount would be applied.**
- **Describe all costs of options not included in the base price (please list all and if bulk discounts apply)**
- **Please describe all cost associated with day to day usage of the equipment**
- **Cost of equipment compared to functionality and features provided**
- **STLTO ownership vs. leasing or other financial options**
- **Provide ROI schedule**

Compliant. Please see Cost Appendix for more details.

- **How the STLTO may incorporate existing meters and infrastructure into the parking system**

Compliant. Since multi-space technology has proven to reduce expenses, provide improved customer service, and increase revenue higher than both single space and single space credit

card meters, we plan to implement LUKE II pay stations in all core parking districts. We will retrofit the existing single space meters with credit card capabilities and deploy them in lower traffic areas or block faces that do not demand pay stations. In addition, we will assist the City in trying to resell the old equipment if possible.

B. Functionality

- **Back end reporting capabilities (please be specific)**

Compliant. Live reporting capabilities allow the City quick access to information. Reports can be initiated on the fly or scheduled. Reports can be saved to a PDF or exported in Excel format. The City has access to over 70 standard reports. An additional 200 reports are accessible via the Report library. Additional reports can be provided upon request. In addition to standard reports, the City has access to dashboards. Dashboards can be viewed directly from T2's solution.

- **Vendor must state the preferred method of power and communication to the individual units. Also state all alternative methods of power and communications**

Compliant. DPT's LUKE II can facilitate AC or Solar charged battery power. Recommended solar for on-street. LUKE II can communicate through GSM or CDMA wireless signal. Wi-Fi can be utilized within certain parameters if desired.

- **Must display how the metering system can be configured to comply with handicapped provisions and hooding procedures when the meters are out of service**

Compliant. LUKE II meters clearly state that they are out of service or that a certain payment method is not available at this time. LUKE II meters fully comply with the current ADA Standards of 48" upper reach and 15" lower reach. Please note that some multi-space meters do not meet these guidelines and could open the City to litigation.

- **Multi-lingual features**

Compliant.

- **System must exercise industry standard protocols to ensure data security**

Compliant. It is highly recommend that the City require its proposed technology to be both PCI Compliant and PA-DSS Certified. LUKE II is both PCI Compliant and PA-DSS Certified. T2 Flex software and Hosted Solutions are both PCI Compliant and PA-DSS Certified.

- **System must provide redundant/failsafe servers which ensure at least 99.9% uptime of all components of the system**

Compliant

- **Access for mobile payment users to gated parking facilities**

Compliant through Parkmobile.

- **Event permit system, either via mobile payments or pay by web.**

Compliant. T2 Flex allows for Event Permits to be purchased online.

- **Integration with all major meter equipment, ticket software applications and sensor technologies**

Compliant. Both T2 and DPT have open architecture allowing for easy integrations.

- **Waiting list and mass email functionality**

Compliant. T2 Flex will provide the ability to send out mass emails to all accounts where an email address is present.

- **Online personal account for customer to create, update and manage their Accounts**

Compliant. T2 Systems will provide an Online Account Management solution that allows customers to create an account as well as update and manage the account information.

C. Maintenance and Service

- **Must include all training for operation and maintenance of the system, a recommended list of spare parts and fully functional software with reporting capabilities.**

COMPLIANT. During the period of the pilot, DPT will fully train City staff on the operation and maintenance of the LUKE II pay station. Even though Republic Parking's prospective manager for St. Louis will be transferred from Arbor Arbor, MI, where he was responsible for maintaining 150 Digital pay stations, he will participate in the additional training offered in the RFP. DPT also provides regular product manual updates and online Webinars to educate clients on the features contained in new releases. Please look at Cost Section for spare part allocation.

- **Methods of coin and bill collections**

COMPLIANT. LUKE II peripherals are housed in two separate compartments – the upper cabinet, or maintenance compartment, housing all non-cash storage devices, and the lower cabinet, the cash vault compartment, housing the bill stacker, the coin canister, and the USB port used to download transaction data during cash collection. The bill stacker and coin canister are individual locking keeping the collection system closed.

Collection reports are automatically generated at the pay station when cash is collected so an accurate audit check can be made against the cash collected and the transaction data recorded. These reports are then automatically communicated to Digital Iris for ongoing online access. The current currency levels are reset to zero when an audit report is generated. Audit reports typically show the status of the coin canister, bill stacker, credit cards, smart cards, overpayment, collection, and revenue.

- **Remote diagnostic capabilities (ability to alert third party contractor and/or STLTO if malfunctioning)**

COMPLIANT. In order to be proactive in maintenance, each LUKE II pay station is continually performing self-diagnostics. If problems occur, proactive alarm notifications are sent to maintenance staff at Republic Parking signed by to receive these notifications via pagers, mobile phones, and e-mail, and each of these alarm notifications has a date and time stamp.

- **Overall performance with minimum downtime related to regular usage, weather and user created problems**

COMPLIANT. DPT has over 12,000 pay stations deployed throughout North America. With successful deployments in all climate conditions (high humidity, warm, cold, rainy, etc.), St. Louis will operate with minimum downtime.

- **Ability to be maintained by third party contractor and/or STLTO without affecting warranties**

COMPLIANT. Republic Parking and City Staff will be effectively train so not to affect warranties.

- **Ability to promptly provide instruction for necessary repairs**

COMPLIANT. With Republic Parking's local support and DPT's Support Center available 24/7, our team will be available to meet St. Louis' pay station needs.

- **Provide details for service contract and equipment warranty**

COMPLIANT. Please see Warranty Appendix for more detailed information.

- **Policy regarding future hardware and/or software upgrades**

Compliant. T2 will provide two (2) upgrades per year. Each upgrade contains new functionality or enhancements to existing functionality. This is available at no charge to the City. Documentation will be provided to the City as part of our implementation process. All software upgrades are free of charge by DPT when the pay stations are under warranty.

D. Payment Options

List all payment methods that may include:

- The units and software must be PCI Compliant.

Compliant. It is highly recommend that the City require its proposed technology to be both PCI Compliant and PA-DSS Certified. LUKE II is both PCI Compliant and PA-DSS Certified. T2 Flex software and Hosted Solutions are both PCI Compliant and PA-DSS Certified.

- **Method of credit card processing, communications and all associated fees**

Compliant. DPT has extensive experience in all forms of wireless communications to ensure the City can deploy the most reliable solutions for its environment. DPT has taken measures to ensure that LUKE II has the ability to utilize any of the major CDMA or GSM technology cellular carriers available, allowing unmatched flexibility and certainty that the best and most reliable technology is always available.

A strong advantage of the LUKE II pay station is that it can provide remote communications capabilities through Direct Ethernet connection, GSM/GPRS cellular (in 850 or 1900 MHz), CDMA cellular, and Metro Mesh Wi-Fi Networks.

The GSM/GPRS modems will ship with the pay station. Switching between communications methods, if necessary, is a simple field upgrade process involving a modem change and updating a BOSS setting.

LUKE II has a communications retry algorithm to ensure that transactions and card processing are sent to the Digital Iris server in a timely fashion. In the event that transmissions are disrupted between a pay station and Digital Iris, LUKE II will retain data locally. During this time, consumers may continue to purchase parking permits normally and when communication is restored, transaction data will be sent to Digital Iris for processing at which time pending credit card transactions will be resolved. Communications between Digital Iris and all other LUKE II pay stations are unaffected. Pay station operational information (for example, battery voltage) is collected and transmitted at least every 30 minutes.

If communication is interrupted for a lengthy period of time, credit card transactions that are accepted while the pay station is offline can be manually downloaded onto the BOSS Data Key (USB key) from the pay station. Transactions are then sent to Digital Iris for processing via BOSS.

The Digital Iris server tracks the last activity shown on each meter. By reviewing the Digital Iris system log online, the City can see when transmissions have been disrupted for an unusual period of time. In addition, a communication alert can send a text message to a particular e-mail address when the "Last Seen" interval of a pay station has exceeded a specified threshold. The purpose of this alert is to allow users to set a threshold so that an alert can be sent if Digital Iris has not received a regular heartbeat from the pay station and notify maintenance personnel via e-mail or text message of a possible communications failure between the pay station and Digital Iris. Maintenance personnel can then investigate the problem at the pay station to determine if the transmission problem is related to the network or to the hardware. In addition, DPT has direct support lines into local carriers and can engage them to assist with troubleshooting at the network level.

- **Describe reporting functionality**

Compliant. For reporting and analysis functionality, Digital Iris collects permit, collection, and telemetry data sent by the pay stations. Permits and Collection records each contain over 50 unique attributes including payment details, space identification, taxes applied, coin and bill counts by denomination, credit card payments by type, and collection identification. Pay station data is divided into over 90 different data points based on the configuration such as payment device status, paper levels, battery status, and sensor information. Digital Iris also collects data from third party partners that inject permit records into Digital Iris for such uses as data analysis or enforcement.

Digital Iris utilizes a suite of ETL processes to generate various metrics such as occupancy, turnover, and utilization. All metrics are based on the data collected from the pay station and metadata entered within Digital Iris about the client's deployment. The internal data structures present this data in customizable dashboard widgets and allow the user to drill down into each metric, refine results, and present it in a manner to meet their specific needs. At present, there are over 870 unique ways to refine metric data with up to six different ways to display the resultant data.

Digital Iris also uses the data collected to proactively identify pay stations that require physical attention. Digital Iris takes this information and overlays it with physical location of the pay station. This visual representation enables the operator to quickly analyze the overall status of their deployment to better deploy the workforce to attend to all pay stations.

- **Must include detailed documentation for collections, smart card functionality, credit card processing and reconciliation.**

Compliant. See appendix on Digital IRIS.

Smart Card

- **Types of Smart Card accepted (chip, magnetic strip, multiprocessor, NFC, …)**

Compliant. LUKE II supports the POM Atmel and legacy Bull Scot 5 smart cards. The smart cards may be used at the pay station and purchase values are then deducted from them. One unique feature of the LUKE II pay station is that you can check your balance and reload your smart card (even with a credit card) at the meter. We are currently in development with other

smart card manufacturers and would be pleased to review the City's smart card requirements to determine the scope of work and cost associated with other cards.

- **Coding or mask involved (STLTO would like to retain ownership)**

Compliant The technical capabilities of DPT's growing engineering team and the open architecture of our platform make future developments possible. We are currently in development with other smart card options and would be pleased to review the City's smart card requirements to determine the scope of work and cost associated with other cards if our current offer is not acceptable.

- **Integration capabilities with other systems (e.g. Garages, PARCS, Metro, …)**

Compliant The technical capabilities of DPT's growing engineering team and the open architecture of our platform make future developments possible. We are currently in development with other smart card options and would be pleased to review the City's smart card requirements to determine the scope of work and cost associated with other cards if our current offer is not acceptable.

Pay by Phone

- **Vendor must provide an IVR system**

Compliant. T2 will provide an Interactive Voice Response (IVR) solution enables the City to provide an alternate payment option to customers. IVR is offered in English, Spanish and Vietnamese. IVR is available 24/7 and improves your staff efficiency by freeing them from phone duties. T2's IVR solution is PA-DSS compliant. Our hosting facility is certified as a Level 1 PCI Service Provider. T2 IVR functionality includes:

- Agency Greeting: When the caller phones your IVR solution, a standard greeting is provided which confirms with the caller that their agency code is valid. The agency code connects the caller to your T2 Flex database.
- Citation Prompt, Entry and Verification: The Tele-Works system handles multiple citation number formats. Once a caller enters a citation number, it is located in your T2 Flex database and the system determines citation status.
- Payment Processing and Posting: Payments can be taken automatically via Visa or MasterCard.
- Approved payments are posted in real-time. A complete audit trail of the payment is maintained. The customer receives a transaction confirmation number tied to the T2 Flex receipt.
- Call Transfer: Call transfer to a customer service representative is provided for all callers who request individual assistance.

- **Users can call a toll free or local number**

Compliant

- **The system recognizes the user (account) based on the incoming number**

Compliant

- **One account can be associated with multiple numbers**

Compliant

Pay by Mobile

- **Mobile applications need to support existing and new Android, iOS, Blackberry, and Windows Mobile versions, in addition to a browser version**

Compliant

- **Applications can be downloaded or redirected from the vendor's website or STLTO's website or via QR code on signs**

Compliant

Pay by Web

- **Option to have either a customized website or use the vendor's standard website**

Compliant: T2 will provide a customized web payment site to the City. This site will have the City's look and feel applied.

- **Support mobile and desktop browsers**

Compliant: T2 will provide a customized web payment site to the City. This site will have the City's look and feel applied.

E. Customer Service

- **Must provide live operators available 24/7 to create accounts and resolve issues related to pay by mobile devices**

Compliant.

F. Marketing

- **Provide examples of marketing plans used in other cities and markets**

Compliant. Please see Market and Advertising Appendix.

- **Provide initial marketing plan to promote use of the system**

Compliant. Please see Market and Advertising Appendix.

- **Message, medium, location and frequency of use**

Compliant. Please see Market and Advertising Appendix.

- **Must supply all promotional and operational graphics, street signage, etc.**

Compliant. Please see Market and Advertising Appendix.

G. Rollout Implementation Schedule

Compliant. Please see Implementation Plan Appendix.

Experience and Capacity

Republic Parking Systems

Many municipalities are now faced with some very difficult financial decisions. Republic Parking System currently manages municipal parking in 90 cities at over 300 locations, including Louisville, KY; Lexington, KY; Hartford, CT; Chattanooga, TN; Ann Arbor, MI; Bangor, ME; Lincoln, NE; Omaha, NE; and Oklahoma City, OK.

We invite you to take a look at the attached Case Study from Lexington, KY in the appendix of this proposal, where in only six months, we increased their parking revenue by over 215% with no changes in rates or fines!!

Our program varies from city to city, but it consists a combination of elements, can include designing the program, financing, purchasing and installing the latest technology parking meters or pay stations, maintaining and collecting the meters, processing and collecting the citations, and providing enforcement and customer service.

Republic Parking System is:

- One of the largest parking management firms in the U.S.
- A firm renowned for its top level of customer service
- The firm which has the most experienced staff in on-street parking management
- The firm which gives the best deal for the dollar

T2 Systems

T2 Systems was founded in 1994 and is an Indiana corporation with over 130 employees and offices throughout the United States and Canada. In fact, over a third of our staff has parking industry experience. More than 400 sites throughout the United States and Canada are using products by T2 Systems. In addition, our T2 Flex application manages over 47 million permits and 42 million citations for our customers, including over 25 million permits and 10 million citations processed through our EBusiness solutions.

T2 Systems also has a large municipal client base. T2 partners with numerous municipalities across the country that are similar in size to St. Louis, such as the Cities of Indianapolis, Norfolk, Savannah, Fort Lauderdale, Hartford, Tampa, Kansas City, and Anchorage. T2 also partners with the City of Houston, the country's 4th largest municipality. Indeed, after establishing the partnership with T2, the City of Houston noted that it expects the T2 Flex system to generate an additional "$1.1 million in revenue for the city every year." Accordingly, T2 Systems has the experience to deliver a proven parking solution to the City of St. Louis, as well as the infrastructure to support all of the City's ongoing needs.

T2 parking solutions are designed around your needs and the parking needs of your customers. Our tools include software, technology and management services, consulting, and hardware.

T2 Systems' Mission Statement: T2 Systems partners with customers to provide technology-based management tools to assist those who work in parking achieve their business goals.

T2 Flex is T2's fourth generation of parking management systems and incorporates the best of our previous applications as well as the latest technology and software development techniques. Because of our extensive parking experience and continued innovations, T2 was able to create a cutting edge solution that increases customer convenience without sacrificing revenues. Furthermore, T2 releases an average of two product upgrades per year which are released free

to customers. For example, T2's latest release, Version 7.5, includes expanded visual features, appeals and docket processing, and GPS positioning on the handhelds, and Parking Management Dashboards that monitor key performance indicators and gain deeper insight into your operation with real-time parking information and data analysis tools.

T2 Flex is a Browser based system that allows for easy maintenance and software upgrade processes. T2 Flex is built on an open architecture platform to allow seamless integration with other systems as well as powerful custom e-Commerce solutions to serve your parking patrons.
T2 converted over 1 million records for the City of Winnipeg when installing the T2 Flex application. After the implementation, the City of Winnipeg noted that "Flex has been the key central element in bringing together all of the diverse parking related functions formerly controlled by different departments in Winnipeg." Moreover, the centralized service approach allowed Winnipeg to "create a one stop shop for parking related business … and drive [their] customer service and On and Off street performance to new levels."

T2 is providing a comprehensive parking management system for the City of Houston that enables the City to manage their entire parking operations, including enforcement and permits. With a population of about 2.2 million, the City of Houston is the 4th largest city in the country and was looking for a solution that would not only make parking management easier for the city, but enable it to provide additional customer service options to its parkers.

Since becoming a customer in 2010 the city has experienced 58% increased booting revenue totaling over $400,000, while decreasing a full time staff salary expense due to process improvements and reduction of manual processes. The city was also able to save .5 Full-time Employee (FTE) savings in addition to the costs associated with hardware, licenses, etc. by choosing to have T2 host the data rather than self-host. The city increased efficiencies in the meter-shop that allows the staff to spend more time out in the field operations, what used to take 1.5 minutes to process a work order now takes about 45 seconds per work order, resulting in labor savings of about 250 hours per year. T2 Systems was able to implement the T2 Flex solutions in the timeframe in which the city chose as well as kept all cost under the budget that was outlined in the contract.

T2 also implemented the integration for the City with its Digital meters. Thus, T2 has extensive experience integrating hundreds of meters, as well as boot and tow programs with our handheld ticketwriters. With the integration, municipalities across the country have been able to become more efficient in their parking enforcement, as well as significantly increase revenue.

Digital Payment Technologies

Founded in 1997 as Digital Pioneer Technologies, Digital Payment Technologies (DPT) is the largest North American based manufacturer and innovative leader in the design and distribution of multi-space parking meters, management software, and online services for the parking industry.

DPT's sophisticated LUKE II multi-space pay stations, along with Digital Iris (formerly known as EMS), its proprietary cloud based enterprise management system, provide complete financial tracking, control, and reporting on collected parking revenue to a wide range of parking space owners from municipalities, and universities to parks and recreation authorities and private parking operators.

DPT is at the forefront of technology in the parking industry — the company's products were the first North American on-street parking pay stations integrated with a metro-scale Wi-Fi network, to have a color screen, extend-by-phone services without a registered account, and an application programming interface (API) to integrate with the broadest set of third party technologies that include pay-by-cell, enforcement, and in-ground sensors.

In addition, DPT's integration with leading LPR systems now enables a level of enforcement automation that could not have been achieved previously. This capability, combined with a seamless integration with T2 and Parkmobile achieves a new level of simplicity in parking for the end user and the City of St. Louis. This allows the City to develop an integration between pay stations and Pay-by-Phone parking so that enforcement data can be automatically consolidated for both systems.

As of October 2013, DPT has deployed over 12,000 pay stations in over 400 municipalities across the United States and Canada for on-street and off-street locations, which includes an on-street deployment with the City of Houston operating over 1,000 pay stations on-street.

Over 100 universities also have turned to DPT and its pay stations to deliver convenience to students, visitors, and employees at campuses that include University of California, Los Angeles, University of Central Florida, Texas A&M, Ohio State University, and Florida International University.

Due to its excellent record of technological innovation and service, DPT has been very successful in working with private parking operators and is the leading multi-space provider to companies such as Republic Parking.

DPT and Republic Parking have successfully completed and / or operate large multi-space deployments throughout the US. Some of those deployments include the CARTA, City of Cedar Rapids, City of Lexington, and the City of Louisville (to name a few).

DPT places enormous value on innovation, customer service and providing comprehensive business solutions. We believe a review of our proposal and references will confirm that DPT will provide the best solution to the City of St. Louis' needs.

CUSTOMER REFERENCE

"The City of Houston established a relationship with DPT in 2005. Since that time, we have deployed more than 1,000 pay stations and DPT has proven to be more than a vendor - they have been partners in our deployment and strived to ensure our goals are achieved. Their staff is knowledgeable and quick to respond to questions or concerns. **Implementing new technology in a city this size is a challenge - DPT's understanding and support of our goals helped us meet this challenge.**"

Maria Irshad
Deputy Assistant Director
City of Houston, TX

References

City of Houston, Texas
Maria Irshad
Voice: (832) 393-8643
Email: maria.irshad@houstontx.gov

DPT was awarded a five-year contract by Affiliated Computer Services, Inc. (ACS) to supply 1,000 LUKE pay stations for deployment throughout the City of Houston, TX, in September 2006. This contract capped a two-year evaluation period by the City of Houston to investigate general system integrators, on-street pay station manufacturers, and network suppliers for its on-street parking system.

The success of the LUKE pay stations allowed DPT to negotiate a new contract directly with the City in December 2011, resulting in the acquisition of an additional 300 pay stations over the next five years. The first 75 of these pay stations shipped in March 2013.

The City of Houston has been a T2 customer since 2009. The City uses T2 Flex to manage permits, citations, events, and assets. Houston utilizes our online customer solution (eBusiness) for their customers to purchase permits, pay citations, submit appeals, and manage their parking account. The City also uses T2 Flex Letter Management, Asset Management and Lockbox interface. The City enforces parking using Casio IT-3100 as well as Motorola MC75A handhelds and O'Neil printers that integrate with ParkMobile and Digital Meters.

City of Tampa, FL
Jim Corbett, CAPP
Tel: 813-274-8482
E-mail: jim.corbett@tampagov.net

In the fall of 2010, DPT started installing the first of the 146 LUKE pay stations throughout downtown Tampa. The City of Tampa went through a complete retrofit of its single space technology and transitioned to the pay-by-space LUKE meters with extremely positive feedback. Over the past several years, the City of Tampa has successfully implemented both T2 Systems' enforcement technology and Parkmobile's pay-by-phone service. All pay station and pay by phone payment data is communicated directly to T2's handhelds for efficient enforcement of the parking system.

City of Cedar Rapids
Doug Neumann
Executive Vice President
Cedar Rapids Metro Economic Alliance
501 First St. SE
Cedar Rapids, IA 52401
(319) 730-1414
dneumann@cedarrapids.org

In 2008, Cedar Rapid was devasted by a major springtime flood. Most of the street meters were destroyed; the revenue control equipment in all of the City's garages and lots were lost. Two public garages were lost, with one subsequently torn down. Republic was hired shortly thereafter to rebuild the system. By 2013, most of the work has been done, and businesses have returned to downtown. On behalf of the City, Republic bought 40 Digital machines and contracted with T2 Systems. Republic has implemented LPR in Cedar Rapids. The parking program, after five years, is now self-supporting.

Chattanooga Area Regional Transportation Authority (CARTA)
Brent Matthews, CAPP
Director of Parking
 (423) 648-4031
brentmatthews@gocarta.org

In 2012, CARTA, the regional transit agency, assumed all responsibilities for parking in downtown Chattanooga. They contracted with Republic to operate both their on-street and off-street parking

programs. Republic has increased meter revenue by 20% and citation revenue by $400,000 or 50%. Republic installed 82 Digital pay stations in downtown Chattanooga.

City of Norfolk, Virginia
Lisa Copeland
Voice: 757.664.6226
Email: lisa.copeland@norfolk.gov

The City of Norfolk, Virginia has been a T2 Customer since 2009. The City uses T2 Flex manage permits and citations. Norfolk utilizes our online customer solution (eBusiness) for their customers to purchase permits, pay citations, submit appeals, and manage their parking account. T2 Also provides Citation Processing; Delinquent Collections; Letter Processing; Payment Processing; RoVR; Interface with the State DMV for Holds. The City enforces parking using Casio IT-3100 handhelds

City of Miami Beach, FL
Saul Frances, Director
Tel: 305-673-7000 ext.6483
E-mail: saulfrances@miamibeachfl.gov

DPT was awarded the contract for the installation of 750+ new multi-space pay stations for the City of Miami Beach's on- and off-street parking locations. In 2012, DPT successfully deployed Phase I (343 pay stations), which primarily focused on replacing the existing Parkeon pay stations located in the core of South Beach. Over the terms of agreement, the City plans to replace the remainder of their legacy pay stations as well as expand the installation of new pay stations throughout Middle and North Beach.

Miami Beach's LUKE II solar-powered on- and off-street pay stations accept credit cards, bills, and coins, and operate in Pay-and-Display mode. The City is currently considering changing the mode of operation to Pay-by-License Plate. Since LUKE II meters do not require additional hardware for operational mode changes, the City can simply change the configuration in its BOSS management software to suit its operational needs.

CUSTOMER REFERENCE

"In any large operational deployment there are issues that will arise. Some are small and some are not so small. DPT (Digital Payment Technologies, Corp.) has proven to be very consistent in their commitment to customer support. They have listened to the issue, diagnosed it, provided options to resolve it, and then resolved it. **In the end, meeting your customers' expectations is the true test of customer satisfaction and DPT has not disappointed**."

Saul Frances
Parking Director
City of Miami Beach, FL

Insurance

Insurance Certificates will be provided upon execution of a trial and / or contract. By way of example, Republic Parking System carries a wide range of corporate insurance, including in excess of $10 Million in General Liability insurance.

Cost

LUKE II Pay Station Cost

Configuration: $7326 / Meter
- Solar Powered
- GSM Modem and Kit
- 38-key alphanumeric keypad
- Large full graphic color screen to deliver information services such as local maps, special events, and advertising
- Accepts coins, bills, and credit cards, smart cards
- One roll of paper
- Support for Pay-and-Display, Pay-by-Space, and Pay-by-License Plate within the same platform without any additional hardware or software.
- PCI compliant and PA-DSS validated credit card data security
- Separate maintenance and cash vault compartments with one coin canister and 1,000 note bill stacker
- Remote configuration and rate updates
- Comprehensive management reports
- 5 year anti-corrosion warranty
- 2 year hardware warranty
- 2 day free on-site training
- Based on a minimum 100 unit order

Additional Hardware
- Additional coin canister - $300
- Additional bill stacker - $242.50

EMS Services (Per Meter / Month)
- EMS Core (Real Time CC Processing, Alerts, Reports) $32.50
- T2 Integration   included
- ParkMobile Integration   included
- Digital API Read (LPR Integration)   included
- Digital Connect (2000 free transactions/month/unit) $20.00

Shipping: $200 / meter
Installation: $250 / Unit (bolt in place only)
Additional Volume Discounts
- One set of free spare parts per 100 meters (maximum 5 sets)
- An additional 2% off for orders over 500 meters.
- Shipping reduction of $50 / meters for orders over 250 meters
- Coin and Card only meters - $6,441 / meter

T2 Citation Management Fee Structure

- Per Citation Fee: $2.75/citation
- Additional Notices (excluding postage): $0.60/notice
- Credit Card Service Fee (Paid by the Consumer, not the City.): $2.95/citation
- Postage: $0.46/notice
- Collections Contingency Fee (applied at 90 days from issuance): 25% of violation fines and late payment penalties

- The City shall compensate T2 Systems for a minimum volume of 370,000 citations each fiscal year. In the City does not issue more than 370,000 citations, T2 Systems will bill the City for the difference between 370,000 @ $3.50 and the amount billed.
- All increases in the postage rate will be passed onto the City. Costs will be increased equal to the postage increase anytime the US Postal Services increases the cost for postage.
- Collections Fees % is based on 2 years of current debt and does not include collections on secondary or tertiary placement debt –If the City request T2 to collect on secondary or tertiary placement debt a Collection Fee % will need to be negotiated.

Pricing is based on a three (3) year contract. Cancellation fees can apply.

Per citation fee includes the following services.

- T2 Flex Citation Management Central Management Software.
- Vendor hosting.
- Website for patrons to pay citations.
- Website for patrons to appeal citations.
- Motorola MC75a and Zebra iMZ320 bundle with 3 year comprehensive warranty. (Quantity of 35).
- T2 Flex Enforcement handheld software.
- Implementation and configuration
- Data conversion
- Obtaining registered owner information for in-state and out-of-state vehicles
- Electronic ticket stock
- IVR (English and Spanish)
- Payment processing including lockbox processing.
- Live Customer Call Center to answer questions and process payments.
- First and second overdue notice. (Postage is excluded and will be invoiced separately.)

Republic Parking's Management Quotation

Republic shall deliver a full array of meter management services, including parking meter installation, maintenance, repair and removal. Additionally, Republic shall collect all money from the meters and shall audit, safeguard, record, transport, deposit (with the Supervisor's security provider), account for and report all meter revenues per the City's specifications (e.g., method, frequency, routes and account) and, during collections, audit all meters, empty every canister and immediately report all broken, missing, defaced meters and all other meter faults. Republic will repair the meters, and maintain an accurate inventory of existing meters, meter vaults, collection routes, key controls, lock and key sets and other meter peripherals and other assets.

- Republic shall be responsible for the day-to-day management and operation of all LUKE II multi-space and current and new single space meters and will have control of the meter inventory.
- Republic shall supervise a full array of public on-street non-metered parking programs, including residential, commercial, special event, validation and valet parking permit programs.

- Republic shall operate a central dispatch function to expedite communications and responses among field technicians, supervisors and the office, coordinate field activities and deploy resources, and supervise the booting program to the extent authorized by the Supervisor.
- Republic shall administer the City's booting program.
- Republic shall designate an Operations Manager who will be available on-site to during normal business hours to manage all services, supervise all employees and subcontractors, resolve disputes and serve as liaison to the Supervisor.
- Republic shall provide an adequate number of qualified staff and sub-contractors (if applicable) to perform the services outlined herein. Republic's employees and sub-

contractors (if applicable) will receive adequate training in relevant laws, policies, procedures, technologies and customer service techniques.

- Republic shall procure an office adequate to perform its duties.
- Republic assumes that the City will continue to provide the City-owned motor vehicles presently assigned to the contract but shall pay all operating costs (gas, oil, maintenance, repairs and insurance).
- Any other operating expense will be negotiated during the contract execution process.

General Management, local office,maintenance support, and booting	$1,100,000
Meter Maintenance	$90,000
Meter Collection	$200,000
Payment Acceptance	$75,000

IPS Single Space Credit Card Meters

For those locations that could benefit from a technology upgrade to the single space meters but do not warrant an advance LUKE II pay station, we have included pricing for an IPS single space retrofit.   Assumes that the City has a compatible lower housing and vault, we can provide an IPS dome and mechanism retrofit for $465.   IPS charges $0.13 per transaction and communication cost of $5 per space. Volume discounts may apply.

Leasing Options

We have included an appendix on municipal leasing. At this point, any leasing options would expire prior to the end of the product trial. For that reason, should the City want to explore a municipal lease option, we would be happy to present that prior to the negotiations of the final contract.

Cost Associated With Day to Day Use

The costs outlined above include the monthly fees associated with the equipment after the purchase. Although our reports are closer to a 20% reduction in multi-space operating expenses verse single space operating expenses, San Francisco recently reported that operating expense quadrupled with the addition of credit cards to single space meters. With that being said, you will experience a cost neutral or reduction in your operating expenses should you move to multi-space technology.

Cost of Equipment Compared to Functionality and Features

Our recommendation is to move to License Plate Enabled Parking (LEP). It will further reduce your operating expense while providing improved customer service and revenue potential.

Although we do not suggest that you move in this direction as you could alienate up to 30% of users who do not have credit or debit cards, we have provided you pricing for a coin and card only LUKE II which will reduce your capital purchase by almost $900 per multi-space meter.

ROI Schedule

The City has to identify the total scope of the project before a full ROI Schedule can be completed. We have included an Appendix – Case Studies that outlines some of our revenue enhancement and cost reductions based on the implementation of our systems.

Company Financial Information

Company financials and Auditor Statements are provided at the end of this tab. Below you will find some additional information.

Bank References

Camille H. Daniel
Vice President
First Tennessee Bank
701 Market Street
Chattanooga, TN 37402
(423) 757-4011

Eric V. Schwartzentraub
Senior Vice President
Bank of America
633 Chestnut Street, 2nd floor
Chattanooga, TN 37450
(423) 755.0663

Latest SOC 1 and/or SOC 2 report or a SAS #70 report

Republic a not a publically held company, so consequently does not have an SOC or SAS

Pending Lawsuits or Litigation

Republic Parking has no major liability or contractural law suits currently. It should be noted that all major parking management firms experience minor workers compensation and garage damage lawsuits from time to tome.

MBE/WBE Utilization

At this point, the size and scope of the project is not fully defined and, due to their very nature, DPT and T2 cannot commit to a percentage of MBE / WBE participatation. Both parties agree to take reasonable steps to include MBE/WBE participation. On the other hand, Republic Parking will commit to a MBE/WBE participation of 30% of their contract value.

Paper Savings

To be environmentally conscious, we have printed only one year of company financials. As you will see, it shows the size and scope of our team.

Field Trial

A. The power and communication requirements necessary for their equipment

The trial meters will be configured coin, card, bill, solar, Digital Connect.

B. Describe all on-street signage required for the project

Signage varies based on the mode of operations and location. As a rule, you need two directional signs and one pay here sign per multi-space meter

C. All training for operation and maintenance of the system, a recommended list of spare parts and fully functional software with reporting capabilities

Staff will be trained for the trial. DPT will provide one set of spares during the trial period.

D. The ability to work with third party contractor and STLTO staff to promptly provide them with instruction for necessary repairs, collections and enforcement

DPT will work with the City's third party contractor.

E. Furnish and install equipment to service 40 – 60 spaces of metered parking

DPT will furnish up to 6 LUKE II pay stations for the trial.

F. Describe/Demonstrate enforcement protocol

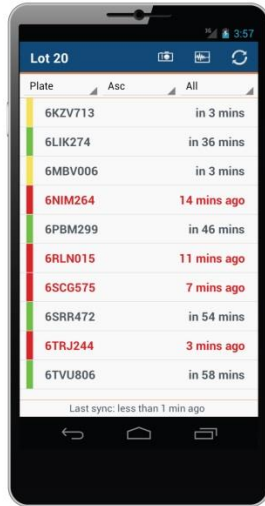DPT recommends Digital Patrol for enforcement during the trial.
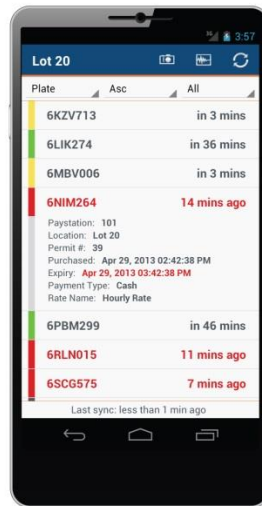
Plate Report	Payment Details	License Plate Recognition

G. Supply standard keys for collection and maintenance

DPT will provide all keys for the trial.

H. Credit/Debit card verification system

DPT will work with the City on setting up credit cards during the trial.

I. Integration with Xerox/ACS ETIMS system

DPT is unclear about this requirement. We have had previous integrations with certain elements of the ETIMS software which may be applicable here, but further understanding of what that integration is would be required before we could fully commit to this

![DIGITAL PAYMENT TECHNOLOGIES logo]

Mr. Carl Phillips
Parking Administrator
City of St. Louis
1200 Market Street, Room 220
St. Louis, MO 63103

RE: Trial of DPT Pay Stations and Services

Dear Carl:

As requested in the Integrated Parking Management System RFP, Digital Payment Technologies (DPT) agrees to supply the City of St. Louis with the equipment and services outlined below for the purposes of evaluating our products for a six month trial period.

It is our understanding that the trial will consist of the following components:

- 4-6 LUKE II PAY STATIONS configured coin, card, bill, and solar powered.
- EMS Services that include CORE, T2 and Parkmobile Integrations, Digital API Read for LPR Enforcement.
- A trial period scheduled to start two weeks after shipment

If the equipment outlined meets your requirements and you are in agreement with all of the Trial Policies attached to this letter, please sign this letter below to acknowledge your acceptance.

DIGITAL PAYMENT TECHNOLOGIES CORP.   **CITY OF ST. LOUIS, MO**
Per: Per:

_____   _____
Chris Chettle   Carl Phillips
Senior Vice President, Sales   Parking Administrator

_____   _____
Date   Date

DIGITAL PAYMENT TECHNOLOGIES CORP.
TRIAL POLICY

Trial of Digital Payment Technologies Corp. ("DPT") pay station equipment and services for the City of St. Louis will be granted for a maximum of 6 months when organizations agree to the following Trial Policy:

The Client agrees to install, use and evaluate the Trial Products outlined in the RFP for a maximum trial period 6 months from date of installation.

DPT will provide to the Client free of charge for the duration of the trial all Enterprise Management System ("EMS") services reasonably required to perform the trial. Client agrees to electronically sign DPT's EMS Agreement and sign the paper EMS Quotation to subscribe to the services provided during the trial. A copy of the EMS Agreement may be found at http://www.digitalpaytech.com/terms/EMS.html DPT will not be liable to Client for any damages for loss of profits, revenue or any loss of data arising from the use of the equipment and services during the trial period.

The Client agrees to start the trial period within two weeks from the equipment arrival at the location listed on the Sales Quote.

Any extension to the trial period must be agreed to in writing by both parties at least 30 days prior to the expiration of the trial period.

DPT, at its expense, will be responsible for the installation of the Trial Products. The Client, at its expense, shall have all necessary foundations, and electrical work completed prior to installation of the Trial Products, all in accordance with the specifications provided by DPT.

The Client or Designee shall use and operate the Trial Products in accordance with DPT's warranty and standard operating procedures

The Client shall not at any time temporarily or otherwise remove the Trial Products from the initial installation site, without DPT's prior written consent.

The Client shall open an account for credit card processing with a clearing house designated by DPT. DPT will work with the chosen clearing house to minimize any set up charges for the Client. Any credit card service charges will be borne by the Client.

DPT or a DPT Reseller will provide such training as DPT reasonably considers is required to conduct the trial, at no cost to the Client.

DPT shall pay all costs related to the maintenance, servicing and repair of the Trial Products. The Client shall bare all costs for permits, licensing, and electricity.

At the end of the trial, the Client will return the Trial Products to DPT (or a designated DPT Reseller) within five (5) business days following the end of the trial period in accordance with the following:

a. DPT shall be responsible for all shipping, freight and handling charges for returning the Trial Products to DPT's designated facility or distributor.

b. the Client shall be charged for, and shall be deemed to have purchased, any Trial Products not returned to DPT, at the prices listed in the Quote outlining the Trial Products.

c. the Client shall be charged for the replacement and restocking of all Trial Products returned in incomplete form.

OR

At the end of the trial, the Client will purchase and be invoiced by DPT for the Trial Products at the pricing outlined in the RFP.

d) the Client shall be invoiced for training provided, as listed on the Sales Quote.

e) the Client shall be invoiced for shipping costs incurred to ship Trial Products to Client.

f) EMS invoices will commence for billing after purchase. .

During the trial, the Client agrees that Trial Products shall remain the sole and exclusive property of DPT, unless fully paid for by the Client. The Client assumes and shall bear the entire risk of loss, theft and damage to or destruction of the Trial Products (partial or otherwise) at all times during the trial period.

Parkmobile Product Information

Parkmobile Offers the City of St. Louis the Best Mobile Payment Solution

Parkmobile proposes providing the City of St. Louis with a comprehensive, citywide mobile payment parking solution that can be integrated with any current or future parking meters. Parkmobile is the worldwide leader in mobile payment technology and has implemented its solutions in over 500 locations in the United States, Australia, New Zealand and Europe since 2000.

This extensive background provides Parkmobile with the knowledge, processes, methodology, technology and implementation experience to provide St. Louis with a mobile payment service that meets and exceeds your expectations as well as providing your parking customers with a seamless, efficient, and secure parking experience. Parkmobile has a significant municipal partnership base in the Midwest and Mid-Atlantic, including Kansas City, MO, Toledo, OH, Virginia Beach, VA, Frederick, MD, National Harbor, and Washington, DC.

Parkmobile Offers Multiple Payment Options Through Mobile Payments

Parkmobile offers users free, fast and easy on-street account set up options. Motorists can register via Internet (www.parkmobile.com), mobile website, download one of our native mobile apps (iPhone, Android, Windows Mobile 8, and a generic browser version) or call the toll free number and register via the IVR (voice computer). Required information is as follows:

Credit card/debit card information (number, CVC, expiration date). Parkmobile also offers alternative payment methods such as PayPal and a stored value ("wallet") payment method

License plate number

(Optional) Zone number (if motorist wants to park immediately)

How it Works

Start and extend your parking transaction in just seconds from your driver seat.

Park

Pull into a space. Just look for our green Parkmobile sign or on the meter.

Phone

Use our mobile app or give us a call to activate your parking session and key in the parking one number.

Go

We'll send an alert (push notification, email or TXT message) 15 minutes prior to the expiration of your parking session.

Customers supply their debit/credit card information to Parkmobile only once when initially enrolling to use the system. This information is then stored in a securely encrypted PCI DSS Level 1 compliant and certified environment. Parkmobile can use any merchant account (MID) for mobile payments and pass real time authorized debit/credit card transactions immediately to this dedicated account.

Parkmobile Ease of Use (Intuitive)

Parkmobile parking solutions provide a superior customer experience and are intuitive and easy to use:

Simple selection options either to start and stop a parking transaction or purchase "blocks" of time via: mobile apps (native iPhone, BlackBerry, Android, Windows Mobile 7, and mobile browser apps available), IVR (both speech and manual entry of data), and individual on-line account (called "Personal Pages")

Email confirmation message indicating that a parking transaction has commenced

Push notification/email/SMS message alert 15 minutes before parking transaction will reach maximum available time and will be automatically deactivated

Helpdesk available 24/7 (both toll free number and email) with well trained and motivated agents

Free registration via Internet and quick and easy on-street registration options by downloading the mobile app or with the published toll free number which provides direct access to first time users

Mobile apps offer extremely fast and user friendly options to add or change in formation, or start another parking transaction. *Over 82% of Parkmobile's customers* have chosen to park using these native mobile apps. A new or temporary license plate can also be added in real time and directly available for a parking transaction

Users can link multiple vehicles to their phone number, or multiple mobile phone numbers to one vehicle

Parking history and Find my Car functionality available in the mobile app, and multiple ways to start your parking (GPS, QR code, NFC for Android phones, or manual entry of the zone number)
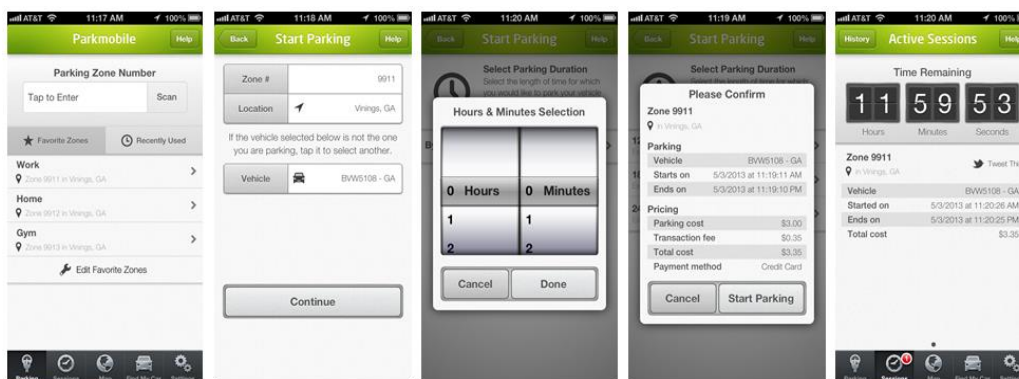

Managing your Parkmobile Account - Summary

Parkmobile's members can view their account profile via the Internet. They access the web site via a username and password and enter their protected (SSL 256 'Padlock' encrypted) account 24/7.

Members are able to view their current user profile and add or change data. They also provide real time parking information via the parking history and a monthly statement of all parking transactions in PDF format. Credit card details can be changed in a PCI DSS Level 1 process.

Parking data history can be exported, with several query options, to excel or CSV and reused for multiple purposes. Parkmobile also offers customers the option to start a parking transaction online.
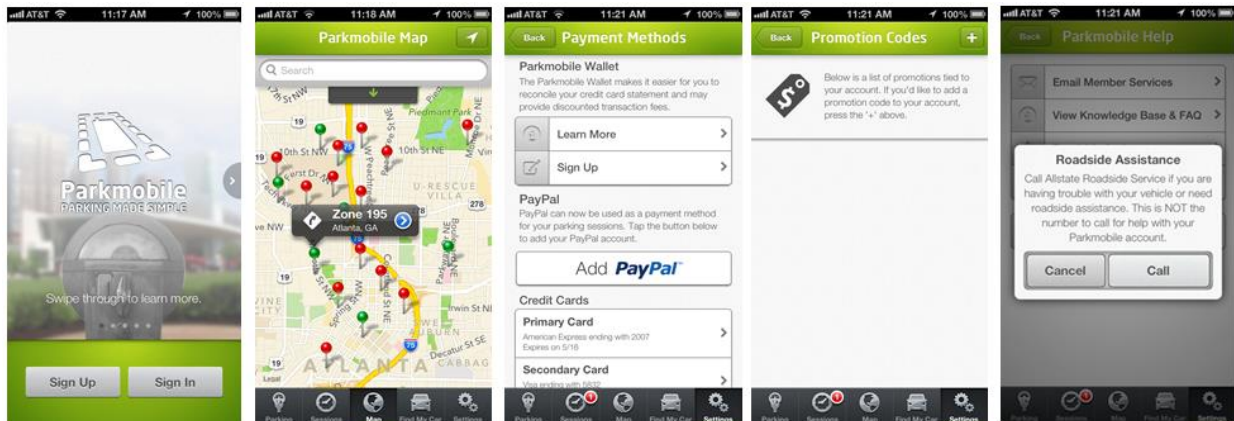
Parkmobile Implementation Plan

Step 1 – Envisioning and Planning – approximately 1 week

The first step in Parkmobile's process will be to interview key participants associated with the City of St. Louis mobile payment implementation. These sessions will include all stakeholders identified by the City of St. Louis. From these meetings we will determine how the Parkmobile system participates and interacts with the overall goals and objectives of the municipality. Rather than experiencing "tunnel vision" and focusing only on the nuts and bolts of the rollout, this process will help all parties foresee future obstacles in the operational lifecycle of the mobile payment system that might be avoidable if properly identified early in the envisioning and planning phase.

Parkmobile will intentionally collaborate with you and your stakeholders sooner rather than later so that important details do not go unattended. Once the plan has been devised between all parties, Parkmobile will convey the results by incorporating them into a specific planning document that will be circulated for final review. Upon formal approval of this plan, Parkmobile will begin the detailed process of collecting information, drafting marketing materials, and initiating artwork for signage.

Sample signs Parkmobile would install, free of charge to the City of St. Louis, as part of this pilot program is located at the end of this section. Parkmobile has the capacity to incorporate near field technology (NFC) as well as QR codes on all of these signs. Through this new technology, meter patrons could use their enabled smart phones and tablets to pay for parking by simply placing their mobile device in close proximity to the signage.

Step 2 – Development and Stabilization – approximately 2 weeks

Parkmobile will enter the City of St. Louis zone and rate structure data into its system followed by a quality assurance test to ensure that the tools built are stabilized and work as anticipated. In addition, Parkmobile will enter the merchant ID in its systems. Simultaneously, Parkmobile will begin its own internal training process on any custom-built integration, so that your employees and other stakeholders will be subsequently trained properly.

Step 3 – Training & Deployment – approximately 1 week

The final critical step before launching the mobile payment service will involve training of the City of St. Louis enforcement staff. This training will focus upon two key areas and will be handled repeatedly up until the date of deployment: reporting and enforcement.

Reporting: Parkmobile will ensure staff member is available to assist the City of St. Louis with follow up questions and reporting needs.

Enforcement: Parkmobile will work with the City of St. Louis enforcement officers so that they understand the steps required in order to enforce successfully the motorist's license plate or zone number via the real time enforcement solution.

Step 4 – Post Deployment Follow Up – approximately 4 weeks

Once the implementation has successfully launched, Parkmobile will continue to monitor the project to ensure that all facets of the operation work together in harmony. Parkmobile will follow up on critical components daily (e.g. transaction settlements, enforcement effectiveness, and revenue reporting). Parkmobile will also initiate a feedback forum with the City of St. Louis to answer outstanding questions and concerns or offer suggestions for service improvements. Once all feedback has been resolved and the client is satisfied with the deployment, Parkmobile will transition in an Account Manager who will continue to assist and address any future and ongoing needs.

Enforcement

Parkmobile will also provide the City of St. Louis with direct access to the real time database which enables enforcement personnel easy enforcement of mobile payment transactions. Parkmobile will bookmark the URL in the mobile browser of a smart phone, PDA or any other web-enabled device, and provide unique log-in credentials for City officials. Parking Enforcement Officers will have several options to use the enforcement tool (zone number, license plate number, space number, etc.).

Start a Parking Session

1. Park

Pull into a parking space. Just look for our green Parkmobile sign.

2. Tap

Use our mobile app or make a call. Key in the parking space number to activate the parking session.
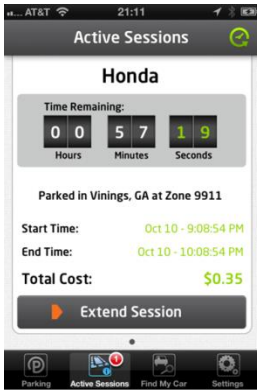
3. Go

You will receive a text 15 minutes before your parking session expires.

Non Gated Mobile Payment Solution

View Active
Transactions

View Parking
History

Access Gated
Parking

Gated Mobile Payment Solution
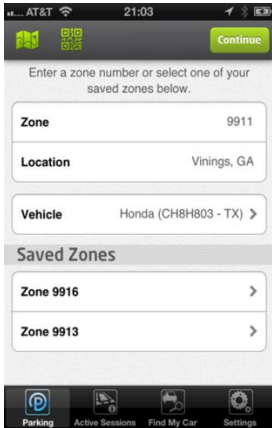
Select Location
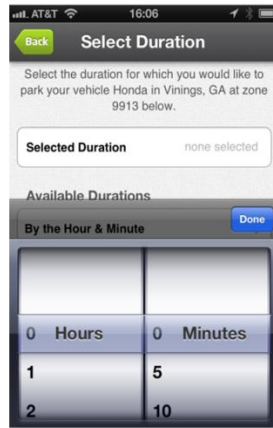
Select Duration
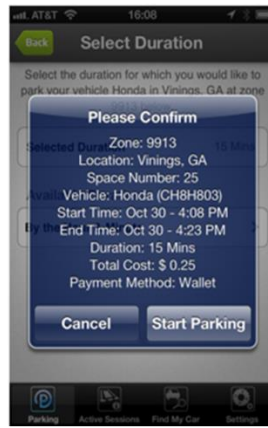
Confirm
Transaction

1. Scan for entry
Members create & scan a QR code via their Parkmobile smart phone app when entering the facility to vend gate.

2. Scan for exit
When exiting the garage, they reopen the app and tap the "Leave" button, scan, and Amano calculates the amount due plus a 35- to 50 cent convenience fee.

3. Go
Parkmobile then charges the members credit card and opens the gate within seconds.

Other Mobile Payment Solutions

Parkmobile payment solutions are not only ideal for offering the City's citizens & visitors a convenient way to pay for parking, but it also provides the City's Administrative Departments as well as 3rd-parties with the capability and functionality to manage and streamline other parking operations such as:

- City-Wide Management of Employee Parking by Division/Department
- City-Wide Management of a Premium Parking Plan through the use of a "Hopper" Program
- City-Wide Management of temporary rates for Event Parking through a free Event Override online web portal built and maintained by Parkmobile
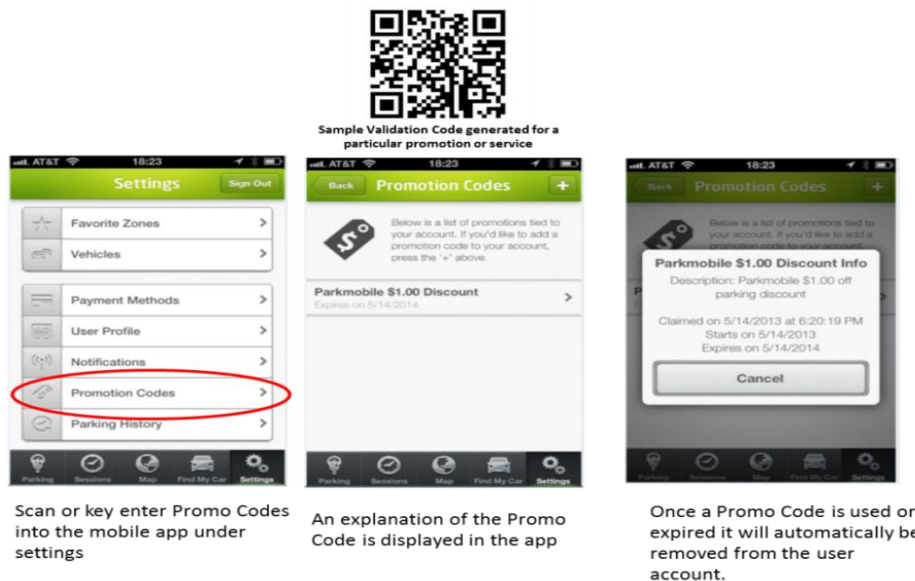- Local Merchant Validation Management
- Administrative Fleet Management
- Promotional Codes available for merchants and City Administration to offer free or discounted parking

3rd-Party Validation Program

Sample Validation Code generated for a particular promotion or service

Scan or key enter Promo Codes into the mobile app under settings

An explanation of the Promo Code is displayed in the app

Once a Promo Code is used or expired it will automatically be removed from the user account.

Parkmobile has the capability of providing merchants and other 3rd-parties with unique validation and/or promotional codes designed in such a manner that they can be used in the place of scratch-off hang tags or other physical validation programs. With this feature, Parkmobile can generate a code(s) that can be configured for a variety of free or discounted parking options within several unique parameters involving the area and duration of use. The promo codes and validations then can be given by merchants to their visitors to insert into their smart phone for free or discounted parking via a QR Code. Please see sample screenshots below:

The implementation will include the installation of standard Parkmobile signage and stickers throughout the parking footprint that can be co-branded with the City of St. Louis; all signage & stickers to be paid by Parkmobile as an investment in the success of the program.

Marketing Plan

Our team would work with identified stakeholders to determine roles and responsibilities for promotions and marketing as well as establish a timeline for implementation. Based on feedback from The City of St. Louis stakeholders, Parkmobile is comfortable taking the lead role in creating a powerful media presence that will enhance the City of St. Louis's ability to effectively manage public parking operations and generate increased revenue through cellular credit card payments.

An example of Parkmobile's promotional and marketing implementation capacity is our mobile app for the various operating system platforms (Apple, Android, Blackberry, & Windows). The Parkmobile app currently has over 1 million downloads and has been nominated and won several awards, including:

Parkmobile would provide the City of St. Louis a fully staffed Call Center open seven days a week and 24 hours a day as well as a customer support center to ensure quality and quick resolutions to any issues that may arise.

One of the best features of the Parkmobile Call Center is that it is based in Atlanta, Georgia. Other mobile payment companies have Call Center's based outside of the United States and their operations are not around the clock.

Parkmobile understands the importance of a strong marketing and public awareness campaign on the overall adoption of our service. As a continuous learning and improvement organization, Parkmobile leverages the experience gained in each deployment to help drive success in future efforts. Parkmobile will provide:

Strategy / kickoff meeting with St. Louis and Parkmobile to outline pre and post launch marketing campaign

Create on-street signage and meter stickers

Develop flyers and / or Wallet Cards for distribution at launch

Agree on press release announcing new service

Contact local media regarding launch of service

- Engage social media campaign
- Facebook
- Twitter
- Parkmobile blog
- Registration link on Parking Authority and Parkmobile websites

The implementation of the system will include the installation of standard Parkmobile stickers and signage throughout the City that can be co-branded. All stickers and signs will be paid for by Parkmobile as an investment in the success of the program.

Parkmobile will work with St. Louis to insure that the signs meet City requirements for dimensions, height and design. Parkmobile will coordinate a detailed marketing campaign during the launch to inform the public that a new payment method is available for parking.

Parkmobile Sample Signage and Marketing Approach

Parkmobile will coordinate a detailed marketing campaign to inform the public that a new payment method is available for parking. Outlined below is a suggested marketing program. All marketing costs to be borne exclusively by Parkmobile as an investment in the program.

Marketing Plan

Marketing and Public Outreach

Working with the City to develop a comprehensive Marketing Communication Strategy is a critical part of any new technology deployment.

Republic Parking System can make a variety of customer programs available to the parking customers with the purpose to provide the customer with more than just a parking space but a parking experience that is as hassle free as possible. These programs are designed to improve customer communications, ensure full utilization of the parking spaces and to enhance customer knowledge of the parking options available.

Republic Parking System takes a great deal of pride in the quality customer service our people provide on a daily basis to our customers and clients. We have developed many very successful programs to hire, train and reinforce good customer service in our people. The following section highlights our overall company philosophy and approach when it comes to customer service. First we wanted to highlight two concepts that we will employ that we believe will set us apart from the competition.

Ambassador Program. The Ambassador concept is that all of Republic Parking's employees will be Ambassadors for the program. What does this mean? This means that our people will be conditioned and trained to have the mindset that we are representing our clients in the jobs that we do every day. We are not just collecting and fixing the equipment, we are there to interact positively with the customers and stakeholders.

Each of our employees will go through regular training on how to be an Ambassador. Within 90 days of taking over the parking operation, Republic Parking will develop an Ambassador Guide. This is an approach that has been very successful in many Cities which Republic Parking manages the municipal on-street parking operation.

The Ambassador Guide will contain relevant information about St. Louis, including maps, attractions, event venues, and downtown businesses. We want our employees to be able to offer customer directions to key venues and then recommend a good steakhouse to a customer without any assistance. This philosophy is contrary to most parking operations, particularly the on-street enforcement operations.

Information Brochure. Republic Parking System will prepare comprehensive pamphlets like the ones shown above, which details the policies and procedures of the parking operation. This pamphlet will include useful information such as hours of operation, parking rates and methods of payments.

Custom Website: We will produce a custom web site that will provide a valuable tool for the management and operation of the parking operations.

The objectives for the site are to…

- Provide a comprehensive directory of St. Louis parking options.
- Provide electronic communication medium for our customers.
- Provide parking related information to customers.
- Enhance the marketing process for vacant parking spaces.

REPUBLIC PARKING SYSTEM — *Marketing Plan*

► *Branding*

Creating a clear image of the parking system including logo, branding standards, vision statement, and mission statement.

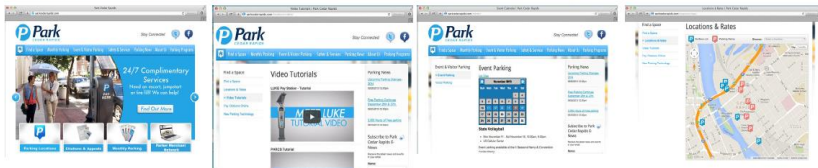► *Marketing Strategies & Tactics*
-*Identifying the stakeholders' main concerns.*
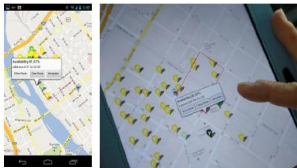-*Determining target audience.*

► *Website*
-*Informational Videos*
-*Feedback Forms*
-*Directional Maps*

► *Parking Availability Application*
-*Digital Reading*
-*Space Availability*

► *Community Outreach*
-*Media Tours*
-*Meet & Greets*
-*Farmers' Markets*
-*Customer Appreciation Days*

► *Directional Signage*

►*Promotional Materials*

►*Advertising*
-Billboard Placement
-Radio Advertisement
-Social Media

When rolling out the new equipment, it would be our recommendation to place an ad on three local radio stations that run one time every half hour in morning and evening periods while people are coming and going to work and most likely in their vehicles. The examples above are ones we used when we ran our marketing campaign in Cedar Rapids, Iowa.

Kick-off event

A kick-off event is a good PR opportunity that can take place either when the first meters go live or after all meters are fully operational. Waiting until all meters are operational is often a good idea as refinements have been made by this time and people are more comfortable with the new system. The purpose of the kick-off event is to add an extra level of excitement to the PR campaign and to get some free press to help promote the success of the new parking system and to broaden the awareness of the changes.

Communications Timeline

3 Months Prior to Deployment:

Strategic planning to develop key messages.
RPS / DPT/ T2 and the City to identify target media and finalize media outreach list.

RPS / DPT/ T2 and the City begin coordinating details for demo video shoot.
RPS / DPT/ T2 and the City start hosting meetings for the public and businesses.

2 Months Prior to Deployment:

RPS / DPT/ T2 assists the City to produce an initial draft of news release messages and content for use in announcements, handouts, FAQ, social media posts, etc.
RPS / DPT/ T2 works with the City to start posting preliminary information to web site and other channels

1 Month Prior to Deployment:

RPS / DPT/ T2 and the City finalize demo video.
RPS / DPT/ T2 helps the City conduct media outreach timed to installation date, and coordinate media briefings as needed.
City issues press release, post video, and other social media content.
RPS / DPT/ T2 helps arrange local TV coverage for the City spokesperson to conduct demo on how to use the parking pay station.

During Deployment Period:

RPS / DPT/ T2 to assist coordinate social media posts and emails on deployment
RPS / DPT/ T2 help the City in coordination of "parking ambassadors" to assist the public on how to use the parking pay stations
RPS / DPT/ T2 and the City coordinate the kick-off event

Post-Deployment

RPS / DPT/ T2 helps the City draft a press release on progress and to address any complaints that may have arisen.
The City to draft press release on results.
The City to conduct survey for feedback.

Introducing Pay-by-License Plate Street Parking

Your City is proud to announce the introduction of a new parking system in the downtown area. Starting on April 10, 2014 Pay-by-License Plate street parking will appear along First Street and Second Street, providing you with more payment options, such as bills and credit cards, along with the ability to add time to your parking using any meter or your mobile phone.

New Parking Signs

New street signs using the blue 'P' icon (below) will indicate areas where Pay-by-License Plate street parking is in effect.

P

PAY PARKING →

Accepted Payment Types

The new parking meters accept a range of convenient payment types:

- Coins: 5¢, 10¢, 25¢, $1
- Bills: $1, $5, $10, $20
- Credit Cards: Visa, MasterCard, American Express
- SmartCity card
- Pay-by-Phone

Also, use any meter to load money on to your SmartCity card.

✶ **Your City**
Parking Authority

Introducing Pay-by-License Plate Street Parking

This type of parking system uses vehicle license plate numbers. After parking your vehicle, note your license plate number, then proceed to a meter and purchase the amount of time you need. A benefit of this system is that you don't have to return to your vehicle and display the permit on your dash. You just pay and go.

How to Pay for Parking

- Note your license plate number
- Go to the nearest meter
- Press [OK] to start
- Enter your license plate number
- Purchase parking
- Collect your receipt

These meters offer the Extend-by-Phone service. Simply purchase parking using a credit card and enter your mobile phone number. When your parking is about to expire, you'll receive a text message reminder. If you'd like to stay longer, just reply with the amount of additional minutes you need.

How to Extend-by-Phone

- Pay for parking at the meter using a credit card
- Enter your mobile phone number when prompted
- Receive a text message reminder prior to expiry
- Reply with the amount of additional minutes you need
- Receive a confirmation text message

To learn more about the Pay-by-License Plate parking system, visit www.parking.yourcity.com or phone 888-555-4444

✶ **Your City**
Parking Authority

Implementation Plan

RPS will assign a Project Manager (PM) to the City that will be based in St. Louis to provide a single point of contact in coordinating all activities surrounding the implementation of the parking program. In addition to coordinating the project, the Project Managers responsibilities include:

High Level Discussion and Deliverables

Project planning will be led by a Project Manager, but will also involve other team stakeholders. With a contract in place, discussions will start at a high level about how the implementation and training of the project will roll out. During this time, we will identify key stakeholders playing a role in areas ranging from product training to installation.

Detailed Task Planning

With the key players identified, the PM will discuss the individual tasks that will be required. For example, the finance and administrative personnel will need to be familiar with the product training, merchant account setup, and billing procedures. The parking operations personnel will need to know about the training, installation, day to day management and enforcement. All expectations and deliverables will be discussed with the relevant personnel.

Communication with Integration Partners

The PM will work with all integration partners.

Execution

The St. Louis based PM will be involved with all aspects of the execution of the outlined deliverables to provide advice and guidance and to ensure project tracking is smooth and accurate. She/he will always be available to assist in any capacity and answer any questions that arise. Acting as the liaison during project implementation, they will also be responsible for ensuring dates and contract details are met while dealing with any unforeseen changes quickly and efficiently.

Pay Station Project Timeline

There are a series of variables that affect the timelines for product delivery, most notably quantity. The following table details the projected timelines for implementation, training, and commissioning of the pay stations.

With this project timeline in place, the timeframe from awarding the contract to having the parking meters installed and operational would be within the expected time frame requested by the city.

TIME REQUIRED	PROJECT TASK
Immediately following awarding of contract	**Project Preparation Activities -** Project Manager is assigned to work with the City of St. Louis. Initial activities would include: Gather contact information for all individuals who will be involved in the installation and training. Coordinate all site preparation activities with the company responsible for installation of pay stations.

	Provide City of Seattle with forms for establishing merchant account information required for real-time credit card processing.
	Facilitate testing and implementation of any network connectivity that may be part of the proposed solution.
	Work with the City to deploy effective signage to assist the consumer with understanding and using the new parking meter system.
	Assist the City with developing and implementing an effective public relations strategy to ensure successful completion of the project.
	Offer the City guidance with creating a Web site that provides information on the new parking meter system and a Q&A section to engage the public on the progress of the project and gauge public feedback.
	Create a project plan to encompass the complete project.
2-6 weeks (following contract execution)	**Manufacturing of First Pay Stations**
2 weeks (concurrent with manufacture of pay stations)	**Site Preparation** This preparation would include ensuring the installation locations are ready for pay station replacement. Identifying any additional civil work that may need to be addressed prior to installation.
6 - 8 weeks	**Shipment and Delivery of first 100 Pay Stations** DPT will ship approximately 100 pay stations every 10 days following the initial shipment until each phase is complete. DPT recommends having a staging location in St. Louis for storing units, even if the installation slows for any reason, the units will continue to ship for pre-staging and be available for installation.
8 - 12 weeks	**Pre Staging , Installation and Testing of Pay Stations** **DPT plans to install at a rate of 10 per day**
4-5 days	**Training -** during training, the outline of key activities will include:
On-site training (concurrent with installation and testing)	**Software Review** Installing software Backing up data Review BOSS menu structure Setup User access profiles Configuration/Payment setup Machine setup Pay-and-Display/Pay-by-Space/Pay-by-License Plate Rate setup Reporting Transaction reports EMS Reviewing EMS features Accessing the application

Setting up users and notifications

Entering service mode

Reports at the pay station

BOSS Data Key operation

Enforcement

Loading new rates

Obtaining transaction data

Programming and charging electronic keys

Hardware Review

Keys and locks

Keypad

Coin acceptor

Card Reader

Powering

802.11b/g 2.4 GHz or GSM/GPRS (in 850 or 1900 MHz) wireless connectivity

Printer

Operations

Collecting money

Maintenance

Changing paper

Cleaning printer

Cleaning coin acceptor

Cleaning credit card reader

	Acceptance Test
2 weeks	Following training and installation, the assigned DPT Project Manager will work with the City to perform an acceptance test on the approved percentage of the installed units.
Ongoing	Once the City has signed off acceptance of the units, the Project Manager will hand the project over to DPT's Customer Service team for on-going telephone support. Our PM will then be available to set up refresher training sessions and assist in the field, as required.

T2 Implementation Plan

This document provides a detailed description of the implementation process, highlighting the different phases of the project, key deliverables, responsibilities, T2 training, and other information important to the success of your T2 project. **From award to full implementation will take approximately 60 to 120 days.**

Phase I: Project Initiation

A successful initiation phase is vital to ensuring a strong start and ultimately a successful project. During Project Initiation, your T2 Project Manager will help lead the following activities, with responsibilities on the part of T2 as well as your organization:

Project Initiation			
T2	**You**	**Activity**	**Description**
✓	✓	Coordination of External Resources	Work with you to help you understand what resources will be needed from your organization and their responsibilities; coordinate communication and teamwork between T2 resources and your team.
✓		Coordination of Internal Resources	Assign and coordinate all required T2 departments and personnel that will contribute deliverables to your implementation.
✓		Delivery of Required Information	Provide at appropriate stages the information you need for your implementation.
✓	✓	Development of Weekly Status Call Schedule	The cornerstone of communication between you and T2. The Project Manager will work with you to develop a schedule that is most convenient for both your team and the T2 team.

Phase II: Infrastructure Configuration
In order to ensure that your T2 solution is performing at its best, it's vital that your infrastructure be properly set-up and tested. The proper infrastructure and network set-up ensures optimal performance – that's why this phase is so important to a successful implementation. The following is a summary of key deliverables and issues discussed during this very important phase:

T2 Flex Implementation			
T2	**You**	**Activity**	**Description**
✓		Set up server environment	
✓		Set up test environment	
T2 Flex Interfaces			
T2	**You**	**Activity**	**Description**
✓		Create sample data	Used for testing all new interfaces

Handheld Implementation			
T2	**You**	**Activity**	**Description**
✓		Prepare T2 server environment	Configuration of server for proper communication between your handhelds and T2 Flex
✓		Install Handheld Communication Software (HCS)	
✓		Order and configure all hardware and related communication and software	All equipment shipped to you
eBusiness Implementation			
T2	**You**	**Activity**	**Description**
✓		Set up server environment	Includes creation of a unique URL for your solution.
✓		Set up test server environment	Includes creation of a unique URL for your test solution.
✓		Procure and provide Secure Circuits Layer (SSL) certificate for the production site	
✓		Set up permanent test environment	This is post go-live and requires an additional fee.

Phase III: Data Conversion

T2 understands that your data – and its preservation – is the key to your success. That's why this phase is handled by an experienced team of specialists within T2, who are totally dedicated to making sure your data is properly prepared for T2 Flex. This team works on nothing else but preparing your data, and they work closely with your T2 Project Manager to ensure timely, accurate delivery of all deliverables as outlined below:

Data Mapping Consulting	
Activity	**Description**
Create data mapping documents	T2 Data Specialist will create these documents from the first data export provided
Finalize data mapping documents	Although the T2 team will work with you, you are responsible for reviewing the data mapping and identifying issues or errors. Approval and sign-off is required before moving forward with samples.

Delivery of Two Data Samples	
Activity	**Description**
Conversion of data using approved data mapping documents	You will review first sample and T2 will make changes based on your feedback; all changes are documented and resubmitted. A second sample is then converted and resubmitted for approval. If you're planning to host the application, T2 will post the data on our .ftp site for you to import into your local environment.
T2 Internal QA Process	
Activity	**Description**
Record count checks	T2 Data Specialist conducts record count checks and data spot checks comparing data from the source system to the T2 Flex data.
Customer Validation	
Activity	**Description**
Testing and validation	You are responsible for testing each sample and validating the data as compared to your legacy system.
Issue identification	You will report – in writing - any issues or errors you find that must be corrected with the subsequent sample or go live conversion.
Final sign-off	You are required to sign-off on each sample prior to proceeding with the project; any changes required to the data after sign-off may be subject to additional charges.

As your go-live date approaches, your T2 Account Manager will work closely with you and your team to determine the delivery date and time of your production data to T2 and the return delivery to you. Factors such as data size and your actual go-live date are factors that are considered during this phase.

Phase IV: Process Discussion and Pre-Implementation Visit

In addition to a T2 Project Manager, you will also be assigned an Implementation Consultant (IC) – the one who will actually help you implement your T2 solution. Your IC will become someone you know well and in turn, your IC will come to know you, your team, and your organization even better than others who may work with you! The personal attention you receive from your IC is something you won't receive from any other vendor, and for most T2 Flex projects, your IC will be on-site, at your location for multiple days. Following are some of the activities on which your IC will work with you during the onsite visit as well as during ongoing meetings and phone conversations:

Understanding your business practices

T2 IC will have regular meetings with you so he or she can acquire an understanding of your current business practices as it relates to each T2 solution
T2 IC will review any policies and procedures manuals
T2 IC will review current software application processes

Recommending industry and software best practices

T2 IC will demonstrate procedures using T2 Flex best practices

Documenting procedures

T2 IC will provide a document that will include all specific business practices for use during go-live and post go-live as needed

Understanding report requirements

T2 IC will gather reporting requirements and modify 5 existing reports; additional reports can be modified or custom reports can be created for an additional fee

Assist in applying business practices to T2 Flex settings

T2 IC will create a configuration checklist based on business practice discussions. For data conversions or migrations, the T2 IC will help load configurations in configuration database. Depending on your specific project and T2 solution, your IC will work with you on other required deliverables. For Interface Projects, Handheld Implementations and e-Business Implementations your IC will:

- Finalize interface or other requirements based on business practices and desired outcome, and obtain your sign-off
- Provide a document outlining your process(es) and the necessary configuration for the interface to work properly
- Provide a document explaining your process(es) and the necessary configuration for the handheld to work properly

Phase V: Pre-Implementation Training

The training you receive during your implementation process – and the training available to you after you go-live – is another component that makes T2's process so unique. Your pre-implementation training is not a "canned" package that everyone receives; it's designed specifically for you, based on your needs, your business practices and the specific T2 solution you've purchased.

Training sessions are offered in both a recorded and live format, all designed to give you the skills you need to get comfortable working in T2 Flex. And for all of your T2 Flex application training, you'll have access to a training database – a virtual "playground" on which you can practice and learn the ins-and-outs of using T2 Flex.

Recorded Training Sessions

At the time your project kicks-off, you'll receive a login to the T2 customer website from which you can access a library of recorded training sessions – on all T2 solutions. Based on your unique login and password for the website, you'll be set-up with a list of both REQUIRED and

RECOMMENDED sessions that you complete prior to your IC coming on-site. The required and recommended lists are based on your current business processes and your specific T2 solution; all sessions are available to you from project kick-off until two months after your go-live date.

Live Training Sessions

In addition to the recorded sessions, your implementation includes several live training sessions as well. These sessions offer the most benefit to you by having an instructor with whom you can ask questions and get continuous feedback during the session.

Implementation "Go Live"

Once you've completed the five implementation phases, it's time to "go-live" with your T2 Flex application. But just because you're officially turning on your solution, it doesn't mean that support from your T2 team is turning off. In fact, your Implementation Consultant is fully engaged during this week, providing assistance with anything you need, with special emphasis on configuration and in-depth training.

Configuration

In terms of configuration, your T2 IC will help finalize the configuration of business rules and the set-up of automated processes. Since the IC is on site for go-live, he or she can quickly assist with any configuration changes that are necessary as the staff starts using T2 Flex. In addition, the IC will do the following:

- Set up any interfaces and ensure they are working properly.
- Install and configure point of sale equipment.
- Load any customized letters and reports requested by the parking operation.
- Ensure that handheld equipment is set up and working properly; this will give enforcement officers time with a T2 team member who is on site to handle any questions that arise as enforcement with the new handhelds begins.
- Ensure that the data transfer from the handhelds to the T2 Flex database is successful.

Training

Your training continues from pre-implementation through the go-live process. While on site your IC can conduct training for as many as 10 individuals in your organization at a time. You should plan to have a computer lab or workstations with internet connectivity for each trainee to take full advantage of hands-on training. T2 will provide copies of your sample converted/migrated data so the training will have your configuration and your data to simulate your day-to-day operations.

Your IC will provide customized exercises and review questions for trainees to complete at the end of each topic. This ensures that they have a complete understanding of the material and are able to complete tasks on their own.

Go Live!

The final day of the on site visit is reserved for your team to begin using T2 Flex with the IC shadowing users as they get started. This increases the comfort level of your staff knowing there is someone ready to assist should they have any questions as they begin using the software. The IC will also provide a customized day-to-day procedures guide as a quick reference especially for any special procedures required by your parking operation.

eBusiness Implementations

If you're implementing a T2 e-Business Solution, there are some additional processes that must be completed prior to deployment. During the process discussion and requirements gathering process, your IC will work you to develop the requirements for your specific solution.

Prior to the go-live date, each specific solution is demonstrated to your team, who then is responsible for testing the solution – with assistance from your IC and the T2 developer. During this time, the T2 developer will work closely with your T2 Project Manager and IC to ensure all feedback is incorporated and properly tested.

The actual go-live process is also somewhat different, following more of a two-step approach. Beginning with what we call a "soft launch", you will be asked to conduct specific activities on the production site prior to it being available to your customers/parkers. During this time you will have control of the site and should sell at least one permit and pay at least one citation. This will help both you and T2 determine if your solution is working from end-to-end in the actual production environment. Once the "soft launch" is approved, your new parking website can be made public.
Ongoing Training, Documentation and Support

Once you come through the two week post go-live period, you will have ongoing access to valuable training, documentation, and support resources. All of these resources are designed to ensure you always have the most up-to-date training and information available.

Training

We understand that learning to use a new solution can take time and practice, so we continue to provide the training you need on all T2 solutions so your team can become as efficient as possible. A complete library of recorded training sessions is available from the T2 customer website – many for free, and some for a fee. In addition, T2 offers live WebEx training sessions – eliminating the need for travel – throughout the year, as well as several in-person workshops on specific topics.

Documentation

At any stage of the implementation and beyond, you can have access to all of our documentation online. T2 Flex Online Help provides comprehensive step-by-step instructions for all of the procedures in T2 Flex and is accessible from any test or live T2 Flex database – just click the "?" in the upper-right corner of the application.

In addition, the T2 Knowledge Base (knowledgebase.t2systems.com) gives you access to the latest documentation on all T2 solutions that fall outside the realm of T2 Flex Online Help. The T2 Knowledge Base is a comprehensive online tool lets you search specific topics, print specific pages or customize and develop your own "user manual" in PDF format.

Support

After the two week post go-live period, you will have access to the professional T2 Support Services team. You can reach a support representative through phone or e-mail, but we also offer a Solutions Portal from the T2 customer website, from which you can submit a support case, keep track of your individual cases, and research existing support solutions. Many of these solutions link directly to our online documentation resources mentioned above.