PARKING ADVISORY COMMITTEE AGENDA
Wednesday, February 15, 2023 - 6:00 PM
City Hall, Council Chambers, 169 SW Coast Hwy, Newport, OR 97365

All public meetings of the City of Newport will be held in the City Council Chambers of the Newport City Hall, 169 SW Coast Highway, Newport. The meeting location is accessible to persons with disabilities. A request for an interpreter, or for other accommodations, should be made at least 48 hours in advance of the meeting to Erik Glover, City Recorder at 541.574.0613, or e.glover@newportoregon.gov.

All meetings are live-streamed at https://newportoregon.gov, and broadcast on Charter Channel 190. Anyone wishing to provide written public comment should send the comment to publiccomment@newportoregon.gov. Public comment must be received four hours prior to a scheduled meeting. For example, if a meeting is to be held at 3:00 P.M., the deadline to submit written comment is 11:00 A.M. If a meeting is scheduled to occur before noon, the written comment must be submitted by 5:00 P.M. the previous day. To provide virtual public comment during a city meeting, a request must be made to the meeting staff at least 24 hours prior to the start of the meeting. This provision applies only to public comment and presenters outside the area and/or unable to physically attend an in person meeting.

The agenda may be amended during the meeting to add or delete items, change the order of agenda items, or discuss any other business deemed necessary at the time of the meeting.

1. WELCOME AND INTRODUCTIONS

1.1 Memorandum.
Memorandum

2. ROLL CALL

3. APPROVAL OF MINUTES

3.1 January 18, 2023 Parking Advisory Committee Meeting.
Draft Parking Advisory Comm Mtg Minutes 01-18-2023

3.2 January 30, 2023 Parking Advisory Committee Meeting.
Draft Parking Advisory Comm Mtg Minutes 01-30-23

4. DISCUSSION ITEMS

4.1 Discussion with T2 Systems Inc Regarding Elements of the Parking Management Solution.

5. PUBLIC COMMENT
This is an opportunity for members of the audience to bring to the Work Group's attention any item not listed on the agenda. Comments will be limited to three (3) minutes per person with a maximum of 15 minutes for all items. Speakers may not yield their time to others.

6. ADJOURNMENT

HANDOUTS

Meeting Materials:
Council Staff Report 2/6/23 Mtg (w/o attachments)
Updated Bayfront Parking Management Map
T2 Systems Proposal
Janet Webster Letter 2-14-2023
Staff Response to Janet Webster Letter
Cris Torp Letter 2-15-23
Staff Response to Cris Torp Letter

City of Newport

Community Development Department

Memorandum

To: Parking Advisory Committee

From: Derrick I. Tokos, AICP, Community Development Director

Date: February 10, 2023

Re: Topics for February 15th Parking Advisory Committee Meeting


At its February 6, 2023 meeting, the City Council announced its intent to award the contract for the Bayfront Parking Management Solution to T2 Systems, Inc. in an amount not to exceed $260,000 over a five year period. There is a seven (7) day protest period that expires on February 15th. We can award the contract after that date, assuming no protests are received.

The primary objective of this meeting is to confirm the items that the City will be acquiring from T2 Systems so that we can make sure they are accounted for in the contract. It is also an opportunity to review the implementation schedule. Attached, for background is the staff report that I put together for the City Council that summarizes the scope of services we are pursuing. It also includes the budget over a five (5) year period. Services from T2 Systems, Inc. related to the adjudication of parking citations and collections are not included. It is something the City may pursue separately, once we have had a chance to better gauge the impact the changes will have on City operations.

Poppy Guloien with T2 Systems, Inc. will attend the meeting through our video-conference link to clarify aspects of the services they can provide and to hear from you about what we are looking to accomplish.

Enclosed is an updated map showing where the parking kiosks could be installed. I had a chance to walk the Bayfront with City engineering staff to identify appropriate locations, and will tee up street view or photos for the meeting so that you can get a better since of where thy could be placed. It amounts to ten (10) kiosks. We will also need to decide on whether or not the kiosks will include a coin/bill option, as that will impact pricing.

We will need to order text to pay signs to complement the kiosks (see image). They are 10 x 18-inches in diameter and we estimate that a total of 45 signs will be needed. Our preference is to mount them on city-owned ornamental light poles on the west end of the Bayfront. That is not an option for the Central Lincoln PUD poles, so the City will need to install new posts in the center and east end of the Bayfront.
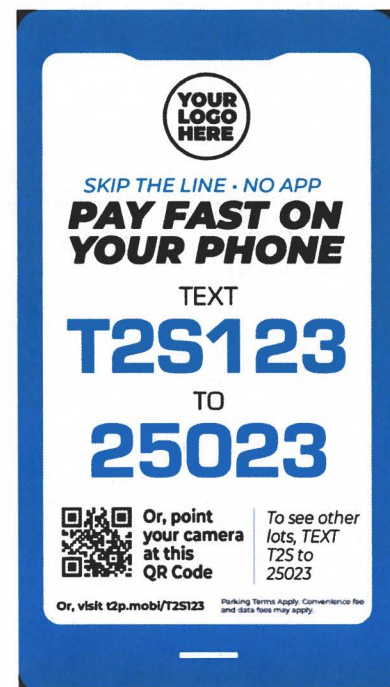
Lastly, I'll pull together a summary of the e-permitting and metering fee concepts we have previously discussed, including the boundary of the permit zones, as that is information we will need to provide to T2 Systems.

Attachments
Council Staff Report 2/6/23 Mtg (w/o attachments)
Updated Bayfront Parking Management Map
T2 Systems Proposal

3

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Draft MINUTES
Parking Advisory Committee
Meeting #5
Newport City Hall Council Chambers
January 18, 2023

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Committee Members Present: Aaron Bretz, Janell Goplen, Bill Branigan (*by video*), Aracelly Guevara, Doretta Smith, Jan Kaplan, and Robert Emond.

Committee Members Absent: Nevin Beckes (*excused*), Ian Clayman, and Gary Ripka.

City Staff Present: Community Development Director, Derrick Tokos; Police Chief, Jason Malloy; and Executive Assistant, Sherri Marineau.

Public Present: Chris Torpe.

1. **Call to Order & Roll Call.** Meeting started at 6:00 p.m.

2. **Approval of Minutes.**

   MOTION was made by Robert Emond, seconded by Aaron Bretz, to approve the November 16, 2022 Parking Advisory Committee meeting minutes as written. The motion carried unanimously in a voice vote.

3. **Review and Score Responses to Request for Proposals (RFP) for the Bayfront Parking Management Plan.** Tokos started the review of the proposals for the RFP.

   A discussion on the proposal from T2 Systems commenced. The following comments were heard: Smith thought T2 was the most thorough, and liked that they had inhouse solutions versus others who were system integrators. She thought their proposal was well thought out and presented. Goplen did her own reference checks outside of the ones in the proposals and found that they had the best reputation. She spoke to Santa Cruz who said T2 worked well for them. They were currently taking all of their meters out and utilizing the T2 system along with the ParkMobile system. Goplen reported Santa Cruz leased the equipment and would then own it in after five years.

   Smith pointed out that a few of the proposals were just to provide service only, but T2 provided everything. Malloy ranked T2 as the highest and said he didn't look much at the implementation but thought the usability for enforcement officer integrating with our records management, and the hardware for the e-ticketing was very attractive. He liked that they had the ability to flag vehicles. Malloy also liked their data collection and the ability for people to pay the company for debt collecting and unpaid citations. They were the only ones who had a city of Newport's size they were servicing.

   Bretz scored T2 the highest. He thought their software and hardware was good. He scored ParkMobile really close behind them, then Civic Smart was at the bottom of his list. He questioned how CivicSmart's equipment would stand up to corrosion and vandalism, and didn't like that they were focused mainly on big cities.

   Goplen agreed that T2 scored the highest for her. She thought Newport should be open to utilizing a couple of companies together. Goplen liked the feedback from the two people that said T2 was easy to work with.

Page 1   Draft Parking Advisory Committee Minutes – 1/18/2023.

4

Kaplan agreed with what others were saying and questioned if it was an advantage to own the equipment or not. A discussion ensued regarding utilizing the T2 system along with a mobile app such as ParkMobile or Flowbird. Smith stated she would rather go with one provider who was responsible for the whole thing. Malloy thought that was a good point and gave an example of how two of their police cars had been integrated with their records management and e-ticketing systems the same way, but they couldn't get one of the cars system to work. He was nervous when there were multiple vendors. Branigan didn't have any comments.

A discussion on the proposal from CivicSmart commenced. Goplen noted the comments from their references said they weren't intuitive, battery replacements were tricky to do, sensors didn't work right, and people were complaining about ticketing. Bretz noted that solar power didn't always work on the overcast skies of the coast. Branigan thought it was too complicated. Malloy thought the CivicSmart system would mean they would need a full time officer to man parking and check the sensors for vandalism. Edmond thought that because the technology was changing so quickly it didn't make sense to be an early adopter in the program. Goplen pointed out other feedback was that the time-lapse of paying for parking and the sensors didn't corollate well. Bretz questioned if Newport had the wi-fi to do all the coverage for this. Malloy asked if they could ask follow up questions. Tokos reported they could do follow up interviews.

A discussion on the proposal from Parking Design Group commenced. Tokos reported they scored the lowest for him and noted they were requesting an exclusive agreement with Newport. Bretz had them at the bottom of his list. Smith pointed out the firms owned the hardware and they appeared to be a system integrator. Branigan questioned if exclusivity meant everyone in Newport had to use it. Tokos didn't know. Branigan scored them low.

A discussion on the proposal from ParkMobile commenced. Tokos pointed out they didn't address if they would bring in others as partners. He thought they only supplied a partial solution. Bretz reported the Port used them. He explained it would be a choice for Newport on how much they wanted to take on versus how much they wanted to pay a service to take care of enforcement. He liked ParkMobile because they were transaction based and Newport would just have to put up signs and a kiosk. This would come down to more of the back end of sending letters, enforcement and following up for Newport. Tokos noted that ParkMobile didn't do enforcement and Newport would have to integrate that with someone else. Goplen noted that at the University of Oregon 70 percent of the people who parked used the app to pay. When the system went down people went to kiosks to pay. Bretz reported the Port's system went down sometimes and they had an 800 number to call. Malloy didn't like the fact that they had too many integrations and they had to work with too many people. Goplen noted other comments she heard was that the internet went down a lot. Also, if they were doing zones the signage would be important. Goplen noted the ParkMobile app was set up so a person parking could say they were in a parking spot and it would keep the time rolling. If they forgot to say they left the spot it would charge them for a whole day for parking.

A discussion on the proposal from Flowbird commenced. Tokos thought it was a solid option but was disappointed in the structure of their proposal. Smith pointed out they only had an android system for enforcement. She questioned if an officer who had an iPhone could use it. Malloy reported enforcement could use a phone or their more robust device. He was also confused on their pay structure. Goplen pointed out they could buy their hardware. Malloy noted they had a phone or a device. He marked them lower than T2 but thought this company would run for a long time. Smith didn't like that they gave a cost per piece instead of a package price. Tokos noted they provided the base price and he could tally this up. Kaplan had a hard time trying to sort out their proposal. He suggested if they interviewed them the Committee should provide a format for them to use as a comparison.

Page 2   Draft Parking Advisory Committee Minutes – 1/18/2023.

5

Smith thought they should narrow it down to two vendors and do some follow up questions with them. Bretz liked Flowbird's local help desk number. Smith asked if the validation had been addressed. Tokos noted this was addressed in a few of the proposals.

Malloy reminded that whichever vendor they chose would keep a portion of the funds. He asked if the city would handle the remainder of the fund for enforcement internally or if they would they have the vendor collect this along with collections. Goplen asked if there would be a parking office at the city. Tokos explained they were looking to minimize this. They wanted the vendor's resources to do a lot of this because the city didn't have the staffing to do so. They would need a conduit through the Police or Finance Departments to do this. They would then have to figure out how to switch out kiosks with Public Works. Bretz noted T2 had a system for this and why he liked them. Tokos noted they weren't rolling out metering for Nye Beach and the City Center but he expected enforcement for time parking for those areas to be eventually rotated in with this. He wanted to see it structured so that it took burden off of the city. Malloy noted they didn't have a full time municipal court clerk and there wasn't enough time in the day for them to process unpaid citations piled up. He thought Finance would be happy for the vendor to do the citations and collections. Goplen noted that one vendor would send texts to people to say they hadn't paid the citations. Bretz thought notifications were important so people didn't learn there was no enforcement and it fell apart. Goplen asked what happened to the data they collected and if the city could access it. Malloy thought most vendors had reports. Goplen suggested they do auto responders through this data and send out notices to engage people who parked in Newport.

Emond was in favor of using the T2 System partnered with ParkMobile. Malloy wanted to see less hardware in the system they chose. This was new to the city and they needed to cater and respond to all of the community because not all people were phone savvy. He suggested the first phase be a combination of options and then the second phase could be less. Goplen pointed out vendors also had prepaid parking cards to use for parking. She thought businesses could also sell cards as well.

Branigan reported that he had contacted the fulltime parking manager for the city of Bend who used the T2 System. He suggested the parking manager join in on a zoom meeting to answer questions on what the vendor may or may not do. Malloy had concerns about lining up multiple devices for parking violations if they were to use two companies with a kiosk and an app. Tokos thought the initial rollout should cover all the bases. They could always shift over to something else than T2 down the road.

Goplen thought they should definitely talk to T2. Smith thought they should also talk to Flowbird. The Committee was in general agreement with this. Tokos would reach out to these vendors and set up interviews in the next week or two. This would be set up as a Zoom meeting. Fridays were good for most of the group. Many were available on January 27th in the morning. Goplen said she was available on February 3rd as well.

Tokos asked if the Committee had any specific questions to ask the vendors. Goplen thought they should ask what the warranty on their products was. Malloy suggested asking if there was a possibility of a lease. Tokos thought they should ask them to break out the cost for first three years. Bretz thought they should ask if there were cameras in the kiosks. Malloy thought they should ask if they had access to the data besides the statistical. Tokos thought they should ask if the included collections. Malloy thought they should ask if they had collections capability and what the fees would be for that. Branigan suggested they ask if the vendor did the collections or if they farmed it out. Bretz though they should ask what the kiosks needed for power, connectivity and wi-fi. Malloy thought to ask if they operated off of direct internet or if they used wi-fi. He also suggested they understand how far the city services went for certain areas. Smith thought they should ask the IT Department to attend interviews so they

Page 3   Draft Parking Advisory Committee Minutes – 1/18/2023.

6

could ask questions. Malloy also wanted to know if the vendor's data had the ability to integrate with the Tyler Solutions, the records management system the police used.

Goplen wanted to know who would be turning the chargers on and off in different areas. Smith pointed out this was why we needed to involve the IT Department in the interviews. Goplen wanted to know who people would talk to when there were problems with the system. Tokos thought this would fall on the City Manager's office because they managed special events. Smith thought they should share the T2 and Flowbird proposals with the IT Department. Tokos would do this.

Tokos wanted to make sure there was a conversation about rollout, and how they got the word out. Goplen wanted to know how exemption codes would work for people who didn't have a credit card or phone to pay. Smith asked how people who had handicapped decals got exemptions. Malloy reported that time parking wouldn't apply to them but they couldn't park in the no parking zones. Tokos thought they should talk to the vendors on their techniques for roll out. Emond wanted to hear how good their license plate recognition was. Goplen wanted to know if the vendors could send out notices to anyone who had registered with their system to be able to offer them free $10 for parking.

Branigan asked if Newport had enough handicapped spaces on the Bayfront to satisfy the any requirements. Tokos reported that a lot of the accessible parking requirements were keyed off of development and they applied in an off street context. The parking lots had some accessible spaces. Tokos thought they needed to research and address this. Malloy thought there would be a benefit to having two more loading zones on the Bayfront Kaplan asked how kiosks would handle RVs or oversized vehicles. Malloy thought this was a parking enforcement issue, not a kiosk issue. He noted typically RVs with parking violations would get a citation printed and posted on their vehicle. Tokos reminded most of the vendors had a portable printer to do this. Goplen asked if the public could be texted to tell them their meter was about to expire and to extend the time. Tokos requested the Committee send him any other questions they have.

4. **Overview of Parking Enforcement Strategies and Statistics with Chief Jason Malloy.** Malloy reported they had budget for a parking enforcement officer in June. The City Manager had approved an immediate hire. Malloy thought it would be great to have this officer work directly with the vendor from day one. The Police Department (PD) would go through the hiring process and Malloy thought they would be hired in April so they could work with vendor.

Malloy reviewed his report on the contracted parking enforcement collections and citations, and reported that the Bayfront got the most attention. He noted that there would be one person who would be a citywide parking officer, not just for the Bayfront. The Community Service Officer (CSO) had the ability to do parking enforcement. The parking officer position would work weekends and be off on Mondays and Tuesdays, but they could adjust this. The CSO would help them, but Malloy reminded they still had to do parking enforcement for the whole city. He explained this position wouldn't enforce abandoned vehicles.

Bretz reported he received calls from fishermen who weren't happy because they had concerns that they were being kicked out of the Bayfront. Malloy noted outreach would be important to show them the benefit of the parking program. Tokos noted this was about changing behaviors and wasn't associated with just tourists. People who worked on the Bayfront needed to adjust as well. Malloy reported there had been 600 to 1,000 violations written on the Bayfront. They had fulltime parking enforcement up to 2019. For the last three years there had been no enforcement and there were hundreds of violations occurring that the PD couldn't focus on. Bretz noted they still needed to figure out the fee schedule, and noted the complaints he received concerned this. The fishermen were looking at the worst case scenarios and using that to complain. Bretz thought it would be helpful in the

Page 4   Draft Parking Advisory Committee Minutes – 1/18/2023.

7

messaging to the community that the goal was to create more parking turnover. He thought the idea that collecting a fee for a public resource was unfriendly was false. It was unfriendly if it was done by an iron fist and not communicated to the community. Bretz noted that typically the longer someone parked the further away they would expect to park. Goplen thought marketing on this was important.

Smith asked what the timeline was to make a decision on the fees. Tokos reported this would be the topic at upcoming meetings, and they had notes from prior meetings to go off of. Guevara asked if they could follow another coastal city on how they set their fees. Tokos noted they looked at a few different examples of price parking for this. Guevara suggested they base the fees on the income average of the community. Tokos explained they were consistent with pricing on the metering at a $1 per hour. The adjustment was about when they city would choose to charge for meters. The Committee talked about shifting this to a May to October time period, from 10 a.m. to 7 p.m. or 11 a.m. to 7 p.m. Then winter be set at weekends only. Tokos reported they needed to figure out the pricing of permits. Emond thought they also needed to determine the length of the permits. Tokos noted they would also need to figure out the day pass component and the price for lots. He would bring this forward in the coming meetings and thought the vendors might have some thoughts on this. Tokos thought the roll out could be a phased roll out. Bretz thought the better thing to do was to make sure the details were figured out now to make sure that the public, who may have forgotten what the previous discussions were, were more informed. Chris Torpe reported that there was a News Time article that alluded to cars being booted on the Bayfront due to meters. Bretz thought this was why it was important to get the correct details out to the public. Tokos noted there was an art to pricing permits enough that they would encourage behavior change, but not so high that it was an economic burden on everybody. He didn't think anybody would be blindsided on this because people would have a reasonable amount of time to digest the information and make adjustments.

5. **Naming of City Parking Lots.** Tokos reviewed the parking lot maps. He reported that the City Manager asked the Committee to formally name the parking lots. Tokos asked if they were comfortable with the approach to name the lots based on their adjacent street. Smith thought the two lots on Hurbert would be a problem if they did this. Malloy noted the new camping ordinance prohibited camping areas as parking lots. The PD was looking at the city lots and trying to find a way to identify the lots to put up a signs on where the public couldn't camp. It made sense to say that the lot had the name of the street it was adjacent to so they could put up a sign with the lots name on it to say they couldn't camp on that lot. Malloy noted the PD looked at how many lots had signs and found that most didn't. Goplen requested the signs be pretty. Malloy reported they had district signs already. Guevara thought they should have a map of Newport that showed the parking lots. Goplen reported there were some wayfinding signs in Newport. Malloy noted the city had a sign shop and could make signs. Smith didn't want a parking lot named Deco District.

The Committed reviewed the locations of the lots and determined the following names. For the Bayfront they determined that names for the different lots would be Canyon Way Lot; Abby Street Lot; Fall Street Lot; Bay Blvd Lot; and Lee Street Lot. The City Center lots names would be SW Hurbert Street Lot, SW 9th Street Lot; and Angle Street Lot. The Nye Beach lots names would be Jump-off Joe Lot; Nye Beach Turnaround Lot; Visual Arts Lot; Don and Ann Davis Park Lot; Performing Arts Center Lot: and City Hall Lot.

6. **Public Comment.** None were heard.

7. **Adjournment.** Having no further business, the meeting adjourned at 7:57 p.m.

Respectfully submitted,

Page 5   Draft Parking Advisory Committee Minutes – 1/18/2023.

8

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Sherri Marineau
Executive Assistant

Page 6   Draft Parking Advisory Committee Minutes – 1/18/2023.

9

Draft MINUTES
Parking Advisory Committee
Meeting #6
Newport City Hall Conference Room B
January 30, 2023

Committee Members Present: Doretta Smith, and Robert Emond.

Committee Members Present by Video: Aaron Bretz, Janell Goplen, and Bill Branigan.

Committee Members Absent: Aracelly Guevara, Jan Kaplan, and Gary Ripka.

City Staff Present: Community Development Director, Derrick Tokos; Police Chief, Jason Malloy; and Executive Assistant, Sherri Marineau.

1. **Call to Order & Roll Call.** Meeting started at 12:30 p.m.

2. **Interview of RFP Proposal from T2 Systems.**

   Poppy Guloien, Regional Sales Manager for T2 Systems introduced herself and her associates Andrew Robin, Chris Cognetta, Andrew Kenakin, and Bric Fraser. Guloien gave a presentation on the T2 System for the Committee. The overview included the following points:

   - T2 Systems had been in business managing or producing parking management solutions for almost 30 years.
   - They have a 99% retention rate and 250 cities and universities using their Upsafety Solution system in the United States.
   - T2 Systems provides multiple solutions for permitting, enforcement solutions, mobile payment solutions, gates, pay stations, citation processing services, and collections.
   - They have a license plate recognition that's available utilizing a handheld device.
   - They have a customizable patron-facing portal that Newport could add branding to.
   - Their handhelds are integrated completely with the mobile license plate recognition.
   - Their solutions included a full permit module.
   - They have dashboard analytics which would allow Newport to create their own reports.
   - Newport would have its own account manager and a full support system team available 24 hours a day, 7 days a week.
   - They have a secure and open API architecture.
   - Their CityCite real-time enforcement offers data syncing that allows third-party integration and real-time verification of paid parking through the cloud.
   - Their all-in-one handheld has a swappable battery, integrated printer, almost waterproof, and rugged.
   - The handheld scan will recognize license plates but officers have the capability to manually enter in plate numbers if misread. The scanner is between 87 to 92 percent accurate.
   - You can add hotlist of vehicles in the system to alert the police about vehicles, such as one that are stolen, and tell them what to do.
   - The system will give the officer information from the scan of a license plate if the vehicle has a permit, is a scofflaw vehicle, if it has been electronically chalked, or if it has a paid meter.
   - Notifications on the handheld show information for scofflaw vehicles, violation frequencies, hot list warning, permitted vehicles, and connectivity alerts.

- Tickets can be issued out in the field through the handheld system. Ticket layouts can be customized for the city.
- T2 Systems has a dashboard where prebuilt reports and spreadsheets can be accessed.
- T2 Systems works with ComSonics to install the hardware on vehicles and provide training.
- Citations can be customized to have city logo and include the license plate and officer signature.
- The system can be automated to generate letters or email notices for unpaid tickets. T2 can send the printed notices out for $1 per letter if needed. They can set up the system to link with the DMV to get owner information to send out these letters. If the city isn't allow to do this, T2's collections department can do this without sharing the owner information with the city.
- The city will have a parking webpage where the public can click on a link to buy permits.
- The city can provide a batch list of people who are eligible for permits to T2. This data can be submitted individually or by a batch list. The city is also able to create a link that they could send to someone to sign up for a permit.
- T2 partners with GeneTech for their vehicle mounted ALPR. This check up to 3,000 vehicles an hour.
- The ALPR can check if a vehicle has a permit, where they paid for parking, if the vehicle has an electronic tire chalk, and if it has a scofflaw.
- They have two different pay stations. One accepts bills and the other doesn't.
- The mobile app can be used to pay for parking, find a person's parked car, and validate parking.
- The city can add branding to the app, charge a convenience fee that the city would keep, and utilize for advertising.
- T2 keeps a percentage contingency fee for collections or they can charge 25% of the fee.

3. **Interview of RFP Proposal from Flowbird.**

Natalie Snow with Flowbird introduced herself and her associates Andreas Jansson, William Cai, Brad Magee, and Sriram Somanchi. Snow gave a presentation on the Flowbird for the Committee. The overview included the following points:

- Flowbird parking kiosks uses high efficiency solar charging system which utilizes 4G wireless communications.
- Kiosks have a flexible user interface to pay by plate, by space, or a pay and display a ticket.
- Kiosks take coins, bills, debit card, credit cards or contactless payments.
- They can integrate with the Tyler Munis system and have an open API to integrate with it.
- They can do either a cellular connectivity or ethernet connection for kiosks.
- Flowbird can do pay station branding to add designs to the outside of the kiosks.
- Flowbird's mobile parking app allows the public to pay for parking, extend payments, is GPS base, had a touch/face ID, has a find my car feature, and integrates with third party enforcement systems.
- Their system can do merchant validations.
- The app can send out emergency notifications.
- If a person doesn't have the app or an account they can use the text to park feature to pay.
- Flowbird has a digital permit portal where the customers can purchase or renew permits, do bulk business permits, employee permits, and receive notification and reminders.

Robert Emond left the meeting at 2:00 p.m. ending a quorum.

Page 2   Draft Parking Advisory Committee Minutes – 1/18/2023.

11

7. **Adjournment.** The formal meeting was adjourned at 2:00 p.m.

Respectfully submitted,

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Sherri Marineau
Executive Assistant

Page 3   Draft Parking Advisory Committee Minutes – 1/18/2023.

12

NEWPORT
OREGON

Meeting Date: February 6, 2023

Title: Selection of T2 Systems, Inc. for Implementation of a Bayfront Parking Management Solution

Prepared by: Derrick I. Tokos, AICP, Community Development Director

Recommended Motion: I move to issue a notice of intent to award implementation of a Parking Management Solution for the Bayfront to T2 Systems, Inc. in an amount not to exceed $260,000 and, contingent upon no protest within seven days, authorize the award of the parking management contract and direct the City Manager to execute the contract on behalf of the City of Newport, subject to review by the City Attorney.

Background Information: In March of 2020, after a multi-year process working with consultants, a citizen advisory committee, and affected Bayfront, City Center, and Nye Beach stakeholders, the City Council adopted recommendations of a parking study for managing its public parking assets (Ord. # 2163). At that same time, the City and authorized the creation of a standing parking advisory committee to work with City staff to implement the study's recommendations (Ord. #2164). Implementation was deferred during the COVID pandemic. Interested persons were recruited and appointed to the advisory committee in the spring of 2022, and the group held its initial meeting in July of that year. One of its initial tasks was to work with City staff on a Request for Proposals (RFP) to implement a parking management solution along the Bayfront that includes metered ("paid") zones, hybrid paid/permit zones, hybrid paid/timed zones, and timed zones for public parking areas in line with the concept outlined in the parking study (Ref: Figure 4, Page 4, of the attached Bayfront Parking Management Solution RFP). The purpose of the project is to improve parking turnover rates and reduce vehicle congestion with a pay to park program that influences user behavior. Resulting revenue will be used to maintain public parking areas, support parking enforcement, and to either supplement parking supply or pay for alternatives (e.g. vanpool/carpool program, tourist loop bus, etc.).

A draft of the RFP was vetted with the City Council at an 11/7/22 work session, and it was released to prospective vendors and the public on 11/18/22. The deadline for proposals was 1/6/23, and that deadline was later extended to 1/12/23. Five proposals were received, and they were reviewed and scored by the Committee at its 1/18/23 meeting. Proposals from T2 Systems, Inc. and Flowbird Group, were deemed to be the most responsive to the City's RFP, and video-conference interviews with the two firms were held with staff and parking committee members on 1/30/23. While both T2 Systems Inc. and Flowbird Group can provide infrastructure and services to meet the City's needs, a majority felt that T2 Solutions, Inc. offered the best solution.

The parking management solution offered by T2 Systems consists of four components, a cloud meter payment option called "T2 Mobile Pay" and accompanying sign package; six (6) solar powered credit card only kiosk pay stations; an electronic parking permit and enforcement module "Upsafety" with software and a handheld License Plate Reader (LPR) device for enforcement staff; and a vehicle mounted LPR camera for enforcement. A table on the next page breaks down implementation costs for a five (5) year period. Year 1 includes software setup, training, and installation of kiosks, signs, and the vehicle mounted LPR equipment. Costs for years two (2)

through five (5) are for subscriptions and service plans. The objective is to have Year 1 implementation complete by 6/1/23, and a schedule for how that can occur is included in the T2 Systems Inc. proposal. If approved by Council, a goods and service contract will be executed with T2 Systems, Inc. with an eye toward getting that in place no later than the end of February. This will provide sufficient time for the kiosks and other hardware to be ordered and delivered. Staff, with assistance from the Parking Advisory Committee and T2 Systems, Inc., will work with Bayfront stakeholders to refine final pricing, permit requirements, meter timing, coupon programs, and similar issues prior to implementation. We will also develop a rollout plan to inform users and guests of upcoming changes. The "contingency" included in the budget is intended for unanticipated issues that might come up during the implementation, and provides flexibility should there be a need for additional training(s), to purchase additional equipment (e.g. a second enforcement handheld, additional signs, etc.) or to leverage optional features offered by T2 Systems, Inc. to improve the end user experience or operational efficiency (e.g. an optional kiosk service allows guests to get a warning text that their meter will soon expire).

Summary of Services

	Year 1	Year 2	Year 3	Year 4	Year 5	5 Year Total
Cloud Meter Payment Capability (T2 Mobile Pay)	$1,249	$1,000	$1,000	$1,000	$1,000	$5,249
Six (6) Kiosk Paystations (Luke Cosmo Model - Credit Card Only - Solar with WIFI Connection)	$44,563	$5,760	$5,760	$5,760	$5,760	$67,603
Electronic Parking Permits and Enforcement - License Plate Reader (LPR) Technology (Upsafety- to be used citywide)	$8,953	$3,588	$3,588	$3,168	$3,168	$22,465
Mobile License Plate Recognition (Vehicle Mounted Genetec Camera)	$68,297	$8,772	$9,210	$9,671	$10,154	$106,104
Paystation Warranty	$6,600	$6,600	$6,600	$6,600	$6,600	$33,000
Total	$129,661	$25,720	$26,158	$26,199	$26,682	$234,420

Contingency: $25,580

Grand Total: $260,000

Once implemented, City parking enforcement will utilize License Plate Reader Technology, which is more efficient than the City's previous process, and with the vehicle mounted system the enforcement officer will not be required to stop in congested areas. The system includes digital

chalking, which would be utilized not only on the Bayfront, but areas in Nye Beach and City Center that are subject to timed parking limits. While T2 Systems, Inc. can provide collection services for unpaid parking tickets, that service is not a part of the current proposal. Implementation of this parking management solution will provide the City an opportunity to modernize its enforcement processes, including the adjudication of tickets, ticket payment, and collections. Staff will pull together information on this topic for City Council discussion at a future meeting.

<u>Fiscal Notes</u>: This is a funded capital project in the fiscal year 2022/23 budget. It is identified as Parking Study Implementation (Phase 1), acquisition and installation of parking meters (ref: budget sheet 385). The total budget is $640,000, with $415,000 coming from the parking fund and $225,000 as a loan from the Agate Beach Closure Fund. Year 1 implementation will be less than $160,000, providing a surplus such that the loan will not be needed. Parking technology has changed significantly since a preliminary budget was developed, with phone based web and text payment options coupled with signs significantly reducing the need for costly hardware (parking kiosks, individual stall meters, etc.). This is the reason for the cost savings.

City planning and engineering staff will assess opportunities to upgrade Bayfront public parking areas to coincide with project implementation. That work, which will be coordinated with the Parking Advisory Committee, would draw from remaining budgeted funds.

Meter and e-permit revenues should be more than sufficient to cover Year 2 through 5 subscription and maintenance service costs. It is not expected that project funds will be needed for this purpose.

<u>Alternatives</u>: Authorize the City Manager to proceed with negotiating a goods and services contract for the listed services at the not to exceed amount, seek changes to the scope of services or top end contract amount, forgo executing a contract, or as suggested by Council.

<u>Attachments</u>:
Bayfront Parking Management Solution Request for Proposals (RFP)
Amendment No. 1 to the Bayfront Parking Management Solution RFP
Proposal by T2 Systems, Inc., dated January 12, 2023
T2 Systems Inc. Paystation Warranty
T2 Systems Inc. Response to Supplemental Questions
Draft minutes from the 1/18/23 Parking Advisory Committee Meeting
Draft minutes from the 1/30/23 Parking Advisory Committee Interviews of Finalists
Proposal scoring summary with comments from final interview participants

Bay Front Parking Management Alternative

City of Newport
Community Development Department
169 SW Coast Highway   Phone:1.541.574.0629
Newport, OR 97365   Fax:1.541.574.0644

Aerial Image Taken 2021
4-inch, 4-band Digital Orthophotos
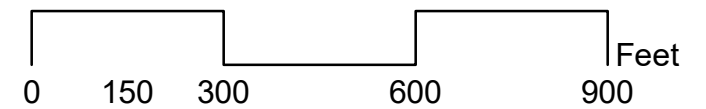
Legend

- ● Meter Locations
- Paid / Permit
- Paid Only
- Permit / Timed
- Unrestricted
- Paid / Permit
- Permit / Timed
- Unrestricted

N

Feet

0   150   300   600   900

16

Bayfront Parking Management Solution

Prepared for The City of Newport

Submitted by T2 Systems
January 12th, 2023

Derrick I. Tokos, AICP
Community Development Director
169 SW Coast Highway
Newport, Oregon, 97365

Dear Derrick,

Thank you for the opportunity to submit our unified solution for Bayfront Parking Management to the City of Newport Oregon. Our unified, in-house solution includes:

- United Public Safety (UPsafety) parking permitting and enforcement solution
- Cosmo multi-space pay stations
- T2 Mobile Pay
- Genetec Mobile License Plate Recognition serviced by Comsonics

At T2, we understand the complexities of diverse parking operations and the importance of customer service. Our proposed solution will save the city's customers time and improve their customer service experience while cutting down on in-office interactions. It will increase your officers' visibility into customer history so they can make educated enforcement decisions in the field. Parking administrators will find that reporting is so effortless and data analytics are so available to support your business decisions. Most importantly, all of our software has been designed to be intuitive for the user with simple check boxes and drop-down menus without sacrificing functionality, while offering the ability to customize to your operation's specific needs.

United Public formed in 2012 in Pennsylvania and was the passion project of a group of engineers and retired police chiefs. Their goal was to create a parking management solution that met all the requirements of a municipal parking operation, with a user interface that was intuitive and simple for operators and their customers to use. In less than ten years this solution has been adopted by more than 250 municipal customers and we are proud to have a 99.9% customer retention rate, which we attribute to how user-friendly the solution is and our dedication to customer service. Our customers have been our partners in the growth and development of the solution since its inception. We eagerly welcome feedback on functionality that will improve our solution and our development team releases new functionality quarterly. Don't be surprised if one of your suggestions becomes a new feature of the solution. Our cloud-based SaaS model ensures that you are never just paying to license the same static piece of software year-over-year.

You're paying for us to provide ongoing infrastructure expertise, software engineering, consulting and support necessary to keep you at the cutting edge of technology for the entire term of your contract. In other words, the software we will be licensing to the city in 2025 will be the same software we are selling as brand new to clients in that same year. You will never be locked into an outdated enforcement solution.

T2 Systems (UPsafety's parent company as of 2020) has over 2000 customers across North America using our various parking solution product lines. We have helped many of them transition from free to paid parking so this is an arena that we are very familiar with and we look forward to sharing our experience with the city of Newport. In the state of Oregon, not far from Newport, we serve the cities of Hood River, Milwaukie and Tigard (as well as TriMet and Oaks Park Amusements) using our UPsafety solution.

With this in mind, our solution meets and exceeds all specified requirements outlined in the RFP we are responding to, including exceeding them in key areas, such as:

- **Moving from free to paid parking with our Cosmo on-street, multi-spaced pay stations and T2 MobilePay.** Making it easy for your customers to pay for their parking. T2 pay stations are state of the art and provide the ultimate in communication between the pay stations and your team so they know if any of your pay stations require service or are in distress. T2 MobilePay is a text-to-park service that does not require your customers to download an app to their phone. We have seen municipalities increase mobile payment adoption by 25% in as little as three months when moving from an app-based payment vendor to our tokenized text-to-park platform. These solutions offer multiple validation options that will allow the city and its customers to validate parking.

- **Improving your department's efficiency** by allowing every officer the power of Automatic License Plate Recognition (ALPR) in the palm of their hands. Back-office efficiency is driven by a customized real-time dashboard, route optimization, and a reporting engine that allows administrators to create custom reports in minutes. Our reporting module gives you the tools to build your own reports and schedule them to generate and email to recipients of your choosing easily.

- **Improving the customer experience** through a Citizen Connect parking portal customized for the City of Newport, OR. Allow patrons to see all outstanding violations, dispute violations directly online, tokenize their payment methods to save time, and see your department updates which you can publish directly to the site in real-time.

- **Future-proofing the city's technology** through a continuous delivery business model, wherein all upgrades are released to current subscribers at no additional cost. A robust and always evolving API furthers this goal, by allowing low-code integrations to the best-in-class partners that best fulfill the city's mission.

- **Improving efficiency of your residential permitting program,** which is included with our citation software at no extra cost, to be used by the city if they determine a use-case for issuing permits.

On behalf of my company, I am extremely pleased to submit the following response to the city's RFP for a parking citation processing system. Please note that we contract Lob to provide our letter/notice mailing services and we contract with Duncan to provide out of state look ups for our customers. We will aslo partner with ComSonics to provide service for you Genetec License Plate recognition. T2 has been partnering with ComSonics since 2017 and together we service more than 50 accounts. I have received all addenda I am authorized to bind and negotiate for the organization and will serve as the direct contact for the administration of a contract for this project.

Thank you sincerely for your consideration. We look forward to the possibility of building a mutually rewarding partnership with the City of Newport OR.

Respectfully,

Poppy Guloien

UPsafety, a T2 Systems Company
403-998-7972
Poppy.guloien@t2systems.com

Table of Contents

Proposal Summary

We will provide a cutting edge, real-time digital permitting & enforcement platform to the City of Newport, OR, including one (1) handheld with Android software for Infraction Validation and Citation Issuance, a Site License to our Microsoft Azure cloud-hosted Management Portal for the processing and analysis of Citation, Permit and Integrated App activity, and a fully branded and customized citizen portal for self-service violation & permit management, disputes and more.

As more fully described in our technical response, all three systems work together in real-time to ensure that updates in any one facet propagate to the others immediately.

This includes virtual permits being available for sale through the citizen portal (Citizen Connect™) from the moment they are created by Administrators; that same permit being enforced by Handheld or Vehicle Mounted ALPR from the moment the permit is sold, and for an officer on the street to be guided to chalks generated by an ALPR car, or another officer, minutes before they expire. Real-time integration to all major PayByCell providers, Kiosk Providers and ALPR providers, as well as over 30 other partner integrations come standard along with a contract-long commitment to integrating to the technology partners of the city's choice over the full term of a contract.

Notable technical differentiators between our system and other leading products include:

- **CiteStream™ ALPR puts the functionality of a full car-mounted ALPR system in the palm of your officer's hand**, allowing the Android device to check payment, scofflaw, permit and overtime status as soon as a license plate comes into view of the camera - no stopping required.

- **Our Citizen Connect™ portal allows each Patron full visibility into their parking account**, with comprehensive self-service permit management including the ability to add, modify and remove vehicles, recurrently renew permits through a tokenized Credit Card, view the history and disposition of all disputes and outstanding citations, as well as the ability for city Administrators to modify the site for alerts and updates at any time.

- **Our analytics suite, dashboard, and fully customizable reporting allow you to report on any metric, at any time.** This means you will never have to ask for a custom report again, while facilitating new and deeper insight into your enforcement practices, collection rates, payment channels, officer productivity, citation issuance equitability and more.

Beyond just providing materially upgraded software and hardware, our solution meets the project requirements by providing:

- **A scalable solution** that accommodates future growth in the city's technology and data needs.

- **An automated notification system**, which can send out notifications via mail and/or email to remind Patrons of hearing date, failed payment attempts and ticket payment.

- **Nationwide owner lookups**, augmented by Duncan Solutions proprietary retrieval services. They maintain direct integrations to all 51 DMVs and 5 Canadian provinces, in addition to NLETs and an in-house team dedicated to registered owner determination. Their out-of-state hit rates near 90%.

- **Payment terminals available** at additional cost for debit and credit card transaction for more efficient, touchless, in-person interactions.

- **Automatic flat file export to your hearing entity and ERP** are available entirely out-of-the-box. Access to our API for real-time integrations to other potential systems is fully included.

- **Comprehensive integration to and utilization of Citation Collection Services, LLC, who** can provide collections services and support under this solicitation, will allow collection information to be viewed directly through the CityCite® Management Portal. As more fully described in their own section, their collection rates on turned over citations near an industry leading 60%.

- **Full integration with vehicle-mounted Mobile LPR** is available if the city would like to implement that technology and use it in combination with our **CiteStream™ handheld ALPR** functionality.

Beyond software features, we fully understand that implementation, training and support for the life of the project are equally critical. That's why, if selected, our customizations start with fully understanding what makes the City of Newport's parking operation unique. In line with what we discover, our team begins the customization process. This includes:

- Mapping the currently utilized parking ticket to a format that is user-friendly to constituents, fast to issue for officers, and fully acceptable by local ordinance;

- Customizing the functionality of the application, by mapping street names to GPS locations, customizing your Chalking, Meter, and Booting functionality and formalizing your citations escalation path;

- Working with disparate vendors to seamlessly integrate the flow of the data in the way the city prefers;

Once this customization is complete, your dedicated project manager and training team will conduct an in-depth training. Afterwards, you will have direct access to your project manager as well as our in-house support team, who have been trained on your unique installation, and are available 24/7/365, with a one-hour SLA.

In conclusion, we believe we have a firm grasp of the requirements of this project and understand how our solution can meet and exceed the city's functional requirements for a best-in-class parking management system that does more for Administrators, Officers, Residents and Visitors.

Company Profile

T2 systems was founded in 1994 with one simple goal: make parking better.

We recognized that emerging technologies were ready to revolutionize parking, making it easier for parkers and parking administration alike. Since then, we've been a leader in the parking industry and continue to pave the way with new technologies that help you seamlessly manage parking, mobility, and transportation services.

Today, we provide comprehensive solutions to process transactions and leverage data to help our customers make informed decisions about their operations. Our unified parking management platform puts all the tools you need to be efficient and effective at your fingertips, with one turnkey suite of solutions to manage Permits, Enforcement, PARCS, Pay Stations, Mobile Payments, and more. With a strong track record of delivering projects that generate real return for our customers, and by delivering a quality experience for parking patrons, T2 continues to focus on helping our customers move their operations forward. Our products, process, and people have helped us build a client base several times larger than the next North American parking solutions provider.
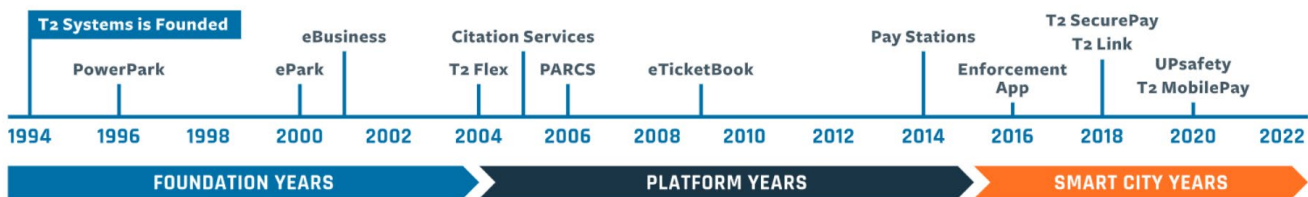
And now that T2 has been acquired by Verra mobility, our opportunities for growth, innovation, and providing our customers with unified, multi-faceted solutions have gained even more momentum. Verra Mobility is an established leader in developing and implementing intelligent traffic management products and services. Verra develops and operates a wide range of platform-based solutions. These include red light camera, speed camera, automated license plate recognition (ALPR) and school bus stop arm camera systems, all which use advanced sensor and image capture technologies that enable the active management of state and local motorways. Through T2 Systems, Verra will also offer leading parking management and payment technologies to support additional smart technology objectives.

NOTE: Neither T2 nor Comsonics has been involved in any product related litigation, and the result of such action, pertaining to any public project undertaken by the Proposer or major subcontractors within the last five (5) years.

Our Customers

We support customers who operate locally, regionally, and nationally – many of whom are parking industry leaders and award-winners. These range from large university campuses and municipalities to smaller destination towns, as well as private operators, healthcare facilities, and more.

Unify Your Parking Operation on One Platform

T2 provides customers with a comprehensive portfolio of integrated parking solutions. Choose the services that meet your current scope and be sure that you can expand your parking program with future-proof solutions simply, with a provider that you trust.

Permits and Enforcement

Our municipal customers rely on our UPsafety suite of user-friendly administrative and customer-facing permit management software, while enforcement officers in the field trust intuitive handhelds and integrated LPR technology to easily and efficiently find those in violation.

Customers in education and those requiring more complex permit parameters rely on Flex, which allows complete customization of your permitting and enforcement. Flex also powers T2 PARCS operations.

PARCS

The T2 PARCS solution is not a one-size-fits-all access and revenue product. It is a reliable, comprehensive solution created and designed specifically for your operation, and it empowers you with the right software, hardware, and analytics capabilities to effectively manage permit parking access and ensure the accurate capture and reporting of revenue.

Multi-space Pay Stations and Mobile Payments

T2 Luke® Multi-Space Pay Stations are user-friendly and versatile, ideal for both on- and off-street environments. Luke Pay Stations are engineered for long life and can be deployed in any climate. The back end is powered by the highly configurable and data-driven Iris™ software, which puts you in total control of your parking operation. With Iris, you can manage Pay Stations and all integrated systems that support them: enforcement, mobile payments, LPR, accounting solutions, and more.

Analytics

T2 Analytics is our business intelligence platform that supports an enterprise view of parking data allowing our customers to consume, share and use their parking data along with the platform's analytic models and business intelligence tools to support smart business decisions.

Citation Services

Our Citation Services solution provides full citation and payment processing, as well as delinquent citation collections, by customer service agents who understand parking operations and provide excellent customer service to you and your parkers while increasing the parking operation's revenue.

T2 Customer Community

The T2 Customer Community is a source for collaboration for our customers to connect, discuss, and share parking best practices with one another. Together, they help define and develop next generation functionality across our solution portfolio. More than 7,500 individual members are active in our online customer community. Within the T2 Customer Community, you can:

- Easily find solutions, ask questions, and collaborate with your parking colleagues
- Submit a case to T2's Support team and track the status
- Join groups to discuss solutions, solve problems, and collaborate with peers in your industry or region
- Submit ideas to the T2 Product team or vote for others' ideas
- Stay informed on the latest T2 solution updates
- Earn points for engaging with the Community and redeem them for rewards like T2 swag or a registration to our annual Connect user conference

Work Plan or Proposal

One Cohesive, Turnkey Solution

Our proposed solution is composed of four technologies working in tandem: UPsafety Permits and Enforcement, T2 Luke Cosmo Pay Stations, T2 MobilePay, and Genetec Mobile LPR.

There are many benefits to sourcing all these features from one company, including complimentary integrations and a support team who has full visibility into your whole operation, empowering the support team to assist with every facet. Our development team thoroughly tests all new products with all our solution sets to ensure they work together seamlessly upon roll out – peace of mind you may not have with disparate solutions. **Below is a summary of the products working together to deliver your turnkey solution:**

UPsafety

Our municipal customers rely on our UPsafety suite of user-friendly administrative and customer-facing permit management software, while enforcement officers in the field trust intuitive handhelds and integrated LPR technology to easily and efficiently find those in violation. This solution includes a customizable patron facing portal where your customers can pay for citations or appeal and apply and pay for permits.

Luke Cosmo Pay Stations

T2 Luke® Multi-Space Pay Stations are user-friendly and versatile, ideal for both on- and off-street environments. Luke Pay Stations are engineered for long life and can be deployed in any climate. The back end is powered by the highly configurable and data-driven Iris™ software, which puts you in total control of your parking operation. With Iris, you can manage Pay Stations and all integrated systems that support them: enforcement, mobile payments, LPR, accounting solutions, and more. We have more than 1400 customers across north America with more than 20,000 pay stations deployed in the field to date.

T2 MobilePay

T2 MobilePay, powered by Text2Park, is a mobile payment solution that provides your parkers a simple and convenient way to pay for parking on their smartphones while empowering you to control the customer relationship, data, and generate revenue. This first-of-its-kind solution seamlessly integrates with the robust, data-rich capabilities of T2 Iris parking management software, UPsafety, and the industry-leading T2 Luke Pay Station line with turn-key parking location and payment capabilities. By integrating mobile payment functionality with T2 Iris, T2 MobilePay brings all your transaction data together into a single system, providing consistent enforcement and reporting. T2 MobilePay was brought to market in 2020 and we are proud to already have more than 65 happy customers using this feature.

Genetec License Plate Recognition – serviced by ComSonics

T2 has been partnering with Genetec to offer Mobile License Plate Recognition services since 2015 and we have partnered with ComSonics for LPR installation and service since 2017. Mobile LPR will bring a whole new level of efficiency to your enforcement team. An LPR vehicle can touch approximately 3000 parking spaces in an hour which far exceeds what the most experienced officer can accomplish on foot.

We service more than 120 mobile LPR accounts across north America.

Multiple Solution Implementation Plan

T2 has done many multiple-solution implementations so our team is well-versed in the intricacies of projects like the one proposed. As soon as the contract and quotes are signed and the purchase order is issued, we will order all the necessary hardware and schedule an introductory call with your team and ours to introduce key players and identify the necessary contacts we will work with for configuration and implementation of each solution. You will be assigned a pay station project manager who will work with your team to consult on optimal pay station placement, set up merchant accounts, and configure the pay stations in accordance with the city's objectives.

At the same time, you will meet your UPsafety project manager who will guide you through a detailed information-gathering period so that they can set up your users and their functionality and accessibility, design your citations, complete your drop-down menus, and set up your various permits and eligibility permissions. This team will meet with you weekly and use the Monday.com platform to keep track of assignments and deliverables, and to make sure the project timeline is on track. Traditionally we suggest allotting 90 days for the UPsafety implementation, but we have seen some municipalities who were particularly engaged complete this process in as little as 45 days.

Additionally, you will be working with our T2 MobilePay project manager to develop signage and configure your mobile payment solution. This is a fairly simple process that typically takes 3 weeks to complete.

You will also meet your UPsafety trainer who will send you a link to schedule four two-hour virtual training sessions which will be recorded for your organizations future reference and can be used for training new team members if need be. Typically, we like to do the permit training session earlier in the process during permit configuration and then do the Cloud Admin, Cloud User and Handheld trainings once configuration is complete and you have received your handheld so your training will be hands-on. Our UPsafety user interface is very intuitive and simple to learn so many of our customers have been amazed at how easy it is to master.

Once the pay stations arrive, they must be installed in the selected locations. Since Newport has selected solar pay stations with WIFI connectivity, installation will be very simple with our implementation guide and most municipalities utilize their Public Works department to bolt the pay stations to existing civil work(sidewalks) in a simple four-bolt pattern. Your pay station project manager will also provide guidance. Experienced installers have been able to install 8 – 12 pay stations per day so your team will likely complete the installation of 5 pay stations in one or two days. Once the pay stations are installed, we will send a trainer to Newport at the city's convenience to train your team on the pay stations and their management software. This training will be completed in one day.

By the time your license plate recognition (LPR) hardware arrives your pay stations, mobile pay and UPsafety will be ready to go, your training will be complete, and you will have some time to troubleshoot any challenges with our team. Once your mobile LPR hardware arrives you will work with your LPR project manager and our Genetec partner, ComSonics to set up installation, configuration, and training times for your LPR project. T2 has been partnering with ComSonics since 2017 and our customers have been thrilled with their services and support. Traditionally mobile LPR hardware takes about 12 – 16 weeks to arrive from the date they are ordered.

We understand the city hopes to select a vendor by the end of January. Ideally, we would like to place hardware orders by the first week of February to meet the city's timeline of June 1rst go live but, in our

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experience, often the contract negotiation and sign-off can delay the order process which given the ordering timeline for LPR equipment may delay the LPR solution go live. Your UPsafety solution will be implemented before your LPR configuration commences so no need to be concerned about this possible delay. If the LPR project is delayed or the city desires more time to trial the solution before going live the city will be able to utilize the ALPR functionality in the UPsafety handhelds to enforce until the LPR project goes live so the city's ability to manage the parking operation will not be hampered and the June 1rst go live can still be realized. It is possible that with a swift close of this deal, the LPR will be ready to go in time. More information on each solution's implementation process can be found throughout this RFP response.

Meeting Newport's Project Objectives

a. Supports dynamic/demand-based pricing adjusting rates by peak season, weekday versus weekend, and by time of day. The solution must also provide a convenient interface for merchants to generate validation codes for customers.

Our pay station software, Iris, allows you to change rates for your pay stations and MobilePay either on a schedule set up in advance or in real-time from the comfort of your office or anywhere you have access to the internet. Iris also offers a coupon functionality that could be used to provide complimentary or discounted parking for your customers. Coupon functionality is an option available for $5 per pay station per month.

T2 MobilePay offers a validation platform that the city can use to let local vendors validate parking for their customers and empowers the city to invoice those vendors for parking utilized if desired. There is a $20 set up fee per customer who wants to be empowered to validate and a $20 monthly charge to have access to the validation platform. Cities usually pass this expense on to the validator.

The city can also set up access to preferred parking rates by license plate. Automatically adjust the rates available to the customer in the pay station once they enter their license plate number if that license plate is on a preferred parking rate list managed by the city.

UPsafety features a fleet management solution that allows one person to manage permits for all their customers and invoice them based on either usage or by flat rate. We are happy to demonstrate all these options for the city.

b. Accommodates a range of convenient, stable, and secure electronic and online payment methods, reducing the amount of cash/coin that is potentially handled. Functionality must also provide daily settlement and automated financial reconciliation options.

Our proposed suite of solutions will empower your customers to pay by credit card at our multi-space pay stations, by phone through our T2 MobilePay Text to Park application or by purchasing a permit through our UPsafety parking permit portal. All these solutions can be reconciled daily with our simple and intuitive reporting platform. Research has proven that customers are often resistant to downloading another app to their phone and consequently our MobilePay customers have found mobile payment adoption increase by as much as 25% in as little as three months when they switched over from an app based mobile payment method.

c. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions. This includes use of signage to provide clear direction to parking locations and payment options.

With our UPsafety Citizen Connect patron portal, your customers can pay or contest citations, apply for permits, and provide supporting documentation with their permit applications; this will significantly reduce the need for in-office visits.

Our T2 MobilePay platform allows your customers to see a map of where the city offers parking throughout for easy navigation to alternate parking areas. T2 MobilePay comes with 5 complimentary 10x18 signs that instruct parkers to use the system. We are happy to consult with the city on additional signage options and placement, but this is difficult to quote without a discussion with the city.

Our IVR phone line can be set up to allow customers to press a number to be connected to a live agent. Our CCS department could respond to your customer questions regarding permits for $1000 per month or we can route those calls to your administrative office if you prefer.

d. Allows business owners, employees, residents, tourists and other users to easily track parking availability and pricing at on-street and off-street parking locations.

Our T2 MobilePay system allows patrons to see where all the parking inventory is in the city and what the prices are, but will not be able to identify whether the spaces are available at any given time. There are only two ways to keep track of parking availability: one way is by installing sensors in the ground that identify whether a space is occupied or not, and the other is to monitor with fixed LPR but this would be cost-prohibitive to do on street.

You will be able to track occupancy with mobile LPR but the accuracy of your information will be based on how frequently your LPR vehicle drives by each space. Again, this is possible to do but T2 does not currently offer an in-house solution for space counting. We are happy to partner with anyone the city wishes to achieve this if needed. As your partner in parking, we are happy to discuss a roadmap of future projects but we recommend starting with the proposed solutions for the time being and discussing phase 2 once the city is comfortable with phase 1.

e. Offers an easy-to-use data management interface that minimizes manual data entry.

UPsafety's intuitive interface is one of its biggest selling features. All our customers comment on how easy it was to learn and become proficient with. Our team will do most of your data entry during implementation and in many instances, data can be easily imported into the system.

f. Provides on demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.

Our UPsafety permitting and enforcement solution offers a build-your-own-report module that is easy to use. All fields of data are reportable and can be used to create customized reports. Our implementation team will work with you to set up all the reports the city needs and schedule them to be automatically generated and distributed to the participants who need to see them at any frequency required. If the city needs to create a different report after implementation, we are happy to help but the city is empowered to do so on their own; with our simple report creator tool, you will be able to generate any report you desire with ease.

UPsafety has a variety of widgets on our admin home page which can be arranged per user so that the information most valuable to that user is front and center when they log in. Also, our UPsafety Device InCites page allows the city to monitor enforcement handhelds in real-time or see enforcement routes and analyze issued citation data in a selected period to ascertain what areas of town get the most enforcement coverage and what areas may be being missed or enforced less

frequently. It can plot specific locations of ticket issuance and analyze the citation revenue generated in different areas. With UPsafety, you have access to a wide array of metrics by which to manage your parking operations.

g. Allows for reservation of spaces for events, including the ability to prepay for parking.

   More discussion around this requirement is needed. We offer multiple options for managing this scenario through our UPsafety permitting and enforcement solution, pay stations, and/or T2 MobilePay.

h. Facilitates real-time parking permit management that offers end user accounts, easy access to customer and vehicle permit information, back office permit issuance, and an automated renewal process. The solution must accommodate tiered permit pricing and provide for issuance of guest passes.

   Our UPsafety solutions can do all the above and more. We look forward to demonstrating UPsafety to the City of Newport.

i. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms. Software should be able to accommodate permit holders with multiple vehicles.

   We offer LPR in our enforcement handhelds using the camera to check permissions and identify scofflaws and plates identified on any hot lists. We also offer our fully integrated Genetec Mobile LPR which will be added to an approved vehicle provided by the city. Hits or parking violations captured by the LPR vehicle are automatically pushed to the enforcement handhelds so you may have enforcement officers doing directed enforcement and your LPR vehicle will not have to stop to issue citations. This will allow for the ultimate in chalking and enforcement efficiency. The city can permit multiple vehicles (up to 5) to be applied to the same permit if desired. This is established in the permit set up in UPsafety.

j. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

   Our UPsafety Citizen Connect patron facing portal can be translated into any language Google Translate recognizes so that your customers will have no problem navigating the system, no matter what language they speak. Our IVR system and our pay stations and T2 MobilePay also support multiple languages. French and Spanish being the most popular to date. Currently our trainers and our on line brush up manual are not multilingual but we do have people who speak various different lanquages on staff who could be called upon to translate if need be. We are currently looking into providing translation to the administrative cloud and will update the city with our progress soon.

Implemented concurrently, the technologies are rolled out using the following methods:

UPsafety Project Plan

Upon RFP award, UPsafety assigns a project team, and dedicated project manager to be the city's primary point of contact from sign on to deployment. Once your team is assigned, we begin the 5 step go-live process, consisting of:

Phase 1: Pre-Contract | Contract Negotiations | Contract Executed

Description: Determine all action items which may require contractual inclusion and consideration based on the city's needs. For example, if the city is planning a Bike Share program, or a special program targeting Curbside delivery management, etc. Mostly what we need to determine in this phase is what is in and out of scope.

Phase 2: Post Contract Information Gathering

Description: Once we have determined the generalized scope, it is time to fill gaps by learning as much about your operation as quickly as we can. While we have tried our best to do this through the RFP process, every parking operation is truly unique, and site visits and meetings with your staff are absolutely critical to ensure we do not miss requirements for a smooth go live. Items such as escalation path nuances for violations, dispute and appeal processes, inter-departmental integrations are all dissected here so we can clarify any and all potential code-level customizations as quickly as possible.

Phase 3: Configuration

Description: Once all code level customizations are completed, the non-code-level configuration process begins including as a small subset of required tasks:

- Provisioning of a city-specific Azure Cloud Instance;

- Citizen Portal UI;

- Violation Escalation Path Customization;

- Boot and Tow Logic Customization;

The goal of this phase is to "polish", and to collaboratively work with the city to ensure the system meets all requirements established in Phase 2.

Phase 4: Deployment and Training

Description: Deployment consists of two principal phases, final data import and training. The first phase, data import, can be surprisingly complex as data must line up perfectly as of the date of go-live, especially in situations where violations continue to be written within the prior system. So, our preferred process is the following:

Any time prior to Deployment: Import full data export from the city

Immediately Prior to Training/Go-Live:

- Update online payment link

- Update IVR System number

After Training, as of Desired Go-Live Date: the city sends UPsafety most recent delta (summary of changes to master) file for import

After Go-Live: UPsafety imports a final delta file for changes that occurred in the interim between the time of the generation of the delta file and its successful import

As to training, effective on-site training is so essential that we have opted to devote an entire section to our approach, entitled "Training Methodology" following this section. As a brief summary, it is exhaustive.

Phase 5: Post Deployment

Description: This phase is where we differentiate ourselves. Your staff will request tweaks, modifications and have many questions in the first few weeks. Our 24/7/365 product support with a 1 hour SLA makes this a breeze. Because it's not about whether or not issues will occur, it's how you deal with them. We invite you to speak to any of our recent deployments to corroborate how we dealt with this phase in their deployments.

As I hope we've illustrated, deployment is integrally dependent on partnering with your staff, because we are not deploying a one-size-fits-all solution. While nearly everything the city will request will be stock and standard within the solution, the *way* in which you use it will be as unique as your city. With this in mind, we have invested in Monday.com's software to allow city managers to offer feedback on proposed workflows, UI's and specifications every step of the way, and in real time.

UPsafety Training Methodology

Training and support are critical to our solution. We service too many small clients and have held too many hands, too frequently, to believe otherwise. UPsafety trainers do not train to an hourly standard; we train the trainer, because there is no other way. If there is no product specialist within your organization by the time the system has gone live, we have already failed.

That is why we'll adapt our training plan with city stakeholders, understanding that full product knowledge and expertise is an end goal, not meeting a standard of hours. With this in mind, our trainings are segmented in to three major categories:

Parking Enforcement Officers	- Accessing and navigating CityCite® Mobile - Using handheld devices to issue different types of citations - Data entry methods - Printing citations - Special features to create additional efficiencies
Customer Service Representatives	- Accessing and navigating CityCite® Cloud - Citation look-up and processing - Accepting and recording payments - Adding permit user information - Running reports
System Administrators	- Changing the configuration of the application - Adding or deleting offenses - Changing fine amounts - Editing escalation conditions

- Creating, modifying, or scheduling automated reports
- Special features to create additional efficiencies

For Parking Enforcement Officers, everything starts with the handheld. For this training, we will ensure that hardware has been pre-emptively procured, is fully functional, and that each officer attending is able to utilize the hardware for the training. This will allow each officer to follow along step-by-step as they go through the nuances of the device, including:

- Charging logic; when does the external battery charge the internal?

- Printer function and proper operating procedures in inclement weather.

- Potential failure points and avoidance. For example, the unit is more likely to break if the printer door is open.

- What does each indicator light mean?

Allowing each officer to follow step-by-step, and creating physical milestones, such as getting the handheld to blank feed paper, ensures that all officers are participating and following along.

Once officers fully understand how to use the equipment, we will review the Data Collection Software. Special care will be given to ensuring that elements such as iMeter, iChalk®, iPermit® and Scofflaw, and mobile ALPR have pre-loaded data, and that the plates which are loaded into these modules are *physically located,* in the training hall, allowing users to fully utilize the functionality before they are on the streets. Once again, setting physical milestones such as the issuance of tickets in relation to all four of these modules will create a deeper understanding of the software functionality.

Initial trainings can be fully video recorded and included within our Online Resource Center. The fully online Resource Center is accessible directly from the "UPsafety BrushUP" section of our dashboard:

This is the centerpiece of our ongoing training and user knowledge expansion. This entirely online application, which is fully indexed and searchable, is updated at each release, and contains over 360 pages of information, including a detailed description and instructions of each and every feature and screen of both our Android Data Collection Software and our Management Platform.

That's why our trainers never read from canned Microsoft PowerPoint presentations, and instead utilize both the Hardware and Web Application, in conjunction with the Resource Center, to ensure users are actually *using* the functionality we are training them on from day one. More information regarding the Online Resource Center is available within the
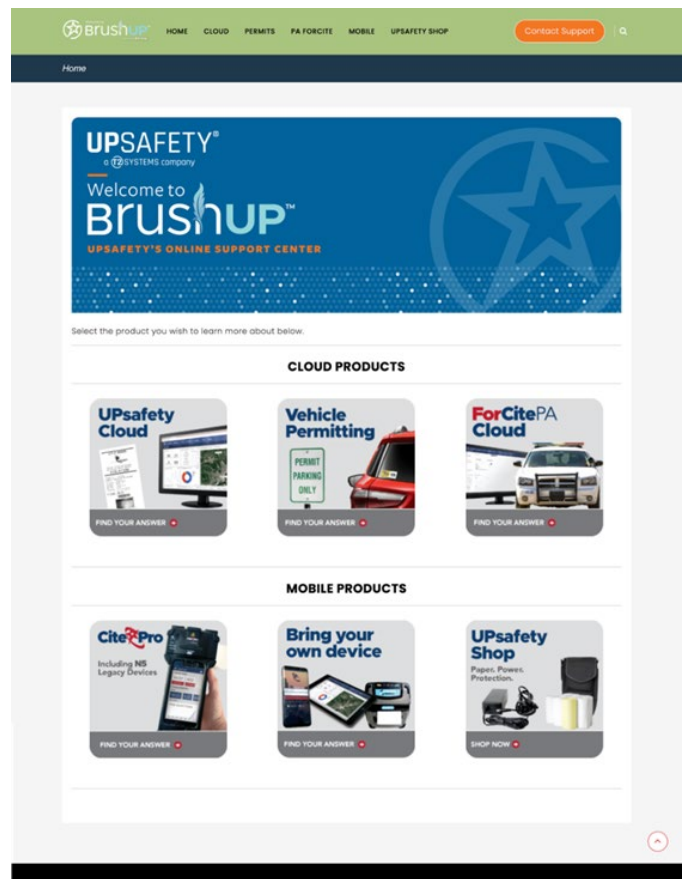
"Product Help Desk and Online Resource Center" description included within our response. UPsafety trainers utilize a mix of classroom and hands-on teaching. Our trainers understand every individual learns differently and will quickly adjust the training session to suit the needs of every individual staff member. Our goal is that every single member of your team completes the training and is confident and comfortable with the solution.

In conjunction with this, UPsafety typically does not offer printed user manuals for our software standard; our solution is simply upgraded and improved too frequently for printed manuals to stay up to date. Our user documentation is truly dynamic through the Online Resource Center—meaning it is updated continually based on new features and improvements. The Online Resource Center is accessible and available at any time, 24x7x365 by any user—whether they have access to the mobile handheld to issue citations only or have full Management Platform access. UPsafety is happy, however, to print copies and/or supply PDF copies of the related Online Resource Center sections being covered within trainings as an instructional notebook at the city's request.

In addition to this training, for quick refreshers, each page of the cloud and mobile software contains help buttons, which will provide a visual overlay walk through:
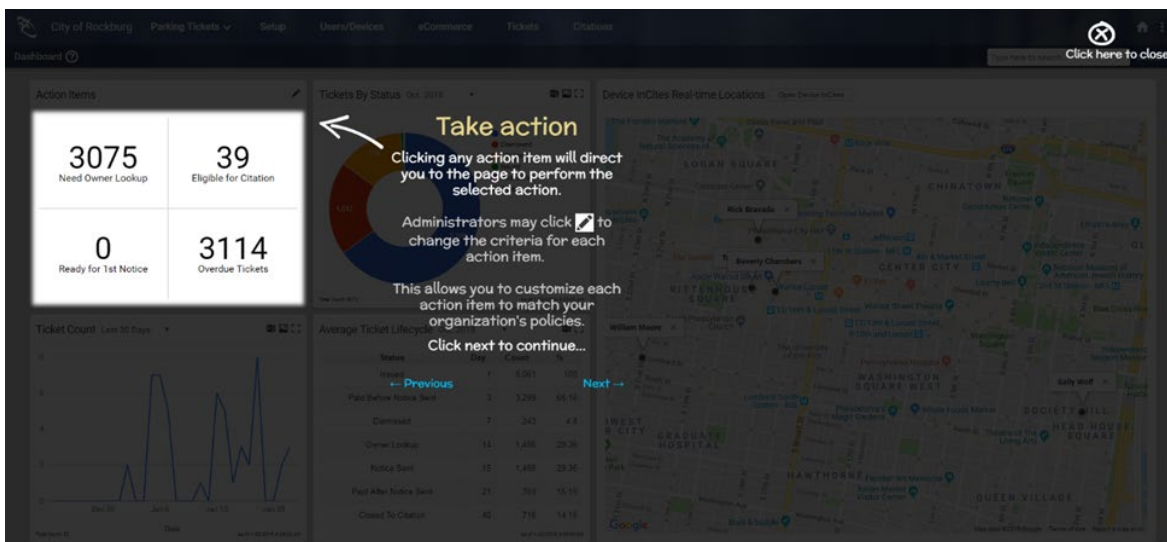
After training is complete, the UPsafety support team and your dedicated Project Manager will be available 24/7/365 for the life of the contract. UPsafety regularly hosts informational webinars to orient users with new, enhanced functionality released in each new software version, and our Online Resource Center is updated prior to each software release. Additional in person or remote refresher training is available to all UPsafety customers at their request as per the pricing supplied in our response.

UPsafety Maintenance, Updates, and Support

Hardware Maintenance

Comprehensive hardware updates and support are provided as a fully included portion of your subscription. As a first line of support, any and all hardware issues will be supported by the same dedicated support staff as support the software, 24/7/365, with hardware support issues held to the same one-hour response time SLA as our software.

If, after support, an issue is confirmed, we will initiate:

- The immediate shipment of a no-cost Loaner device to replace the affected device
- A call tag for the affected device for shipment to our offices for repair
- Shipping for the repaired device back to your offices
- A call tag for the Loaner device

- Software updates for the Android Mobile Enforcement app present on the devices are pushed out as needed.

Software Maintenance

When you sign on with us, you aren't just paying to license the same static piece of software year-over-year. **You're paying for us to provide the infrastructure expertise, software engineering, consulting and support necessary to keep you at the cutting edge of technology for the entire term of your contract.** Our solution is constantly growing, and as a subscriber, you get everything you're contracted for in addition to everything new our engineering team produces, at no additional cost. In 2019 alone, we have released features such as advanced citation disputes, a fully redesigned user interface, and much, much more. We invite you to talk to any of our long-standing references about the growth of our product over their term with us.

UPsafety CityCite® Cloud Back Office is a true cloud-based application and is not operating system or server specific. As the Microsoft cloud functionality improves, we continually look for ways to further utilize newly provided tools to improve our solution.

Product Enhancements

Periodic updates and enhancements are a standard feature of your subscription. Minor updates/upgrades are rolled out periodically as they are completed, and major upgrades are released in a new software version every few months. Continuous refinement of our software is an important aspect of our business model; we strongly encourage suggestions for enhancement/refinement of our software from all clients. Any software-related requests made by clients are placed in our development queue and are completed/released according to the frequency and overall benefit of the request.

Pay station Project Plan

T2 will assign a dedicated Project Manager (PM) to work with the City of Newport and all technology partners chosen by the City. The PM will be the single point of contact in coordinating all activities surrounding the installation of these pay stations. In addition to coordinating the project, the Project Manager's responsibilities include:

High-Level Discussion and Deliverables – the PM will collaborate with the City of Newport's Project Manager in developing a project plan. 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 who play a role in areas ranging from installation to on-going maintenance.

Detailed task planning – the PM will discuss the individual tasks required. For example, the finance and administrative personnel will need to be familiar with software, merchant account setup, and billing procedures. The parking operations personnel will need to be trained on installation, day-to-day management, and enforcement.

Communication with Integration Partners – PM will work with the City of Newport and its integration partners to ensure a successful integration between our systems.

Execution – the 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. They 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.

Installation – the PM will provide assistance and guidance during installation to ensure that it goes smoothly and with efficiency in mind. All aspects of the pay station's functionality and operations will be thoroughly tested including all forms of payments using the City of Newport's rate structure. Once all module testing has been successfully completed and signed off by the City of Newport, the pay station will then be prepared and packaged up for transport to each installation location. The PM will provide an end of day summary each day during the installation period to the City of Newport, by email. Any concern, complaint, possible liability related issue will be photographed and documented.

Training – the PM will host a series of training sessions or workshops with the City of Newport staff. The trainees will learn how to work with all aspects of our solution from a day-to-day point of view; understand how all the systems interact, and deal with issues that may arise in the future. The training sessions are the best time for anyone who is or will be involved with the parking operation to ask questions and learn as much as possible. The PM is responsible for making sure everyone involved in the training has the knowledge in their specific area and is comfortable dealing with the new parking solution.

Monitoring and On-going Support – the PM will ensure that the product is performing as expected and conduct any tests specific to the customer's operation. The City of Newport, questions are also addressed as the operation crew gains real world experience with T2 Systems' pay station solution. The PM will remain available to ensure that the product is performing as expected, all the features are available, and the parking operations team is comfortable and capable while completing daily tasks.

Go-Live – the PM's role will remain as the main support resource for the City of Newport until an agreed upon confidence level has been reached by signing off on acceptance of the pay stations. After that time, support services will be provided by the Pay Station Support Team as the implementation of the project comes to an end.

Project Close – the PM will undertake some administration tasks such as reviewing invoices, any outstanding tasks that may or may not be directly related to the parking operation (public relations, future integration, support concerns, etc.). With all the paperwork complete and a communicated acceptance of all the deliverables the project can be closed off and passed onto the Sales and Account Management Team to maintain the relationship attained through the implementation and assist with any future planning.

Pay Station Warranty, Maintenance, and Technical Support Program

T2 stands behind its products with a comprehensive warranty, software update, and technical support program. T2's customer-focused approach is to design a program that meets the unique needs of each client and create tools and partnerships that support those needs. T2 is confident that your investment in our project proposal is the best decision, given the proposal's combination of a superior technology platform, comprehensive local support, the product's proven integration success, and the company's long-term plan to cost-effectively standardize the customers parking network.

In addition to warranty service, T2 offers toll-free, 24/7 customer support to provide our clients with the best service in the industry.

T2's support is available by telephone, email, and portal service through the T2 Hub. T2's regular business hours are 8:00 AM to 8:00 PM EST, Monday through Friday (exclusive of holidays). During non-business hours, weekends, and holidays, T2 provides an emergency response pager service.

T2 has a multi-faceted approach to technical support. Our first line responders, our Customer Care Team, take all types of support issues submitted by telephone, through our T2 Hub (which features step-by-step troubleshooting and a knowledgebase), or by emailing Support@T2systems.com.

Within the support organization, T2 has structured its teams to be focused on the products within the solution offerings. Our Product Experts will take the support case, troubleshoot, and offer solutions. The Product Expert team also has a team of enterprise experts at their disposal who can be brought in to add an extra layer of domain knowledge to help find resolutions for reported issues.

The support program can contain elements of direct manufacturer support, client trained support, and/or third-party on-site service. T2 then delivers support tools that include comprehensive manuals, online access to knowledgebase articles, and online tracking of service tickets that may be reviewed at any time.

T2 Partner Support Center

Clients can access an online Support Center to assist with troubleshooting, a knowledgebase containing articles and step-by-step instructions, a section for downloadable content, and tools to submit and manage tickets.

T2 Iris Online Support Center

If an issue comes up that Level 1 support staff cannot resolve, Level 2 staff will step in to provide Level 2 technical support. This handover usually occurs once Level 1 support has exhausted its troubleshooting ability or the issue is very time sensitive. T2 understands the need to drive home a solution, and this escalation usually takes place within a 24- to 48-hour period.

Replacement Parts

T2 designs its products with longevity and lifecycle management in mind. T2 keeps a large inventory of replacement parts at its service center for its entire installation base. As technology changes and parts discontinue, T2 ensures that that parts are always available by either ensuring there is an adequate stock to support the product for its lifetime or introducing a backward compatible module that will take the place of the original part.

Training

Training is a critical element to ensure that our clients maximizing the benefits of the technology. The Project Manager will work with the client to identify key personnel to be involved in the training. This personnel would typically include collections, enforcement, operations, accounting, and maintenance.

Specific training programs will be implemented for each group, and follow-up training can be made available to address new technologies and changes in staff.

T2 will provide a training program for technicians and staff responsible for:

- Installations, start-up, and maintenance of the pay station
- Operations
- Collections
- Monitoring
- Enforcement
- Troubleshooting repairs

Copies of the operating manual in English covering installation, maintenance, and use (complete with wiring diagrams and specifications) will be provided at the time the pay stations are delivered. In addition, all manuals are available in electronic form.

The specific training schedule will be determined by the number of people and functional areas involved in the overall management of the parking operations.

T2 MobilePay Project Plan

Full Integration with T2 Iris & Luke Pay Stations

Transactions started with MobilePay can be extended at a pay station, with future functionality allowing for pay station transactions to be extended with MobilePay. On the back end, you get a single system of reference for enforcement and full reporting capabilities in T2 Iris for all your transactions.
All MobilePay transaction revenue data will be accessible in your current Iris profile.

T2 Luke II & Luke Cosmo Pay Stations   **T2 Iris Cloud-Based Intelligence Platform**   **T2 MobilePay Parking Payment Solution**

The implementation process can be completed within a period of 3-4 weeks. The customer needs to provide the following input to the project management team:

1. Customer logo for MobilePay link white labeling. The file must be:

   a) Either a .jpg or a .png file

   b) Preferably 100 x 200 pixels

   c) No more than 50KB

2. Customer logo for MobilePay signage creation: Adobe Illustrator .ai or .eps files are preferred. If that is unavailable, a high-resolution jpg will work

3. Border color scheme for signage

4. Parking location names & addresses

5. Rate Structure including convenience fees to be charged for each location

6. Global and Location-specific P-code choices: Parkers will text the P-code to obtain the parking payment URL and pay for parking.

7. VAR/Tear Sheet for merchant account: If using Option 2: University as MOR (T2 MobilePay Gateway) for payment processing. Please make sure that the merchant account is enabled to accept online payments.

The project management team will include the MobilePay Program Coordinator and the MobilePay Implementation Specialist. The Program Coordinator will be responsible for gathering all relevant information and coordinating the different implementation steps. The MobilePay Implementation Specialist will configure the MobilePay platform and ensure that the MobilePay configuration meets the customer's requirements.

Proposed Innovations

Citation Services

We understand that the city is not currently interested in our collections services, but we would be remiss not to bring this service to your attention. If the city is leaving citation revenue unaccounted for, why not give our team a chance to recoup your losses? We take pride in our technology, processes, and people that help more than 90 organizations manage parking collections efficiently and effectively. We're equally proud of the community of customers we've built and as a T2 Citation Collection Services customer, you'll gain invaluable access to a supportive network of your parking industry peers and colleagues.

We love working with organizations like the City of Newport who embrace the changes required for growth while still honoring their values and putting their customers at the center of what they do. We're eager to work with your team to help you achieve your goal of increasing your overall collections for delinquent parking citations and fee invoices.

We are confident we have the right solution for you in the combination of our industry-leading products and our implementation expertise. This proposal outlines in more detail how we'll help you reach your goals, and what you can expect along the way. But your biggest expectation should be that you'll have a partner, not simply a vendor, in T2 Citation Collection Services. We'll be with you every step of the way.

Transform bad debt into positive cash flow

Since 2007, Citation Collection Services has recovered over $30M in delinquent parking debt throughout the country. The industry benchmark for bad debt collections is 24%; with T2's Citation Collection Services, customers realize an average collection rate of 60%.

Protect your reputation with professional customer service

- Experienced Agents: Our customer service agents understand the parking industry and provide excellent customer service to you and your parkers
- Our Approach: Non-confrontational, professional approach that reflects positively on your organization
- Proven Process: Systematic, consistent, efficient processes allow for a collection rate significantly higher than the industry average
- Trained Staff: Friendly but firm collectors protect your reputation by striking a balance between collection rate and customer service
- View collection activities with the T2 Collection Services Client Portal.
- View-only access into collections account including dialer activity, payment history, and notes
- Access to invoices and month-end reports, including collection rate, posted payments, and new business

Overview of Debt Recovery and Collections

All work is performed from T2's headquarters, in Indianapolis, Indiana. T2 currently employs all our own collection department staff and is accountable for employee background inquiries, training, and customer service skills of every collection staff member.

Privacy of Debtors (FDCPA, DPPA and FERPA)

T2 Citation Collection Services follows all applicable state and federal laws that govern collection agencies and collection practices. During the transition period for new clients, T2 Citation Collection Services will work to discover any additional laws pertaining to each client. We are hands-on, informed and aware of the importance of privacy surrounding good debt collection practices in our industry. We follow the highest rules and regulations for privacy with many federal regulations that are required of a certified collection agency.

The Fair Debt Collection Practices Act (FDCPA), which is a consumer protection amendment, establishing legal protection from abusive debt collection practices, to the Consumer Credit Protection Act. The statute's stated purposes are to eliminate abusive practices in the collection of consumer debts and promote fair debt collection.

DPPA, in general, we will not knowingly disclose or make available to any person or entity personal information about any individual where information obtained by a state department of motor vehicle records.

The Family Educational Rights and Privacy Act (FERPA) is followed to protect the privacy of student education records.

Parking Collection Notices

T2 Citation Collection Services takes on the responsibility of sending correspondence to customers, thus providing the City the ability to focus on other important items. T2 Citation Collection Services is responsible for generating, printing and mailing delinquent parking collection notices. This includes postage.

Notices are generated for the City on a daily basis. A PDF copy will be made available to the City to reprint and provide to the pubic if needed. This is not a 'recreation' copy of the notice, but the actual PDF sent to the public as mailed.

Skip-Tracing

We use a variety of skip tracing databases to locate debtors' current addresses and phone numbers; accurate information improves our ability to contact debtors and increases your collection rates. Any effort to pursue delinquent parking ticket debt is contingent upon identifying the owner of the ticketed vehicle. Through an interface in the Collection Software System, we can determine the most up-to-date current address and telephone information for responsible parties.

Dialer System

T2 Citation Collection Services generates over 11,000 collection calls per month. We have the ability to dial up to 300 phone numbers in an hour, which in turn increases the dollars collected for the City. Additionally, it allows us to control the pace of the outbound calling, monitor results and record phone calls for compliance.

Collection Debt Payment Website

Delinquent parkers can pay online via credit card (Visa, MasterCard, American Express) through T2 Citation Collection Services' secure customer website.

Collection Software System & Technology

T2 Systems Citation Collection Services utilizes the Windows operating system to provide collectors with secure and reliable computer capabilities. Citation Collection Services uses the Beyond Accounts Receivable Management (ARM) Software by DAKCS. DAKCS maintains a disaster recovery plan over its production systems to manage recovery efforts in the event of several identified possible failure scenarios. The plan is reviewed and tested through the annual backup restore test. Beyond is a fully integrated system that allows users to perform a variety of functions in order to efficiently manage the collection management needs. The collections software gives the ability to perform predictive dialing and allow for e-payment methods.

We provide two different option to allow for the import of data to Citation Collection Services. The first option is to upload a file of delinquent accounts directly to Citation Collection Services via the client portal. The second option would be to provide the file of accounts using a secure file transfer (SFTP) client.

The receipt of all account referred to the contractor, monthly report detailing all collection payments received, monthly deposit report, monthly payment reversal report and associated fee invoice for services are a few examples of the reports that Citation Collection Services provides monthly.

Project Approach

T2 Citation Collection Services will assume responsibility for all citations the City of Newport has identified and escalated to a collection status.

Our team works directly with the City of Newport to determine the criteria for accounts to escalate to collections. Once the criteria are set by the City of Newport the T2 Citation Collection Services team will work with UPsafety to incorporate automated tasks in the system to transfer qualifying citations on a weekly basis. UPsafety will transfer the backlog of unpaid citations for years 2018, 2019, 2020, and 2021 to T2 Citation Collection Services. The future citations will transfer based on the criteria set by the City of Newport.

During the initial implementation of collections, the T2 Citation Collection Services project team will work to set up payment file exports/imports. This allows T2 Citation Collection Services to import citation payments received at your office and export citation payments made at our office. The automated payment tasks will keep both systems in sync.

Soft Collection Techniques

Once we have contacted the debtor, we first follow the Fair Debt Collection Practices Act, including when we can and can't call a debtor. We make sure they understand the status of the account and the payment amount due. Keep in mind with a 'gentler' approach, it should be considered that a debt may take longer to collect and with the investment on the side of T2, we recommend the account be in process for collections for a period not less than one year.

We understand that everything we do represents the City of Newport, FL: how we talk, collect money, send out collection notices and handle tough situations. Our experienced staff can be described as friendly, but firm, customer service oriented, descriptive, and informative.

Citation Collections Procedure

As a licensed collection agency, T2's Citation Collection Services offers Third party, FDCPA (Fair Debt Collection Practices Act) compliant letter services and outbound/inbound call center services. Citation Collection Services works with clients to establish best practices, escalation points, and expectations to fit specific needs. We work with customers to establish the criteria for sending citations to third party collections to begin the collection process.

Citation Collection Services performs outbound collection calls following all state and federal laws. Citation Services' experienced agents provide excellent customer service to clients and parkers. The team takes a non-confrontational, professional approach that reflects positively on a customer's organization. Citation Collection Services' systematic, consistent, and efficient processes allow for a collection rate significantly higher than industry average.

Citation Collection Services provides skip tracing with access to several skip tracing databases, allowing agents to receive the most current address and telephone information for responsible parties. The personal information is "scrubbed" and updated to maximize the ability of collection efforts. Citation Collection Services has access to real-time bankruptcy information to ensure no FDCPA violations are committed when pursuing an individual who has petitioned for bankruptcy. Citation Collection Services has the ability to obtain social security numbers and securely store sensitive information. Citation Collection Services participates in several state debt tax set off programs across the United States and can submit claims on a customer's behalf.

The day an account is transferred to collections, a collection letter is sent to the responsible party to notify them of the transfer giving them 30 days to respond. After the 30 days passes, the account goes into the active calling pool of all active collections. We believe the first 90 days is critical to obtain a high collection rate. All accounts assigned will run through the following 90-day cycle.

Citation Collection Services is confident in our ability to work accounts to the fullest and provide transparency to all our clients. You will receive a unique access code, username, and password for the T2 Citation Collection Services Client Portal. The portal provides view-only access into their collections account, including dialer activity, letter history, payment history, and any notes. You will also have access to invoices and month-end reports, like collection rate, posted payments, and new business.

The remittance of payments to the City of Newport will be transferred back to the client once a month. Payments are deposited into a trust account for our clients. We accept check/money order, Visa, Master Card and/or American Express. Alternatively, our clients have the option to have all funds routed to their location.

Live Customer Support

Citation Collection Services can also provide instructions and information on general parking policies, procedures, and administrative adjudication procedures on behalf of the City with our Call Center. Additionally, Call Center Representatives will be available to answer technical questions related to making payments through the Toll-Free Number / Interactive Voice Response System, and the Online Payment

Portal. Citation Collection Services will work with the City to develop adequate telephone scripts for citizen complaints.

Proposal Exceptions

T2 has not included pricing for signage or sensors for accurate parking space availability at this time as more conversation will be required with the city to determine size, content, placement etc. Otherwise, we have no further exceptions for this RFP. It is T2's intention to negotiate and execute the attached contract documents which identify the required specific terms for T2 parking management services for the City.

Project Timeline

UPsafety Project Timeline

Sample Implementation Plan

Definitions: "**NTP**" is an acronym for Notice to Proceed. **"Days"** refers to business days, meaning that five (5) days equates to one (1) week. This means that our estimated go live date of day ~43 implies an approximate eight (8) week Go-Live from notice to proceed however we encourage you to plan for 90 days to implement to afford your team time to consider and evaluate various options and allow for potential scheduling challenges.

	Description	From NTP	# Days
Phase 1	Project Team Assigned	0	0
	Kick Off Meeting - Clarify Deliverables	1	1
	Hardware Ordered	1	15
	Begin Custom Paper Mock Up's (if applicable)	1	5
	Set Up Guide Submitted To The City	1	15
	Submit Paperwork for Registered Owner Information	5	20
	Training Date Set	5	1
	Place Paper Order	10	15
Phase 2	Set Up Guide Completed By The City	15	0
	Ordered Hardware Received	16	0
	Provisioning & Customization of UPsafety Cloud	20	
	Citizen Connect Portal UI Customization	20	
	Scofflaw - Boot & Tow Configuration	20	
	Hearing / Court Scheduling Automation	20	
	Configure Integrations	20	15
	Collections Notices & Escalation Schedule Design	20	
	Ticket Data Import (if applicable)	20	
	Permit Types & Zone Configuration	20	
	Ticket Writer Software Installed & Configured	20	
	Paper Order Received	25	0
	Register Owner Approval Received	25	0
Phase 3	Final System Verification by the City of Newport	35	2
	Training Completed	37	3
	CityCite™ Official Go Live	40	0

Pay Station Project Timeline

The below schedule is based on an estimated notice-to-proceed date of February 7, 2023 and a go-live date of June 1, 2023. T2 and the City will consult and agree on a schedule that will generally follow this process/timeline:

PROJECT TASK	TIMING
PROJECT PREPARATION ACTIVITIES Project Manager is assigned to work with the Installation team. Initial activities would include: • Gathering contact information of all individuals who will be involved in the installation and training • Coordinate all site preparation activities for installation of pay stations Facilitate testing and implementation of any network connectivity that may be part of the proposed solution	Immediately following award of the contract February 7 and provision of the PO from the City February 28, 2023. March 1-10, 2023
SITE REVIEW AND PREPARATION Review the proposed install locations and evaluate necessary city resources. This preparation would include the installation of any bolts corresponding to the mounting pattern as well as signage.	April 1-14, 2023
SHIPMENT AND DELIVERY OF PAY STATIONS Generally takes 6-8 weeks from date of order to receive pay stations. These dates assume placing order by February 28, 2023.	May 1, 2023
TRAINING	May 15, 2023
INSTALLATION AND TESTING OF PAY STATIONS	May 8-12, 2023
POST- INSTALLATION REVIEW Following training, the assigned Project Manager will remain the key point person for the city for a period of at least one month to ensure all operations are running smoothly.	May 15 - June 30, 2023
VENDOR INTEGRATION The T2 Project Manager will be the primary point person for the city to ensure a smooth deployment and integration with the other technology partners selected.	Should any third-party integrations be required, T2 will work closely with the City to determine this timeline in coordination with the third-party partner.

T2 MobilePay Project Timeline

T2 MobilePay can be implemented in as little as three weeks. The graphic below represents the typical rollout.

Configure	Signage	Go-Live
Week 1	**Week 2**	**Week 3**
1. Configuration details received via T2 Mobile Pay customer intake form 2. Merchant account details received for BYOM clients 3. T2 Mobile Pay links created and tested.	1. Logo and color scheme applied to create proof of sign arts 2. Proof sent for approval 3. Approval received 4. Signage is delivered	1. T2 Mobile Pay config reviewed, and necessary changes completed. 2. Signage installed at location 3. T2 Mobile Pay is live

Project Staffing

Kristina Morris – Project Manager

Role for the City of Newport: Implementation & Training

With over 14 years of experience working for and with companies of varied markets, Kristina is a versatile manager with a background in software development, technical support, and project management. She has continuously shown herself to be a team player and is known for using outstanding communication skills to influence internal and external stakeholders. Kristina has an aptitude for assessing and managing complex projects and has proven herself successful in intense and demanding environments.

Jennifer Watson – Project Manager

Role for the City of Newport: Implementation & Training

Enthusiastic and goal-driven instructor with 17 years' experience as a school educator and professional facilitator with diverse communication and instructional skills. Jennifer is well-versed with exceptional interpersonal, organizational, and problem-solving skills with the ability to design and deliver trainings and manage projects with superior results.

Michael S. Rubin – Director of Engineering

Role for the City of Newport: Software Development

Mike Rubin is a four-year tenured employee with experience managing OWASP compliant, Agile development teams for over eight years. His knowledge of the Microsoft Azure cloud is unparalleled, and he has overseen over 27 successful integrations, thousands of hours of custom software development, and the development of new and innovative features for our solutions. He prides himself and his team on their relentless commitment to refining all aspects of our software.

Drew Hoffmann – Product Owner

Role for the City of Newport: Product Customization

Drew Hoffman, an UPsafety employee for five years and graduate of Drexel University's Computer Technology program, Drew has managed over 50 successful deployments for our company. Drew is one of UPsafety's key players committed to ensuring its clients' needs are exceedingly met. His background in technical support at UPsafety

has positioned Drew to responsively address and deliver the right solutions for all our clients' challenges. Working alongside of the UPsafety development and support teams, he defines our next-level features and product roadmap strategies.
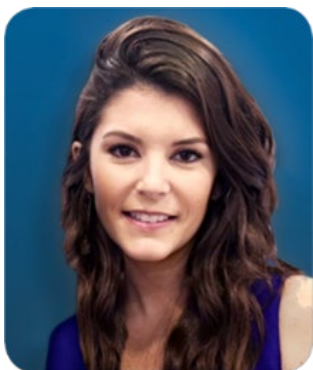
Rachel Dillon – Lead Product Support Analyst

Role for the City of Newport: Ongoing Technical Support

Rachel Dillon, employee with UPsafety for two years, will be leading the product support for the Town. She provides in-depth, hands-on support to our clients, helping them to understand the nuances of our product and is always accessible to Town staff for technical support.

All staffing requirements for this project will be serviced by the above staff members and their direct reports.

Project Coordination and Monitoring

We have invested in Monday.com's software to allow city managers to offer feedback on proposed workflows, UI's and specifications every step of the way, and in real time. An example board is shown below for each Phase:

Proposed Cost of Services

Summary of Quotes

	Year 1	Year 2	Year 3	3 Year Total
UPsafety	$ 8,952.50	$ 3,588.00	$ 3,588.00	$ 16,128.50
T2 MobilePay	$ 1,249.00	$ 1,000.00	$ 1,000.00	$ 3,249.00
Mobile LPR	$ 68,296.95	$ 8,574.20	$ 8,805.40	$ 85,676.55
Pay Stations	$ 37,374.00	$ 4,500.00	$ 4,500.00	$ 46,374.00
Total	$ 115,872.45	$ 17,662.20	$ 17,893.40	$ 151,428.05

UPsafety Permitting and Enforcement Quote

Subscription

Product Name	Product Code	Quantity	Sales Price	Total
CiteGuard Warranty				
Year 1 @ $35 per month per handheld billed annually	100.5006	1	USD 420.00	$ 420.00
Verizon LTE Data Plan				
Year 1 @ $35 per month per handheld billed annually	100.5003	1	USD 420.00	$ 420.00
Subscription Service - CityCite® Mobile License(s)				
Year 1 @ $229 per handheld per month based on actuals	100.5	1	USD 2,748.00	$ 2,748.00
Automated Delinquent Notices – $1.00 per Automated Notification				
Year 1 – Optional notice mailing service. Price includes, stationary, printing, labor and stamp. Billed monthly based on actuals.	100.5017	0	USD 1.00	$ -
Automated Lookups				
Year 1 – Optional service billed monthly based on actuals – charges only apply if registered owner is found	100.5016	0	USD 2.50	$ -
			Annual Recurring TOTAL:	$ 3,588.00

Services

Product Code	Product Name	Quantity	Sales Price	Total
100.5029	Personalized Webinar Training	1	USD 895.00	$ 895.00
100.5014	UPsafety Client Cloud Setup & Customization	1	USD 1,875.00	$ 1,875.00
			TOTAL:	$ 2,770.00

Hardware

Product Code	Product Name	Quantity	Sales Price	Total
105.0765	XF Print All-in-One Enforcement Handheld Package 10% discount applied	1	USD 2,425.50	$ 2,425.50
663.1	Paper 3in Plain Polyvinyl Thermal, 200 3.2 Appleton, 80mm- Hgp-3 Printer (50 rolls)	1	USD 169.00	$ 169.00
			TOTAL:	$ 2,594.50

Shipping and tax will be calculated and added to final invoicing.

Year 1 Total:	$ 8,952.50
Year 2 Total:	$ 3,588.00
Year 3 Total:	$ 3,588.00
Net 3 Year Total:	$ 16,128.50
Tax Amount:	TBD
Tax Comments:	
3 Year Total:	$ 16,128.50

United Public Safety | Investment Summary

Hardware Pricing

Unlike many enforcement providers, we provide full, in-house support for the hardware we resell to you. That means that instead of calling Printek/Samsung's technical support hotline, you're calling our fully US-based staff under the same one-hour Service Level Agreement that we maintain for our software. We believe anything less is not supporting the whole solution.

There are three main hardware options:

XF Print Hardware Package - *$2,695.00 per Package*

We recommend this successor to our popular N5 class of one-piece devices as the workhorse device for your enforcement personnel. The hardware package includes the mobile computer, two hot-swappable external battery packs, a charging dock that allows both the device and a supplemental battery to be charged in tandem, a power supply/charging cable, a strap, carrying case, and vehicle charger.

Samsung Note 20 & Printek FP530 Thermal Printer – *$1,950.00 per Package*

For a two-piece solution, this is an excellent choice. This package includes (1) new in box Samsung Galaxy S20 device, (1) ruggedized case, (1) stylus, (1) new in-box Printek FP 530 3" Bluetooth printer including a belt clip.

Client-Procured Android Device + BT Printek FP530 Printer – *$659.00 per Printer or with the* XF All-In-One Handheld with Built-In Printer @ *$1545.00 each + $225.00 per Android Device Configuration*

Client could procure the compatible Android device of its choosing to pair with the FP530 3-inch Printer and configure device to utilize the CityCite mobile software. Please note that our support team does not support hardware that we have not provided.

Hardware Warranty & Data Plan Options

CiteGuard*Plus* Warranty – *$35 per Device per Month*

In the case of hardware damage or failure, this warranty fully covers:

1.) Immediate shipment of a no-cost Loaner device to replace the affected device
2.) A call tag for the affected device for shipment to our offices for repair
3.) Shipping for the repaired device back to your offices
4.) A call tag for the Loaner device

This provides for instant remediation of hardware issues, and keeps officers enforcing.

Verizon 5G Data Plan – *$35.00 per Device per Month*

We resell data plans from Verizon exclusively, because their network and speed are uncompromising. This plan includes mobile data for one device.

Platform Pricing and 24/7 Software Support

CityCite™ Platform Fee – *$229.00/$249.00/$299.00 per Active Device per Month depending on integration requirements*

We sell our cloud-hosted software suite at a recurring monthly license fee per device per month based on the functionality utilized.

This fee includes:

1) A license for (1) mobile user and (1) cloud user to use our front-end data entry software, and cloud-based back-end management software. This includes access to all features of our software, **including the iPermit permitting module**.

2) 24/7/365 in-house help desk support for any and all software and hardware issues.

3) Access to our *Client Resource Center*, which provides in-depth details of the functionality within our mobile and back-end software, including video demonstrations and guided walkthroughs.

4) Any and all software updates, including product enhancements, issue resolutions, and new feature releases as they become available. Since inception, we have been releasing new software to clients rapidly.

   Some major upgrades in 2021, provided at no additional cost to ALL current subscribers, included:

   - New Permits dashboard with data visualizations and quick reports.
   - Geo-zone Mapping for Permits
   - Temporary hourly and daily permits
   - New embedded documentation site with training videos and feature walkthroughs
   - Major UI upgrades to enhance user experience and simplify workflows
   - Two-way integration with T2 Collections service, CCS

   To ensure these features are fully utilized, we regularly hold *UPsafety User Webinars*, at no additional cost to subscribers, before each major update to identify, train, and answer any and all customer questions and concerns. Users who cannot make the webinar can request a recorded copy to view anytime.

5) One free admission to our yearly Users Conference in your first year.

CityCite™ Platform Fee – *$199.00 per Additional Back Office License per Month*

We sell our cloud-hosted software suite at a recurring monthly license fee per back-office license per month based on the functionality utilized.

Authentication – *$600.00 per year per system*

Authentication can be provided with Shibboleth or CAS or most SAML 2.0 products.

CodeCite™ Platform Fee – *$199.00 per Handheld per Month or $99.00 per Month if added to a handheld with* **CityCite™**

If you wish to issue citations for property violations CodeCite can be added to the handhelds. This will incur additional training and implementation charges.

Patron Portal – *Greater of 4.00% or $3.00 per Citation or Permit Paid Online*

We can fully customize an e-commerce site to meet your needs, including branding, adding customized dispute fields, and developing lookup logic. Through the portal, patrons can:

- Review photo evidence, as well as all ticket data recorded at the time of issuance
- Pay tickets online, from the moment a ticket is issued, via QR code on the ticket, the website printed on the ticket, or, through the Interactive Voice Response (IVR) phone number
- Dispute and inquire as to ticket status, including the upload documents to be viewed by enforcement or administrative staff

When a violator pays a $30.00 citation, they will pay the citation amount, plus the service fee, and we will remit the full $30.00 citation value to you next day.

Training and Implementation

Personalized Webinar Training – *$895.00 One Time*

This fee is for online training of your officers and administrators on how to use the system inside and out, as well as training managers to a Train the Trainer standard.

Cloud Set Up and Customization – *$1,875.00 One Time*

We charge this fee to fully customize the cloud to your department, including setting permissions for each individual employee, implementing ticket lifecycle business logic, creating report templates specified by managers, importing common street names in order to optimize officer drop down lists and more.

Our project managers work quickly, and with your help we can implement your perfect solution within 90 days of contract signing. For projects which cannot be implemented by UPsafety within 90 days of the contract execution date due to factors within your control, an extended project management fee of $500 per week will apply.

Examples of factors within your control include but are not limited to; failure to provide appropriate information, resources, or personnel reasonably necessary to complete implementation. Any delays caused by third parties or by events outside the control of either UPsafety or you would not be applicable.

Processing & Other per Item Services

DMV Research

In State – *At Cost*

For DMV research for in-state violators, we only charge for lookups when the state levies a fee to conduct a lookup.

Out of State – *$2.50 per Violator Found*

DMV research for violators, we charge Per Successful Plate Lookup, which means that a charge is only incurred if a valid address has been found for the requested plate.

Automated Delinquent Notices – *$1.00 per letter includes stamps and stationery*

The cost of customizing physical notices, which will be mailed to violators as warnings and requests for payment, or, for any other automated correspondence on behalf of your organization, is fully included in the set-up process. This fee is for the printing, stamping and mailing of physical notices to violators.

Standard Polyvinyl Paper – *~$0.05 Per Ticket Written*

We provide top quality water and tear resistant polyvinyl paper at a price of $169.00/Case. There are 50 rolls per case and clients see anywhere between 60-70 tickets per roll. The value of $.05/ticket that we mention in our literature is computed as follows:

$$\frac{\$169 \text{ Per Case}}{50 \text{ Rolls Per Case}} = \frac{\$3.38 \text{ Per Roll}}{65 \text{ Tickets Per Roll}} = \$\ 0.05 \quad \text{Per Ticket}$$

Programmatic Data Conversion – *$125.00 per Hour (Waived)*

Assuming cooperation from the incumbent vendor, we will migrate all records from the current system to CityCite.

Custom Software Development (SDE) – *$200.00 per Hour for Out-of-Scope Work*

We staff a team of Cloud and Mobile software engineers, tasked with constantly improving our product for the better and customizing the product to meet the needs of our customers. We will only bill for software development that exceeds the scope of work specified in this proposal.

BBPOS WisePOS E Payment Terminal(s) – *$399.00 per Unit*

If the Client would prefer a more integrated option for in-person credit and debit card payments, these Terminals integrate directly to the UPsafety cloud, allowing the Client a fully web-based point of sale which allows:

- Payments to be initiated directly through the Cloud software. When a cashier selects "Accept Card Payment", the Terminal will accept payment only for the amount of selected items.

Boasting a full color, touchscreen display, the BBPOS WisePOS E comes with EMV standard, and also allows for expanded functionality as payment trends change, including mobile wallet acceptance, EMV capabilities, and NFC/CTLS.

If Terminal(s) are utilized: Credit Card Processing – *2.9% and $0.25 per Transaction*

This fee will be billed monthly and included on a unified invoice for the amount of processing completed through purchased and utilized UPsafety terminals in the previous month; never taken out of your remittance totals. We believe this makes it easier to track, manage and audit.

Scanner L-Tron 4910LR MDT –*$475.00 per Unit*

Microphone Style Driver's License Area Imaging Scanner(s) that enable your officers to scan drivers licenses and vehicle registration to populate data fields in the cloud with ease.

T2 MobilePay - Mobile Payment Solution Quote

Subscription

Product Code	Product Name	Quantity	Sales Price	Total
100.3212	T2 MobilePay Base Subscription	1	USD 1,000.00	$ 1,000.00
100.3231	T2 MobilePay Transaction Fee Tier 4 - Pay as you go	0	USD 0.27	$ -
100.3221	T2 MobilePay Gateway	0	USD 0.12	$ -
			TOTAL:	$ 1,000.00

Services

Product Code	Product Name	Quantity	Sales Price	Total
100.3217	T2 MobilePay Implementation	1	USD 249.00	$ 249.00
100.1108	T2 Iris Profile Set-Up	1	USD 0.00	$ -
100.006	Remote Training - T2 Iris - up to 2 hours	1	USD 250.00	$ -
			TOTAL:	$ 249.00

Hardware

Product Code	Product Name	Quantity	Sales Price	Total
105.064	T2 MobilePay 5 10x18 signs included with implementation - Option 2	1	USD 0.00	$ -
			TOTAL:	$ -

Net Total:	$ 1,249.00
Tax Amount:	TBD
Tax Comments:	
Total:	$ 1,249.00

Mobile License Plate Recognition Quote

Subscription

Product Name	Product Code	Quantity	Sales Price	Total
T2 Partner Product - LPR Managed Service One Patroller Connection (Year)				
Year 1	100.011	1	USD 324.00	$ 324.00
T2 Partner Product - LPR Managed Service 2.0 (Year)				
Year 1	100.0099	1	USD 3,780.00	$ 3,780.00
T2 Partner Product - LPR Managed Service Upgrade to Pay-by-Plate (Year)				
Year 1	100.0115	1	USD 300.00	$ 300.00
T2 Partner Product - ComSonics Preventative Maintenance				
Year 1	100.3459	1	USD 3,950.00	$ 3,950.00
			TOTAL:	$ 8,354.00

Services

Product Code	Product Name	Quantity	Sales Price	Total
100.2852	T2 Partner Product - LPR Mapping License Including Data For North America - Per Vehicle License	1	USD 500.00	$ 500.00
100.2818	T2 Partner Product - LPR Permit Zone Configuration Svcs for Mobile City w/ or w/o Wheel Imagine Pkg	1	USD 1,100.00	$ 1,100.00
100.2391	T2 LPR Integration Prime Project Management	1	USD 6,000.00	$ 6,000.00
100.3411	T2 Partner Product - ComSonics Mobile Installation	1	USD 4,000.00	$ 4,000.00
100.3429	T2 Partner Product - ComSonics Project Management Services	1	USD 1,000.00	$ 1,000.00
100.2947	T2 Partner Product - LPR Ext Warranty-Au-K-Oxx Kit w/ Adv Replacement Coverage 4 Addt Year	1	USD 12,774.40	$ 12,774.40

Product Code	Product Name	Quantity	Sales Price	Total
100.2953	T2 Partner Product - LPR Au-K-Oxx-Adv Swap Warr Svcs Upgr From Return/Repair For First Year Of Sale	1	USD 723.55	$ 723.55
			TOTAL:	$ 26,097.95

Hardware

Product Code	Product Name	Quantity	Sales Price	Total
100.3014	T2 Partner Product - LPR SharpZ3 850nm Overtime Kit	1	USD 27,445.00	$ 27,445.00
100.2899	T2 Partner Product - LPR Panasonic Toughpad Fz-G1 With Verizon Lte Complete Kit	1	USD 6,400.00	$ 6,400.00
100.3502	T2 Partner Product - ComSonics Shipping	1	USD 0.00	$ -
			TOTAL:	$ 33,845.00

Shipping and tax will be calculated and added to final invoicing.

Year 1 Total:	$ 68,296.95
Year 2 Total:	$ 8,574.20
Year 3 Total:	$ 8,805.40
Net 3 Year Total:	$ 85,676.55
Tax Amount:	TBD
Tax Comments:	
3 Year Total:	$ 85,676.55

LUKE Cosmo Pay Station Quote

Subscriptions

Product Code	Product Name	Base Unit Price	Quantity	Discount %	Sales Price	Total
104.0033	T2 Iris Core Legacy Monthly Subscription Bundle	USD 0.00	5	100	USD 0.00	$ -
100.7101	T2 Iris Core (Month)	USD 50.00	5	0	USD 600.00	$ 3,000.00
100.7601	T2 DataConnect (Month)	USD 20.00	5	0	USD 240.00	$ 1,200.00
100.7201	Coupons (Month)	USD 5.00	5	0	USD 60.00	$ 300.00
					TOTAL:	$ 4,500.00

Services

Product Code	Product Name	Base Unit Price	Quantity	Discount %	Sales Price	Total
100.0106	T2 DataConnect Activation Fee LTE Verizon	USD 30.00	5	50	USD 15.00	$ 75.00
100.1108	T2 Iris Profile Set-Up	USD 1,000.00	1	50	USD 500.00	$ 500.00
100.0055	One Day Training with Travel	USD 2,500.00	1	0	USD 2,500.00	$ 2,500.00
					TOTAL:	$ 3,075.00

Hardware

Product Code	Product Name	Base Unit Price	Quantity	Discount %	Sales Price	Total
104.0001	Luke II/Luke Cosmo Bundle	USD 0.00	5	0	USD 0.00	$ -
900.0076	Luke® Cosmo CC Only Solar	USD 10,395.00	5	50	USD 5,197.50	$ 25,987.50
880.413	Platform - Pay Station 7 - LC	USD 0.00	5	0	USD 0.00	$ -
880.4104	Modem Kit-Internal LTE Verizon L2V5/LC	USD 920.00	5	50	USD 460.00	$ 2,300.00
460.0052	SIM CARD-T2 DataConnect-Verizon, KORE	USD 30.00	5	50	USD 15.00	$ 75.00
880.4101	Lock Maintenance-LC	Included	5	0	Included	$ -
450.0018	Key-Green Ex.Access-C	USD 33.00	2	50	USD 16.50	$ 33.00

450.0019	Key-Yellow Ex.Access-C	USD 33.00	1	50	USD 16.50	$ 16.50
880.4102	Lock Collection-LC	Included	5	0	Included	$ -
450.0018	Key-Green Ex.Access-C	USD 33.00	2	50	USD 16.50	$ 33.00
450.0019	Key-Yellow Ex.Access-C	USD 33.00	1	50	USD 16.50	$ 16.50
100.1112	DPT BOSS Suite-C	USD 200.00	1	50	USD 100.00	$ 100.00
880.4107	USB Service Key, Industrial Grade 1GB-C	USD 65.00	1	50	USD 32.50	$ 32.50
663.0027	Paper 2in - For High Moisture	USD 41.00	5	0	USD 41.00	$ 205.00
					TOTAL:	$ 28,799.00

Other

Product Code	Product Name	Base Unit Price	Quantity	Discount %	Sales Price	Total
100.202	Estimated Shipping and Handling	USD 0.00	1	0	USD 1,000.00	$ 1,000.00
					TOTAL:	$ 1,000.00

Net Total: $ 37,374.00

Tax Amount: TBD

Tax Comments:

Total: $ 37,374.00

Product Specifications

UPsafety Product Capability Overview

What we are proposing to Client Name today is the most advanced Parking Violation and Permit Management Application on the market, supplemented by an architecture built for integration, and a history of innovation in software and hardware. Let's begin with an overview of our solution's architecture:
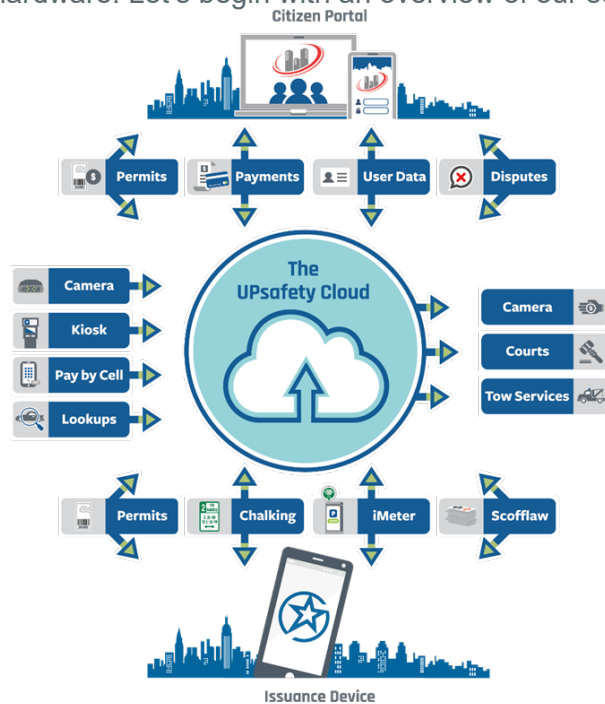
CityCite1® Platform Architecture

CITYCITE® MOBILE: DATA Collection Software

CityCite's® mobile Android-based data collection software is ready to run immediately on the Android device of your choice. Including all the data fields specified by the city, we have worked hard to ensure the software is intuitive, fast, and most importantly, that officers love using it. This came from painstakingly focusing on details such as:

- Ensuring the software has optimal color patterns

- Ensuring sunlight readability

- Utilizing upload logic to ensure citations can be written with or without cellular service

- Dynamically optimizing drop-downs based on usage patterns

- Advanced Panic Button and Voice Recording Logic to keep officers safe

- Ensuring officers have all the information necessary in real-time to enforce equitably and efficiently

Let's start with what an officer sees upon login:

Officer Dashboard
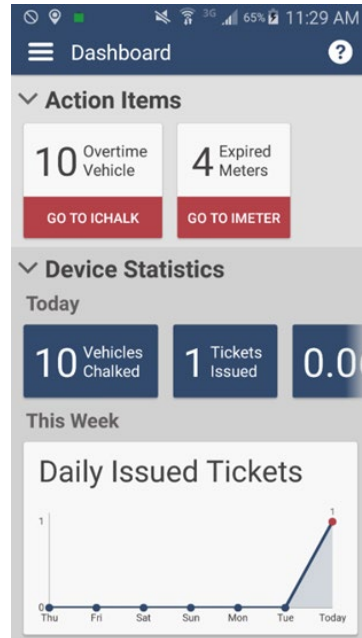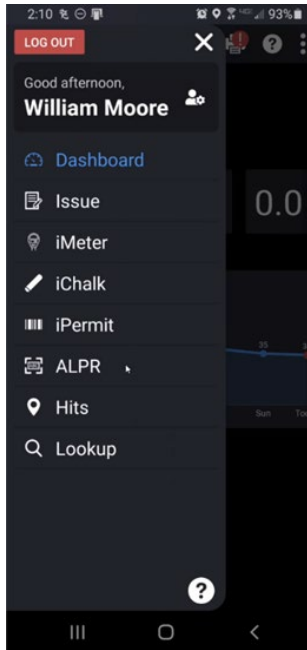
From the moment officers log in, our application is focused on their efficiency. Our officer dashboard ensures that officers understand where and when they are needed most through Action Items, with each item linked directly to the next software action that needs to be taken to enforce on those violations.

Furthermore, by collating their performance, officers can understand the ramifications of their own productivity, and work to improve on their own standards.

Next, let's look at how the officer would issue a citation.

Issue Tickets Screen

Once again, our focus is on officer productivity, and the efficient capture of data. Within this framework, our issuance screen will automatically:

Require Photo Evidence

(Based on the city's preference)

With CityCite®, officers can take up to 12 photos, and select the most detailed image to be printed directly on the citation. Each photo, when taken, is tagged with an unmodifiable time, date and GPS stamp, increasing the violator's willingness to accept responsibility for the infraction and remit payment in a timely manner. This can reduce disputes drastically, and eases the burden placed on organizational staff.

Fill Fields Based on Prior Issuance

Once a license plate number is input, CityCite® is already referencing prior data. If a citation has been issued to the vehicle, or the vehicle has a valid permit, all vehicle data will be input automatically. This data is fully modifiable if physical features such as the color of the vehicle have changed.

Inform Officers of Scofflaw and Escalate Fines Automatically

When issuing a citation, CityCite® verifies in real-time whether the plate number in question has had any prior citations or warnings issued by the city as well as citations which are unpaid or overdue. In the event of any scofflaw notification, the handheld will notify the issuing officer of scofflaw status, allowing the officer to decide if the vehicle is eligible for boot/tow, increased fines, or other enforcement actions.

Allow Officers to Request Boot, Tow and Impound Services with Ease

After determining that a vehicle is eligible for boot, tow, or impound – which is automated via UPsafety's built-in mobile Scofflaw Notification alerts – officers simply press a button on the 'Issue Ticket' screen to solicit the required service from an approved external vendor or internal department. Additional fees may be applied and will be added to the citation fine amount if applicable.

The Output: UPsafety Citations

UPsafety violations make a noticeable difference for you and your patrons by providing easy-to-read, accurate information – every citation, every time.

Violations can be viewed online immediately after issuance, both by violators through the Citizen Portal and by administrators and Managers through the CityCite® Management Platform, including associated photos, GPS location and all other violation details.

Mobile ALPR

With pay-by-plate, issuance isn't always as easy as a visual inspection.
That's why we were the first to introduce Mobile ALPR.

Our Mobile Automatic License Plate Recognition (ALPR) feature allows users to capture an image of any parked vehicle's license plate and instantly check if the vehicle is parked over time at a metered or chalked space, has been assigned a valid parking permit, or is in 'scofflaw' status. This feature can dramatically reduce the time any officer spends in a given location and is designed to allow for more efficient and cost-effective enforcement practices.
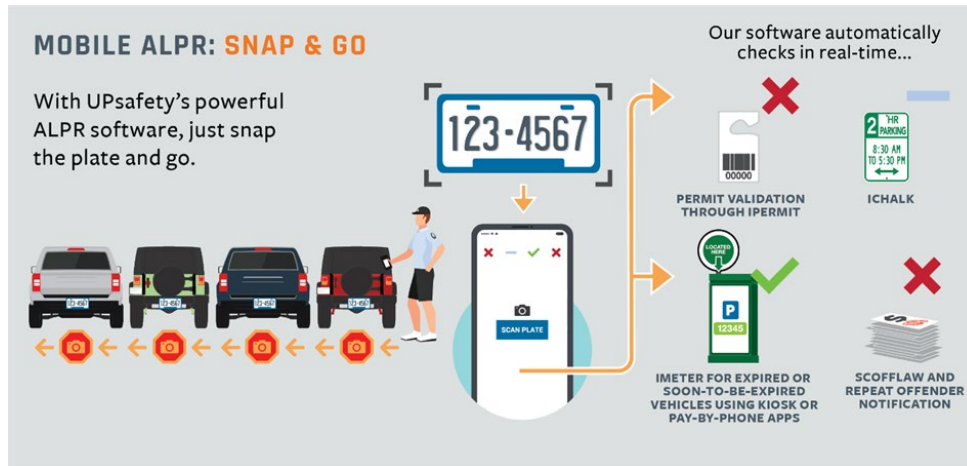
EXAMPLE OF UPSAFETY'S MOBILE ALPR SCREENS
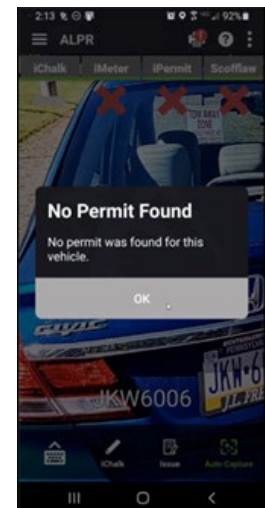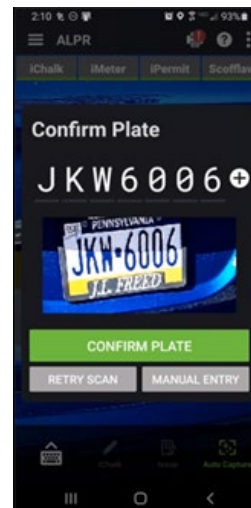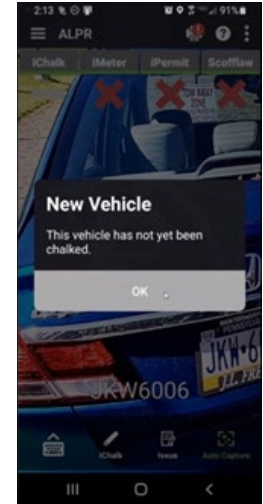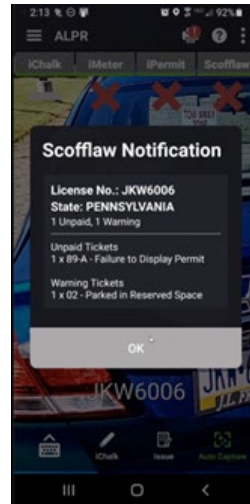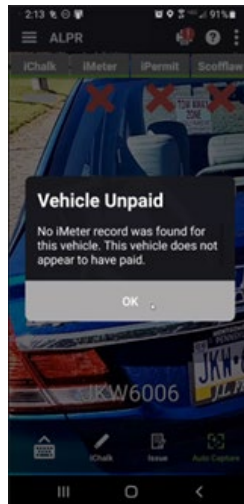
Mobile ALPR - CiteStream™

Take Mobile ALPR to the next level with CiteStream™, the seamless, stop-less ALPR solution. CiteStream™ automatically recognizes and captures license plate information without the enforcement officer having to stop and snap a photo. By simply pointing the camera at a vehicle while walking by, CiteStream™ will capture the plate number and alert the officer if the vehicle is in violation.
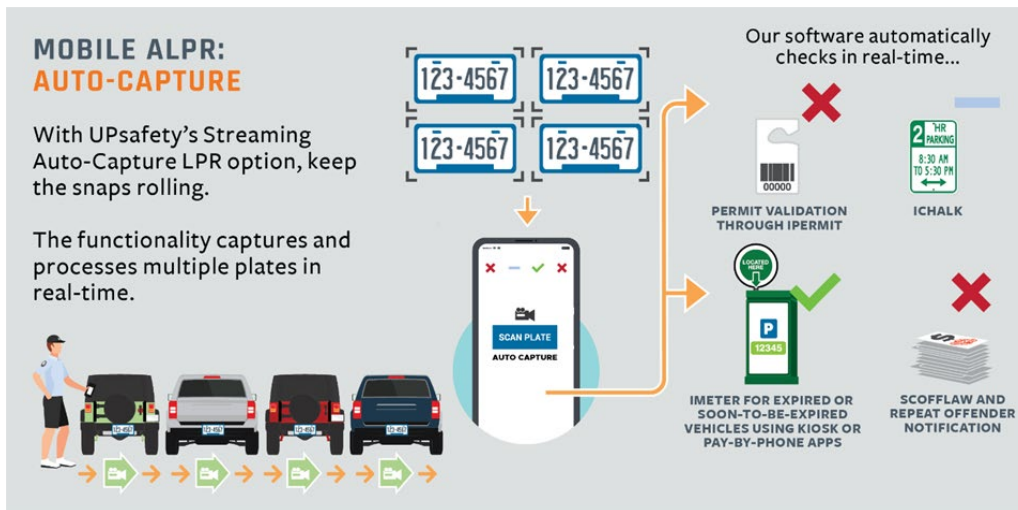
Mobile ALPR Auto-Capture Mode

For already congested, narrow streets, or for short term or event-based changes in parking regulation, **sometimes officers are more efficient than vehicle mounted ALPR at timing stays.**

For those times, our mobile software includes:

iChalk® Electronic Tire Chalking

iChalk®, CityCite's® electronic chalking feature, allows officers to easily track the time spent by vehicles in time-limited spaces or zones based on the evidence collection standards required by your organization. An image of the License Plate's position on the rear of the vehicle, vehicle license plate number, license plate state, location, space/meter number, a selected tire's valve stem position, GPS location, and the allowed time limit may all be collected in seconds to efficiently time a vehicle's stay. Features include:

- Valve stem position markings confirm that a vehicle did not move between the first and second chalks

- Duplicate chalk alerts to intelligently determine if a vehicle's license number was chalked previously that day in any other location or space

- Multiple ways to sort data allows officers more convenience and accuracy in determining violation status on their routes

- 'Shared iChalk®' allows officers to access chalks that have been previously recorded by different officers, and on separate devices

- Real-time Google Maps® integration allows officers the ability to visibly identify where vehicles were geographically chalked on a map as they walk and perform actions on those chalked vehicles as necessary

- Entirely customizable 'Required' and 'Optional' data collection field for each chalk, allowing the city to ensure the preferred balance of efficiency and evidence collection are maintained
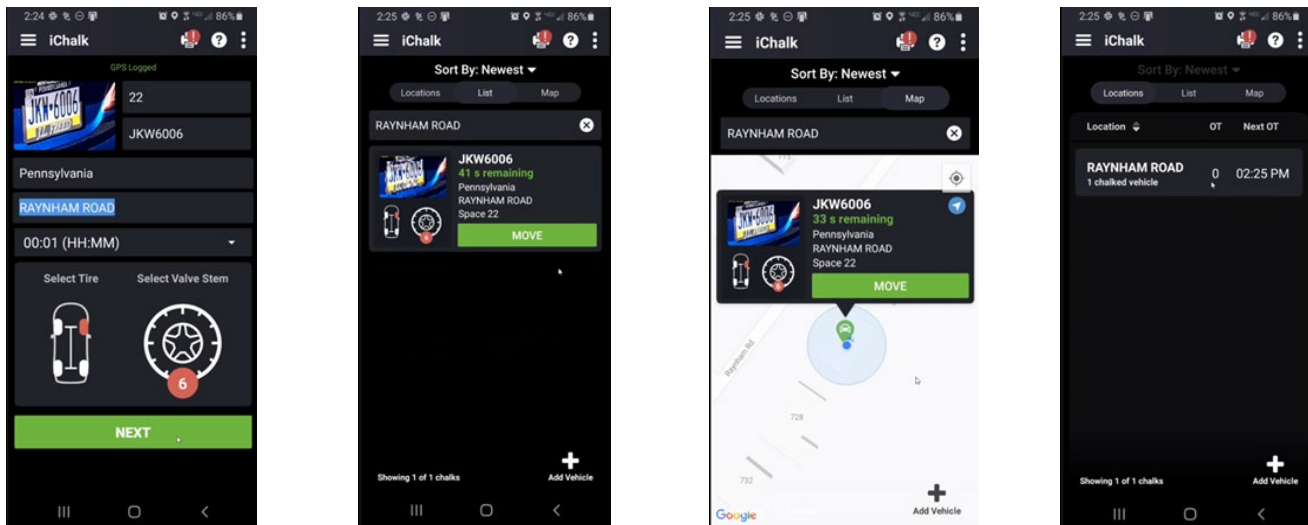
Mobile iChalk (Valve Stems)

iMeter Parking Session Validation

The iMeter feature of CityCite® integrates with leading Kiosk and Pay-By-Phone applications, allowing parking right payments at kiosks or mobile payment parking zones to be filtered and displayed directly on officers' mobile devices in real-time. This feature is a critical component for growing organizations, as it allows organizations to benefit dually from the newest tech in Kiosk and Pay-By-Phone through the benefits of the technology itself, as well as the improved enforcement outcomes integration can provide. Features include:

- Automatic refresh of data for the most accurate information
- Filter results to view only vehicles that have paid for parking or vehicles with time limits that will expire soon
- Sort vehicles by time limit, space number, plate number, or distance from the officer
- Search for a vehicle using a specific space number or plate number
- View vehicles parked in a specific location or all locations
- Ability to cite vehicles with auto population of relevant citation data
- Real-time search during citation issuance process for a specific vehicle or space number
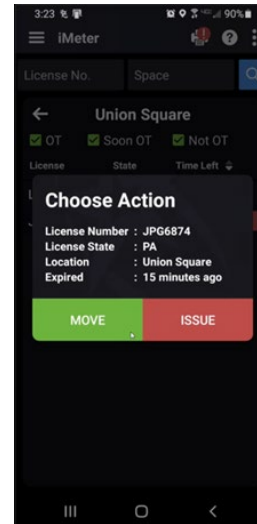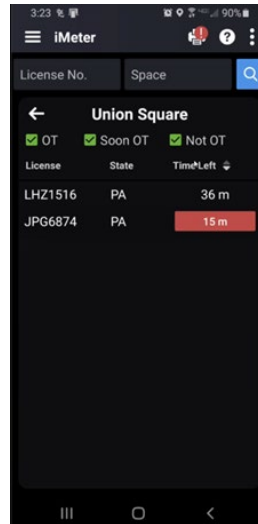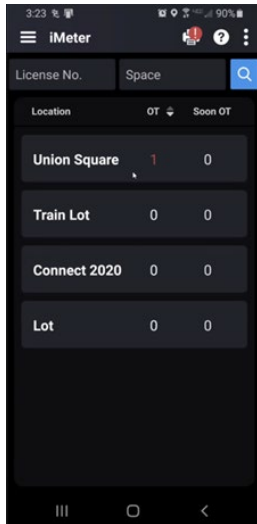
Mobile iMeter Overtime

As a final core feature within our mobile solution, we offer choices for permitting – virtual permits, physical permits, or any mix of the two that best suits the needs of the city. **Regardless of the allocation between virtual and physical permitting, both are enforced through iPermit Mobile**.

iPermit® Mobile

If the city elects to solely use virtual permits, meaning that permits will be validated by checking the license plate registered to the permit against the license plate on the vehicle being checked for a permit, permits will be checked automatically through ALPR via real-time data exchange between the permit store and the provided handhelds. Permit information will be available to all handhelds from the moment they are purchased online or in person.

If the city opts to utilize physical permits, this is still fully supported, and they can be validated either through ALPR (if license plates are associated), or, via visual inspection enhanced by barcode scanning if this process is preferred by the city.
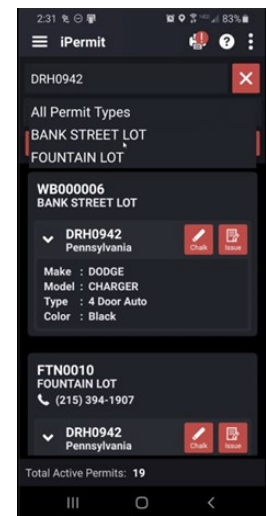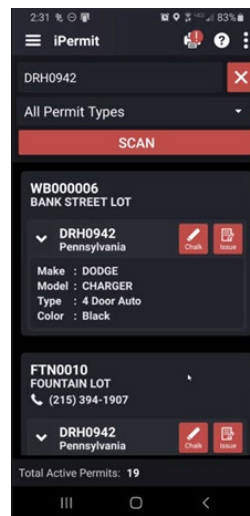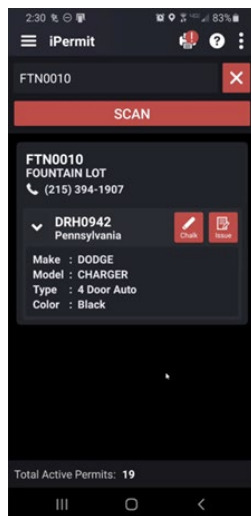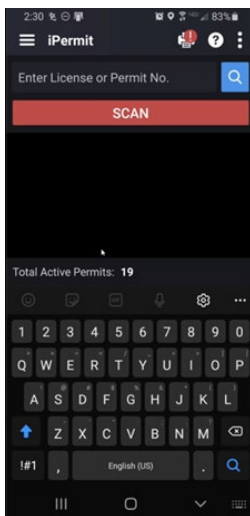
Mobile Permit Inspection

We're almost finished with the overview of the Data Collection Software but
should still highlight two salient components of violation issuance:
Vehicle Mounted ALPR and Virtual Ticketing.

Vehicle Mounted ALPR

Genetec, Vigilant and Asura Integrations
Vehicle mounted ALPR companies have always had an efficiency issue in regard to winding, congested streets. The solution without these impediments is simple; when a vehicle picks up a hit, the officer stops and issues a citation. That doesn't work so well when there isn't a safe and available on-street parking spot for a continuous mile.

Our solution is simpler: keep the driving officer on his way and utilize staff on the ground closest to the hits generated by the ALPR car to issue citations. Our solution works with our already integrated iPermit®, iChalk® and iMeter® fields to push infractions to the closest officers in order to keep the ALPR car on its way.

Currently, our most extensive integrations are with Genetec AutoVu and Vigilant Solutions, allowing all management of the solution to be completed through the CityCite® cloud, with updated permits, handheld chalks and iMeter data pushed to the cameras in real-time. This creates a much more streamlined process for enforcement when implemented correctly, enabling efficient:

- **Permit Management:** All permits purchased through your Citizen Portal are updated to both the handhelds and ALPR system seconds from issue. As the license plate is scanned, it is checked against a list of valid permits for that area.

- **Kiosk/Pay-By-Cell Management:** All vehicles that have paid for parking are automatically added to a "white" list and will not be eligible for non-payment ticketing. Citations can still be issued via a handheld device for other infractions; however, the system will notify issuing officers that the vehicle's license plate has paid.

- **Vehicle Chalking:** For timed parking zones, all license plates scanned are mapped to their geographic location and loaded in real-time to the iChalk® module of all handheld devices within a specified distance of the car.

As a feature on the horizon, we are working with Asura Technologies to ensure our ALPR engine is entirely hardware agnostic, opening up the possibility of enforcement via body-worn, bike-mounted and fixed-mounted cameras. This creates the opportunity for *virtual* ticketing wherein the infraction is noted and created autonomously based on an ALPR feed. A letter is then sent same-day to the registered vehicle owner alerting them of the infraction.
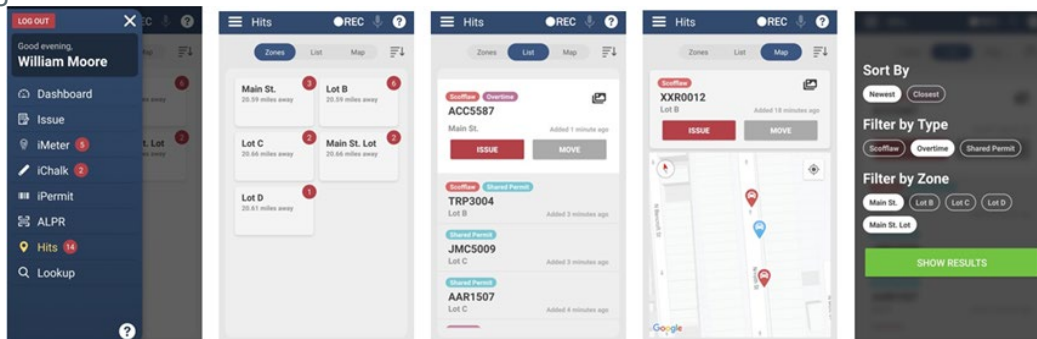
Vehicle Mounted ALPR Hits Integration

Please see attached specifications for the XF all-in-one handheld device.

UPSAFETY®
a T2 SYSTEMS company

321 Morris Road
Fort Washington, PA 19034

215.394.1906 | sales@upsafety.net
UPsafety.net

XF Print and XF Scan

All-in-one Hardware Solution

SPECIFICATIONS

INTRODUCING THE XF SERIES

Featuring an integrated 3" thermal printer, an optional high performance 2D red laser scanner for licenses and permits, and a 64-megapixel camera, the XF is ideal for every mobile public safety application.

The XF was built with flexibility in mind. Unlike handheld models of the past, this user interface is completely removable and replaceable, meaning less downtime during repairs. The XF has an impressive battery life and promises an enduring lifespan. As technology evolves, only the Samsung Note 20 will need to be upgraded — not the entire unit.

A 3-year warranty is available for the XF handheld device.

FEATURES

- Galaxy Note 20 Device
- Hot swappable supplemental battery
- Charge both integrated and supplemental batteries
- Programmable LED indicator
- Rugged IP65 rated housing meets MIL-STD 810G
- 6.7 Inch Display with Corning® Gorilla® Glass 5
- 12/64 megapixal camera
- Android™ 11.0 OS
- GSM/CDMA/HSPA/EVDO/LTE
- WLAN/Bluetooth®/GPS

DETAILS

Supplemental "Hot-Swap Battery"

- Lithium-ion
- -20° - +60°C Operating Temperature

3-inch Direct Thermal Printer

- Direct thermal
- -2.8-inch Print Width

2D Barcode Scanner

- Honeywell N6600 Series
- High Visibility Red Laser
- White LED Illumination

Citizen Portal

Our reimagining of the city's Citizen-Facing Portal was built with two leading objectives: to automate processes and to add true value to the patrons that interact with it. This hosted web application is an essential component of our solution, and functions as the primary patron-facing portion of the full citation management solution we are proposing. This portal is fully customizable by administrators through the Management Platform and communicates relevant payment and dispute data to the Management Platform and Data Collection software in real time.

From the moment a client logs in, they are greeted by a host of ways to interact with the city more fully.
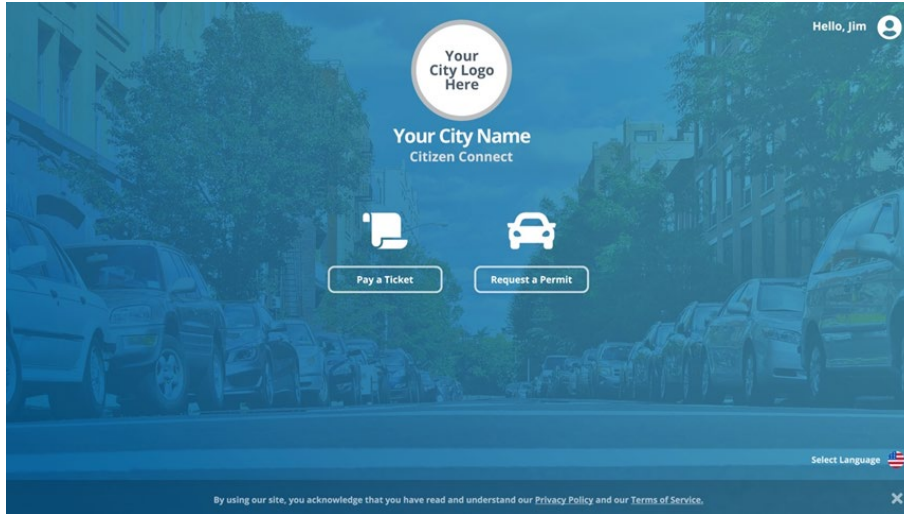
Expanded functionality includes:

Data Association with User Account

When a patron creates an account, all data associated to their license plates including name and address, as well as permits associated to their email address, are linked to their account. This greatly reduces the burden on city administrators when citizens call, email or inquire in-person with questions such as:

- Is my permit still valid?
- Does my permit validate me for this zone?
- When does my permit renew?
- Are all of my citations resolved?
- How many citations do I have outstanding?
- Can I change the registered vehicle on my residential permit?

This collation of all user associated data creates true transparency for city patrons, and allows them the information they need to make informed decisions. Decisions like the avoidance of future citations if they cannot pay the ones outstanding; the prompt renewal of permits because they fully understand the dates, as well as gaining an understanding of the rights a specific permit actually confers.

In addition, association to an account allows for quick and easy processing for patrons, as we are able to tokenize their payment media details for use in future transactions.
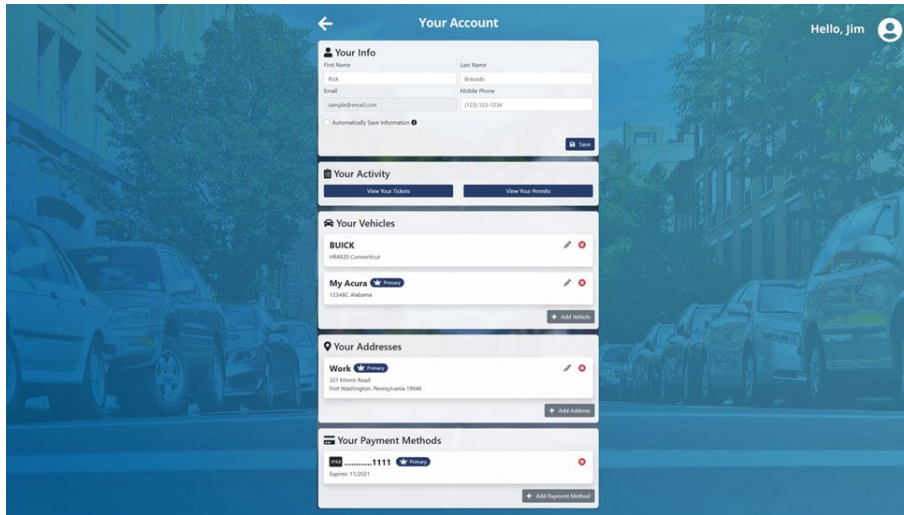
Citizen Connect Patron Management

Citizen Permit Purchase, Renewal and Event Management

As part of the customization process after a potential contract award, we will fully implement the business logic required by each of the city's standard permits and post each for application and/or purchase on the Citizen Portal. Once designed, each permit variety is fully customizable by managers at any time through the Management Portal, with any and all permit modifications, new permits, or business rule modifications communicated and updated to the Citizen Portal in real time. This means permits can be applied for, viewed or purchased by patrons in tandem with their listing or modification. When a patron purchases or renews a permit, their information is immediately communicated to handheld devices and

ALPR vehicles to ensure enforcement is accurate. Our permit module's real-time link to the Citizen Portal and powerful permit-creation logic also allows our solution to act as an efficient Event Management Tool.

Simply modify, or have our support team modify, the Citizen Portal to show that parade parking passes are on sale, and create a 1- day, zone-specific permit in the system. More on the creation of these permit types, and how the Citizen Portal can be modified will be highlighted when the Management Platform is explored more fully.

Screenshots of this customer-facing permitting solution can be seen below:
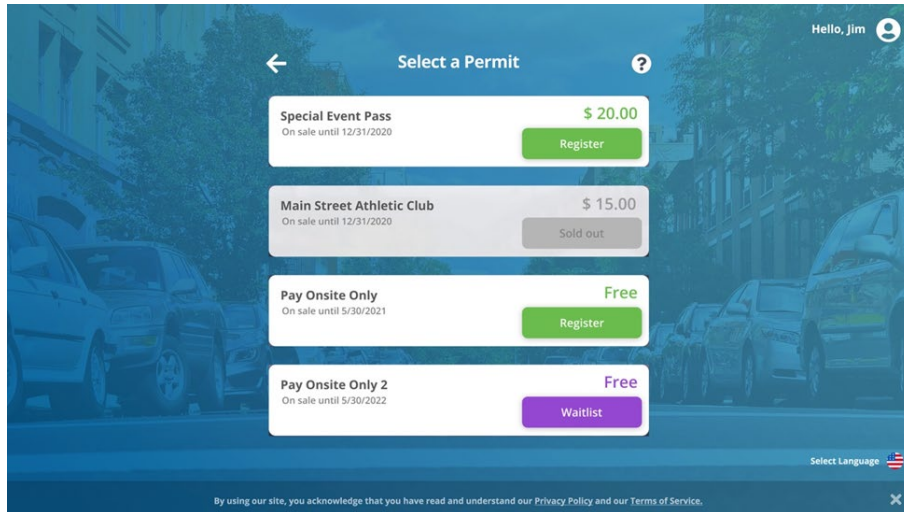
Online Permit Sale, Figure 1: Basic, Non-Zoned Permits
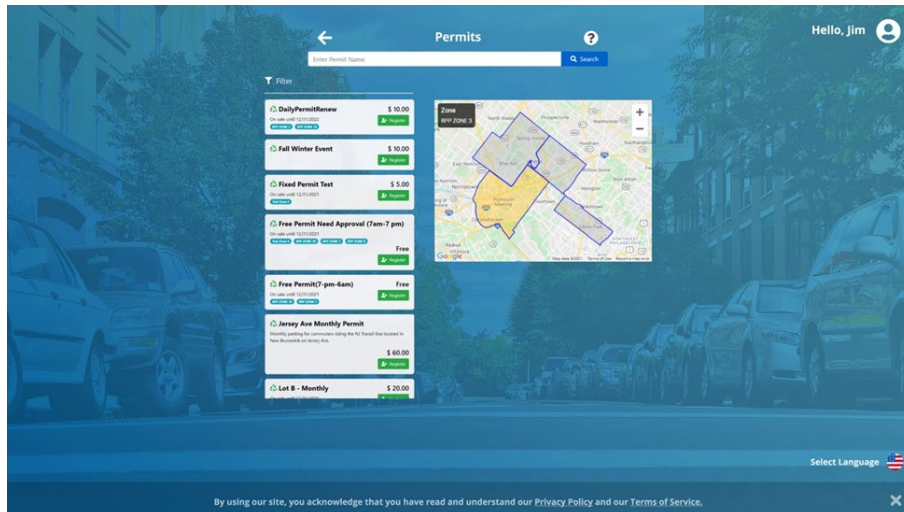
Online Permit Sale, Figure 2: Zone Specific Permits
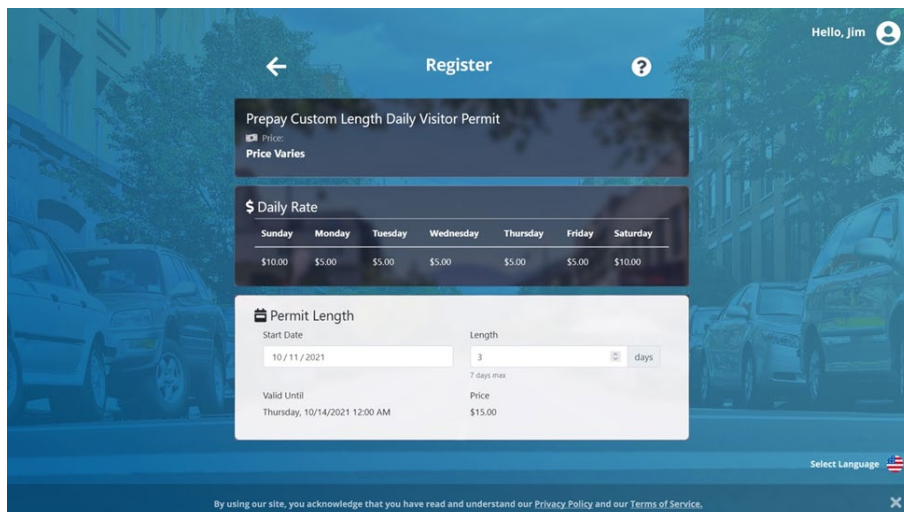
Online Permit Sale, Figure 3: Permit Date Pre-Purchase

Dispute of Citations

Our Advanced Disputes module interacts in real-time with the Violation Management Portal to allow Citizens to dispute violations. These disputes are associated to citations, as well as user accounts, and can be viewed, managed and adjudicated through the Violation Management Portal by permissioned administrators.

Many cities prefer not to utilize this module, as it can increase the incidence of disputes, however, we believe with smart utilization, online disputes can be extremely effective at reducing the burden on administrative staff. Disputes made online automatically email notify specific individuals or mailing lists to inform of a dispute received to adjudicate. A maximum number of days can be set of which to allow a patron to dispute a citation (which may also be overridden by a back office user with permissions).

The specific fields of data collected, an electronic signature, and offering multiple hearing entities or court options are all customizable within the solution.

We are happy to work with the city to further refine this process to meet the needs of administrative staff. Later in this narrative we will address the Advanced Appeals process, from the perspective of an administrator handling them within the Management Platform, should a patron file a dispute.

Payment of Citations

Our solution fully accommodates the online and in-person payment of issued citations, as well as:

- In-person partial payments and payment plans
- Full refunds (refunds made for online or IVR payments are automated and real-time to the card used)
- The payment of skeletal citations, which are citations not yet entered into the system
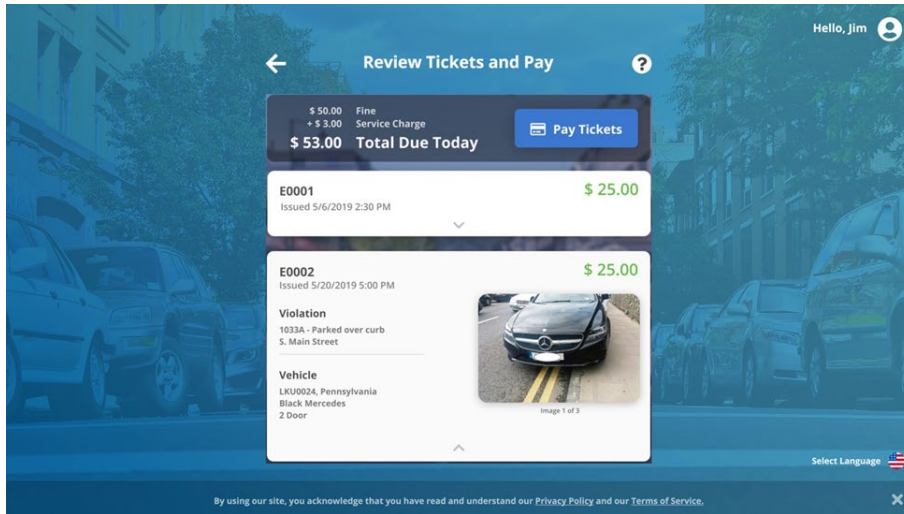
CityCite® Violation and Permit Management Platform

The CityCite® Management Platform is hosted remotely on the Azure cloud, allowing you to access your operations anywhere and anytime. All that's needed is a web browser. The core of this solution is the ability to process violations, which means the storage and modification of any and all records in the database, with permissions specific to each and every user.

Citations are easily searchable via a number of criteria, and administrators have editing capability to correct any errors on citations within the database. Cloud users are able to perform violation processing, adjudication, send notifications, export data to collections and more. All citation processing actions such as payments, appeals/dismissals, modifications, etc. are available to be performed on a single citation, or, can be efficiently performed on groups of citations, such as those issued to the same vehicle owner, license plate, fleet, or those which contain any other linking identifier. Due to the scalability of the Cloud, our solution can easily accommodate the data volumes and server loads commensurate with processing. With this in mind, let's take a deeper look at each piece of functionality the city is requesting.

Dashboard Analytics
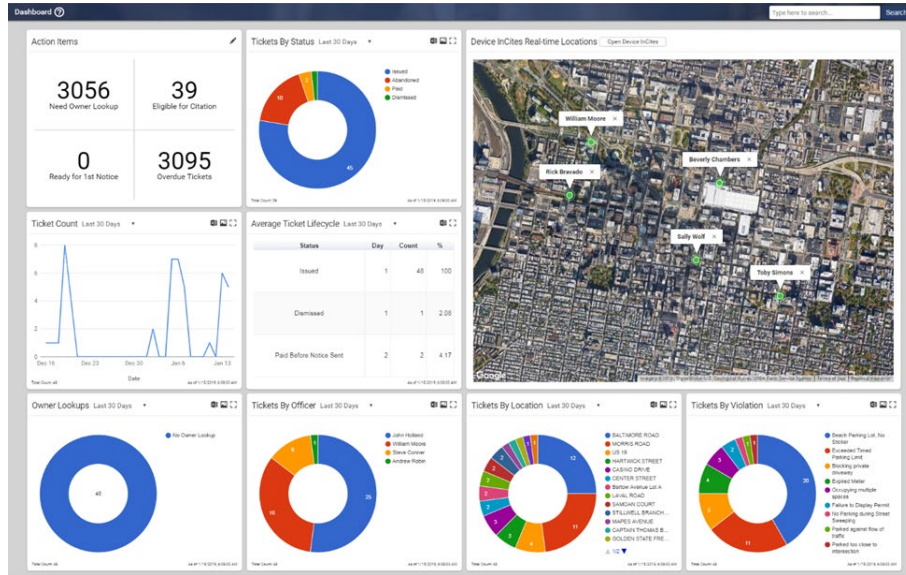
Upon logging in to the Management Portal, users are greeted by a host of visual analytics and action items to help keep their fingers on the pulse of enforcement activities. The dashboard allows for visualization of key metrics to identify actionable insights, allowing the city to:

- Increase revenue and compliance

- Track officer productivity and safety

- View key operations metrics in real-time

Each tile is permission-based and can be enabled or disabled in accordance with unique user roles. Customizations to each tile are saved to each individual team member's login, allowing the user to customize the analytics they are shown to best reflect their own responsibilities within the organization. All reports can be further refined by simply clicking on the UI component you're interested in. For example, if we click the "Dismissed" segment of the "Tickets by Status", it will show only analytics related to dismissed tickets. From this, we could see that dismissals were well segmented by geographical location, giving one indication that violations are not being issued unfairly in any one particular area:
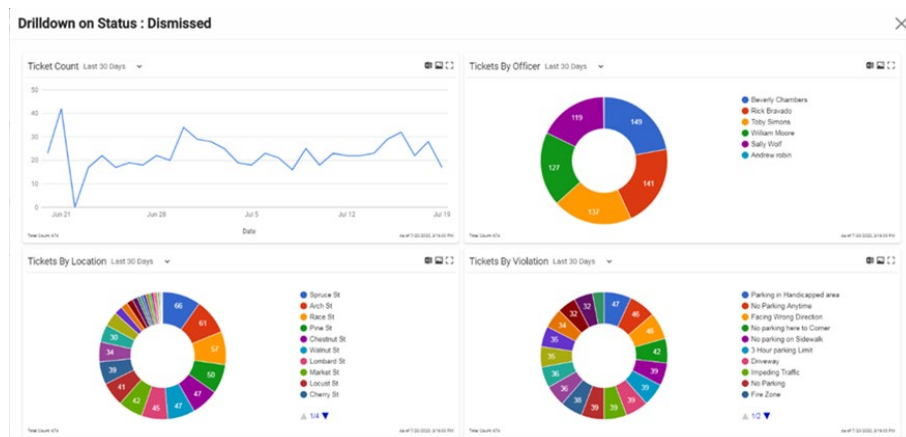
Moving on to the processing of citations, let's begin by looking at the most essential elements of a solution required by the city.

77

Processing of Citations

After selecting the "Tickets" option from the navigation bar, administrators and other users are given the option to process tickets, enter paper tickets for citations that have already been issued, issue a new citation, generate and print notices, manage the scofflaw status of vehicles, listen to audio evidence collected by officers, or generate reports based on ticketing. Which of these sections a particular user can view, and how much of each section they can view, is entirely customizable and fully permission-based.
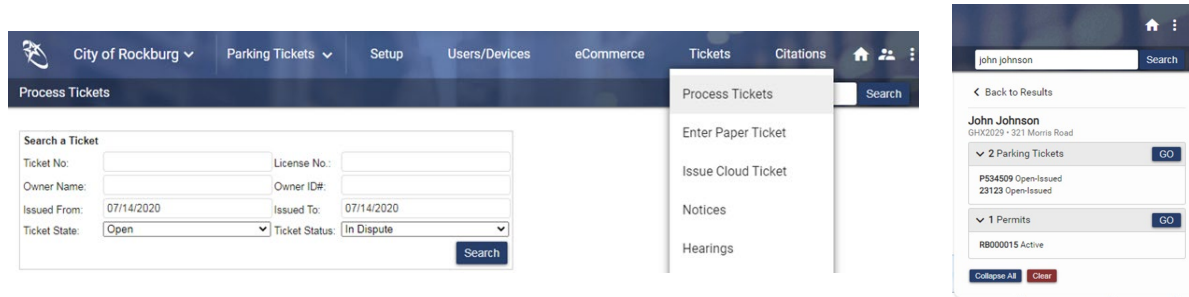
Now, as it relates to violation processing, let's say an administrator is receiving payment for a citation over the phone. The easiest way of finding the record, after asking for the customer's name, might be to type it in to the search bar even before collecting other information such as license plate number. Note that all tied records are associated.

Once the administrator has read the license plate to the customer and it is validated, pressing go takes the administrator to the heart of our solution: the process citations page, with the violations in question both pre-populated on the screen.
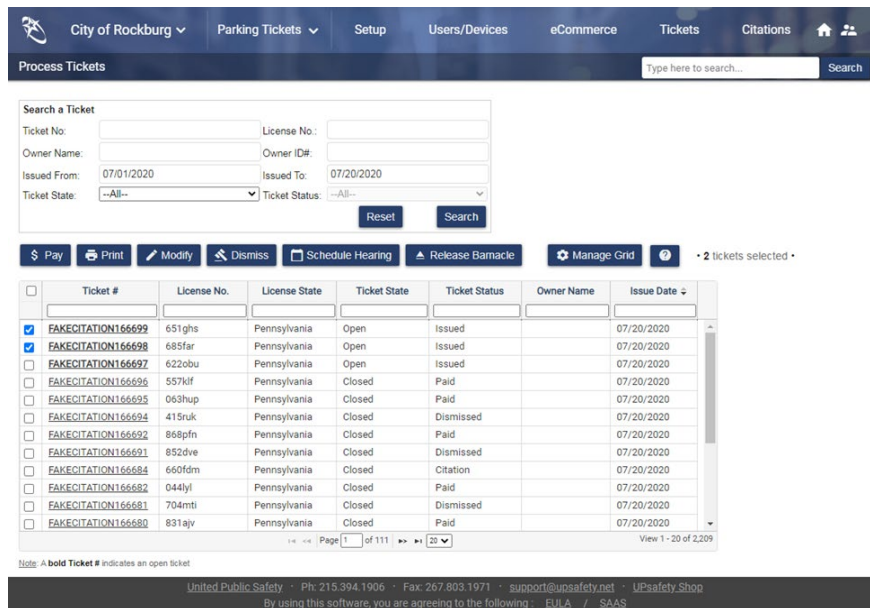
The administrator can now receive payment, dismiss, or print the selected violation(s), modify the violation(s) (based on permissions), or, manage which fields of the grid they would prefer to see, as shown below:

In the proposed scenario, where an administrator is taking payment for a violation, they have the option to select the means of payment, the amount of the payment, the date of the payment, and various payment specific fields, as seen below.
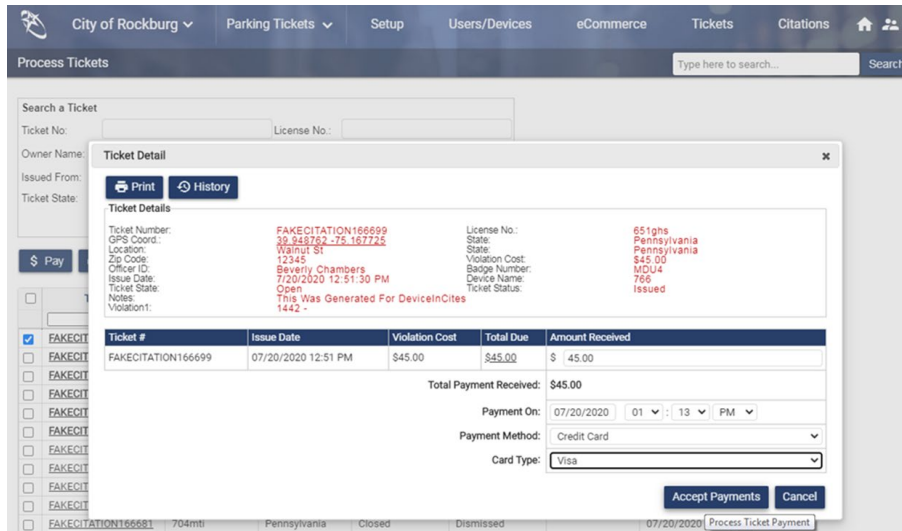
For example, in the case of a check, the check number is recorded. In the case of an in-person payment, if the customer elects to use our POS processing, it will prompt the user both on the terminal and on the platform.
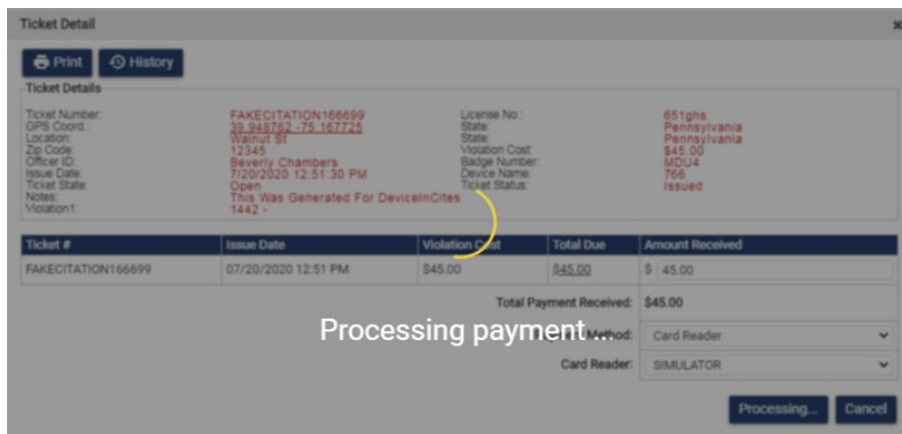
For a phone payment accepted by an administrator, the same secure pop up that is provided on our Citizen Portal will display, with a receipt emailed immediately to the patron, or printed in any format chosen:

The Process Tickets page also serves as a means for processing disputes and adjudication. By clicking on a ticket in the grid, you are taken to the 'Ticket Detail' page, on which permissioned users can edit ticket details, view images, attachments, append notes, reset late fees when warranted, view audit logs and print ticket details. An example of a record in our system, as it would be viewed by your staff, is provided below:

Management of Disputes, Hearings and Adjudication Requests

As previously mentioned, appeals may be filed in the manner that your policies allow: verbally, via letter, email, or online through the Citizen Portal. When a dispute is made online, patrons can enter their contact information as well as upload secure attachments such as photos or documents. From there, our Management Platform contains features which allow the efficient:

Management of Hearings

- Create and manage Hearing Entities (Courts, Boards, Individuals)

- Customize and automate your hearing process flow

- Optionally add hearing fees
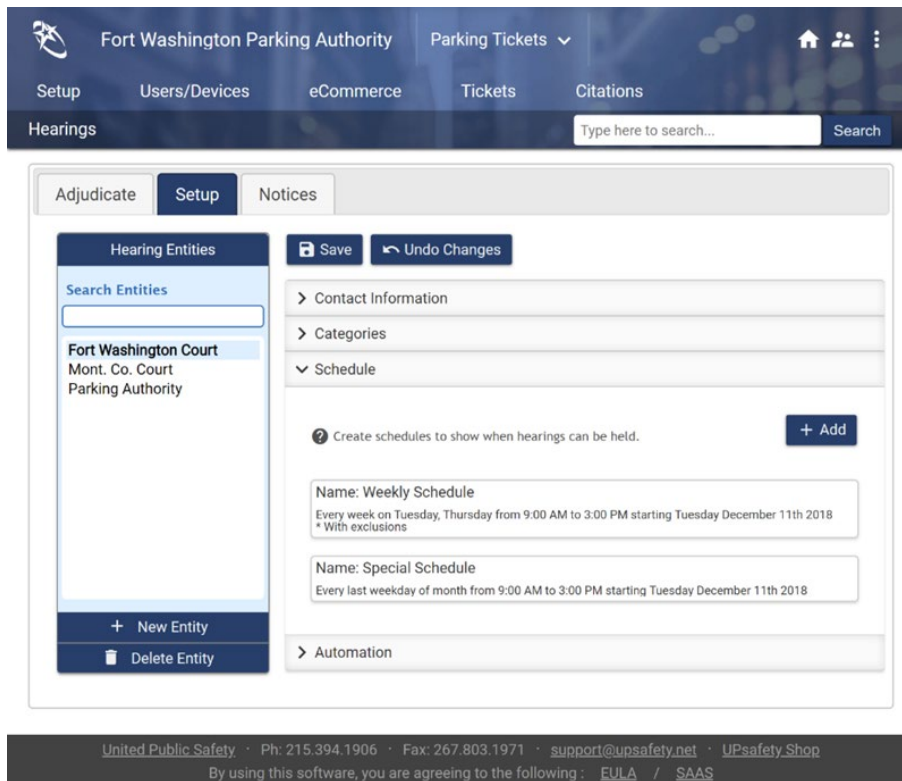
Scheduling of Hearings

- Setup recurring or single occurrence hearing dates/times

- 'Scheduling Hearings' automation options include:

- Allowing the Management Portal to automatically assign a hearing when a citation is issued

- Allowing the Management Portal to automatically schedule hearings when a dispute is filed

- Allowing the Management Portal to automatically assign a hearing once a predetermined amount of time has passed after citation issuance

- Allow Hearing Entities to manually schedule hearings

- Automatically generate and mail notices for scheduled hearings

Adjudication of Hearing Outcomes

- View and manage schedules for each Hearing Entity

- Adjudicate hearing outcomes, instantly updating citation status

- Automatically generate and mail notices for adjudication outcomes
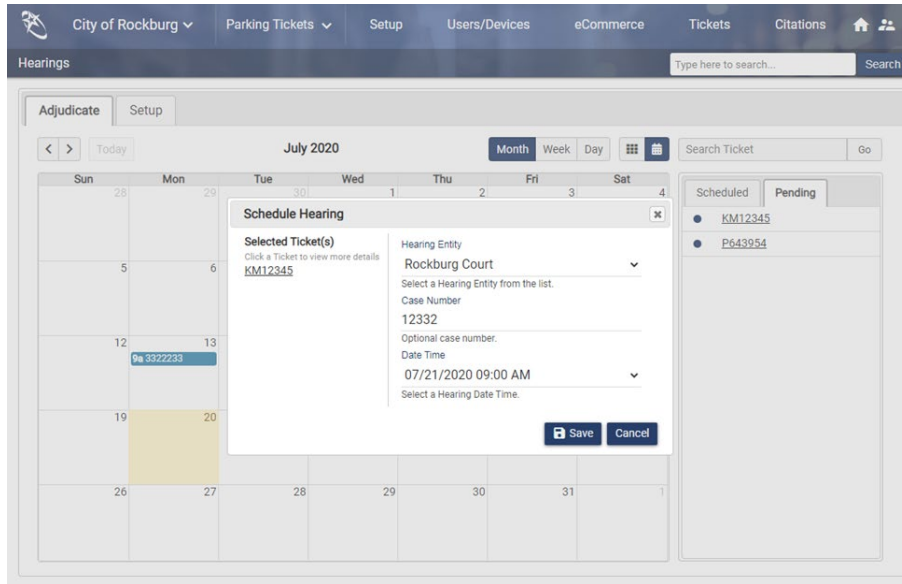
Comprehensive Reporting

CityCite® allows for fully customizable, online report generation, as well as the scheduling and recurrent distribution of these reports to city stakeholders. The reporting tool is incredibly robust, and is capable of reporting on, filtering, totaling, and/or grouping ANY field of data entered into or collected by the solution. All reports are delivered in MS Excel XLSX format and can be configured and printed easily by the end-user.
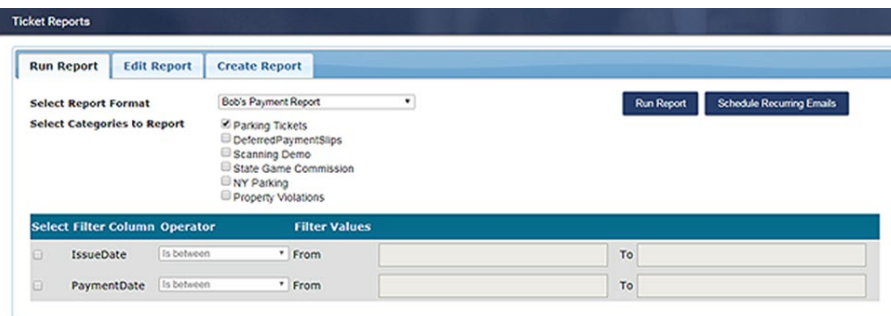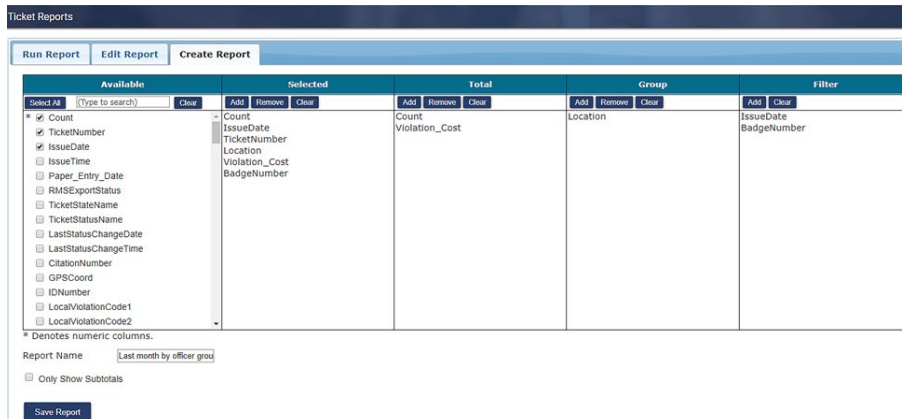
As part of the set-up process, and as an ongoing function of our support department, we will fully customize these reports to meet the city's needs. Once users are accustomed to it, however, being able to effectively access any piece of data in the system at any time, on any platform is incredibly powerful. We have often had situations such as an enforcement director calling us to inquire as to whether it was possible to report

on abandon citation rates through custom development; little did he know it required no customization. Just a few checked boxes.

The customization options afforded through this system also make this portion of our application an effective financial management application, as customized reports on activity can be mailed to applicable personnel at any time, in as granular or collated a format as is preferred. There is no more widely used application, with more in-depth user knowledge than Microsoft Excel, which is why we consciously chose not to reinvent the wheel for our most detailed reports. In regard to audit capabilities, each citation within an excel report is uniquely tied to a cloud record. This cloud record contains a comprehensive audit log containing the complete history of all actions taken on a citation, displaying when, by whom, and in what way a citation was modified:
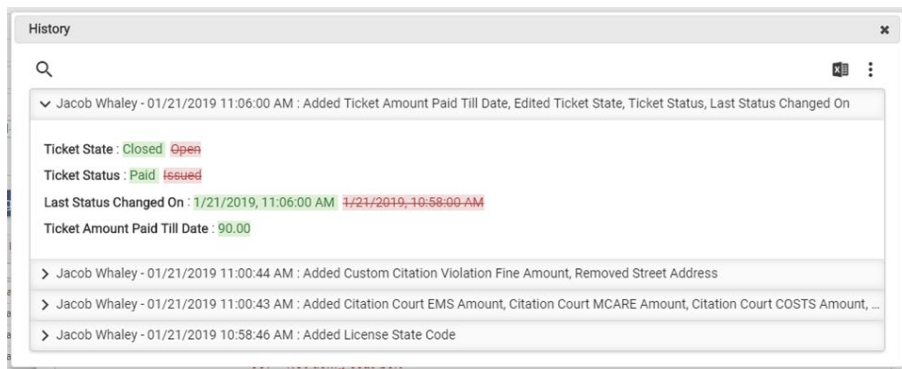
These audit logs may also be downloaded quickly and easily into Microsoft Excel for efficient filtering as warranted or needed.

Device InCites

UPsafety's Device InCites™ feature provides approved users a GIS-style overlay with the real-time location of all handhelds currently in use by the city's staff on a data-rich map. Managers can see the entirety of their device fleet, as well as their staff's routes over a given time period, allowing city staff the analytics needed to determine the most efficient enforcement practices for the organization, while ensuring officer safety and productivity. In addition, more advanced layers offer the insight needed to answer hard questions, such as:

- Are we over or under-enforcing certain areas?
- Are officers taking breaks or "going easy" on certain locations?
- Are there areas we are missing that are causing parking turn-over to lag?

This feature is composed of three major layers:

The Real-Time Layer

This layer allows authorized users to view the location of officers and devices in real-time, the last citations issued by officers, citations issued that day and distance traveled:

 83
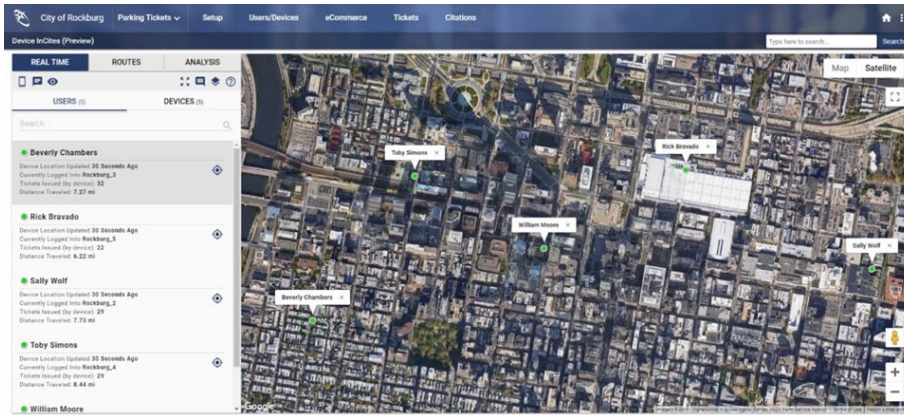
Future functionality, in upcoming releases, will include full intra-officer messaging, as well as the ability for a dispatcher or approved administrator to communicate with officers, via voice, video or text, in real-time. This will greatly aid in effective incident management and dispatch, as well as providing a valuable resource if an officer is in danger or needs to urgently report an event.

The Routes Layer

This layer takes this functionality even further by providing authorized users the ability to visualize the paths of all devices, as well as their time in particular locations, directions of travel, or, the number of times they passed a particular location in a day.
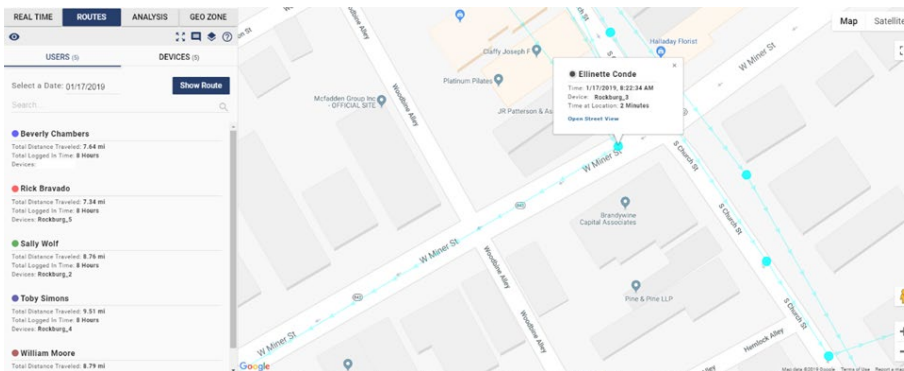
The Analysis Layer

This layer dives even deeper into the city's historical metrics, allowing managers and permissioned staff to make better informed decisions on policy and enforcement practices.
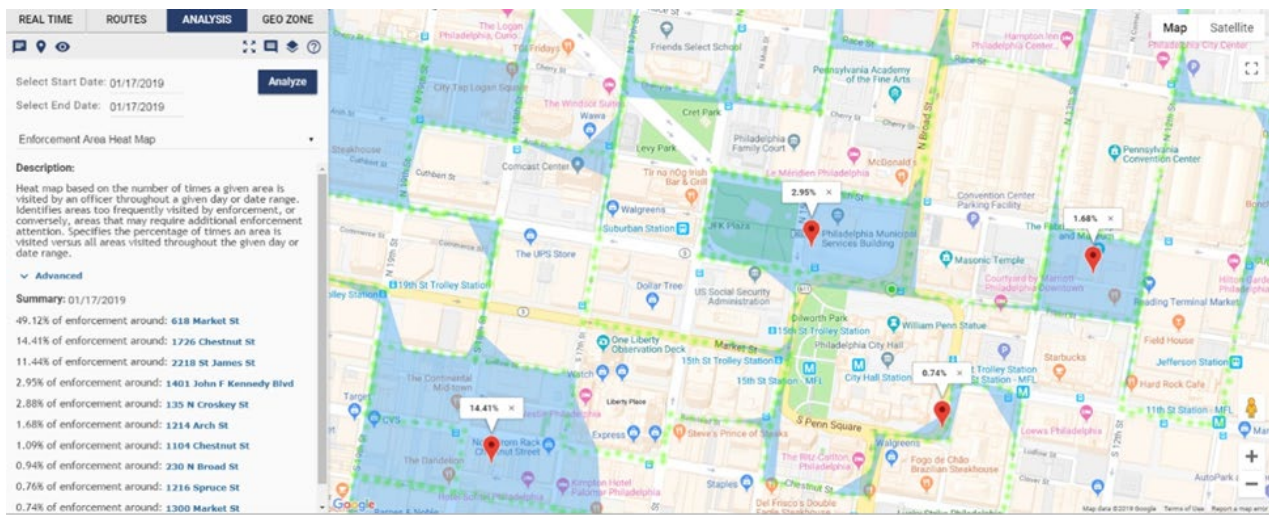
Available standard reports include:

- **Enforcement Area Heat Map**: This mapping is constructed based on the number of times a given area is visited by an officer throughout a given day or date range. Identifies areas too frequently visited by enforcement, or conversely, areas that may require additional enforcement attention. Specifies the percentage of times an area is visited versus all areas visited throughout the given day or date range.

- **Enforcement Time Heat Map**: This map is based on the duration of officer time spent within an area. Provides insight into possible efficiency measures. Specifies total enforcement time for a given day or date range as well as an analysis of the percentage of time (and actual time) spent by officers within each area.

- **Stop Gap Plot**: This report plots specific locations where an officer stopped at over a specified duration (15 min, 30 min, 45 min, 1 hr, 2 hr, 3 hr). These points may indicate unusual occurrences of stationary activity and allow management to follow up on these occurrences as necessary to ensure officer safety and productivity. Identifies a total number of stops and total duration of time stopped. Also identifies each stop by which officer and for what duration of time.

- **Citation Volume Heat Map**: This heat map is based on issued citation monetary amounts. Allows for insight into specific areas where citation monetary amounts may be high or low. Identifies the total monetary issued amount for that particular day or date range as well as a percentage of the total monetary amount (and actual monetary amount) within each area.

- Citation Count Heat Map: This heat map based on the count of issued citations. Allows for insight into specific areas where issued citation count may be high or low. Identifies total count of citations for that particular day or selected date range as well as a percentage (and count) of issued citations within each area.

- Citation Plot: This map plots specific locations of citation issuance. These points show the exact location of issuance which has advantages over a Heat Map visualization when the data is sparse.

Our geographic analysis suite is always evolving, and we look forward to the opportunity of partnering with the city to help design analysis functions that make managers, officers and administrators jobs easier, safer, and more efficient.

Automated Noticing

Our solution fully supports the generation of customized PDF's to serve as notice letters to violators, based on any business rules specified. Once daily, eligible "actions" are flagged, and notices are generated which map to the actions. An "action" could be:

- An item being unpaid for a certain amount of time
- A ticket that has a boot or tow related service
- A rep scheduling a court hearing

Our solution has a number of stock templates, as well the ability to edit notice verbiage. An example of a stock template is included below.

Parking Department
123 Main Street
Your City, Your State 98765

Your City Logo Here

NOTICE OF OUTSTANDING PARKING TICKET(S)

John M Smith
123 Main St.
Horsham, Pennsylvania 19044

Date of Notice: {00/00/0000}
Plate: {0000000}
State: {State}

AMOUNT DUE NOW: $120.00

Our records indicate that the parking ticket(s) listed below have not been satisfied. You may resolve this matter by making payment online at: {**yourwebsite.com**} or by mailing a check or money order payable to {**Your City**} for the total amount due.

Payment in full must be received within 14 days from the date of this notice. Failure to pay will result in prosecution. If you are found guilty, additional fines and costs will be imposed upon you.

MARCH 1, 2021

MARCH 2, 2021
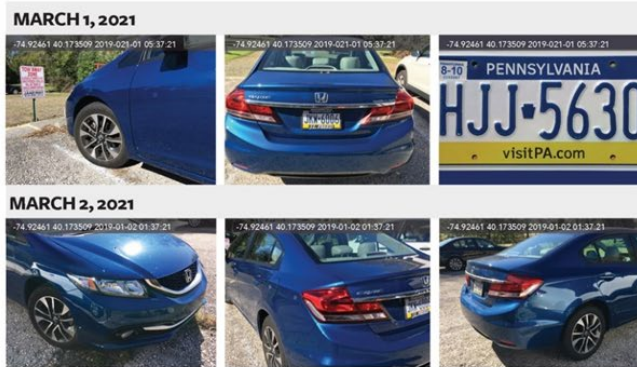
Please send payment for your outstanding balance so that we can resolve the matter. If you have already sent us your payment, please disregard this notice. We appreciate your prompt attention to this matter. **VEHICLES MAY BE TOWED/IMMOBILIZED FOR UNPAID TICKETS.**

DETACH HERE AND INCLUDE WITH YOUR REMITTANCE.

| Ticket Number	Date Issued	Violation	Amount Due
AB16750312	3/01/2021 5:34 PM	Expired Meter	$ 60.00
CD12345678	3/02/2021 1:34 PM	Handicapped Parking without Placard	$ 60.00
		TOTAL AMOUNT DUE	**$ 120.00**
		AMOUNT ENCLOSED	

Fleet Management

Our platform provides for comprehensive management of active fleets through both the Customer Facing Portal for self-service permits and ticket management by owners, as well as through the Management Portal for city Administrators.

Developed in partnership with the Allentown Parking Authority, this solution was built to take the hassle out of administering complex programs. Through the Customer Facing Portal, Fleet Owners are able to:

- Apply for a fleet account & manage the vehicles within their fleets.
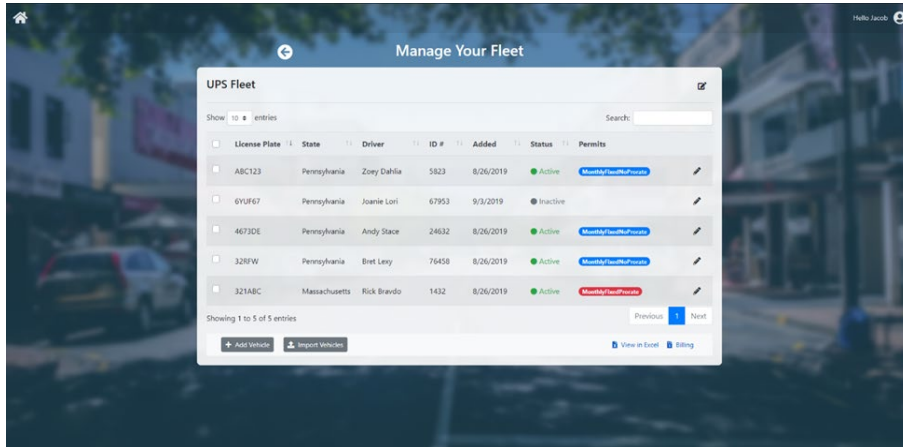
- Apply for, purchase and renew permits for both single vehicles and batches of vehicles. Permit terms and conditions can be attached and viewed through the website, in any format chosen.

- Set permit and collated violation invoices to automatically charge to a tokenized credit card or bank account.
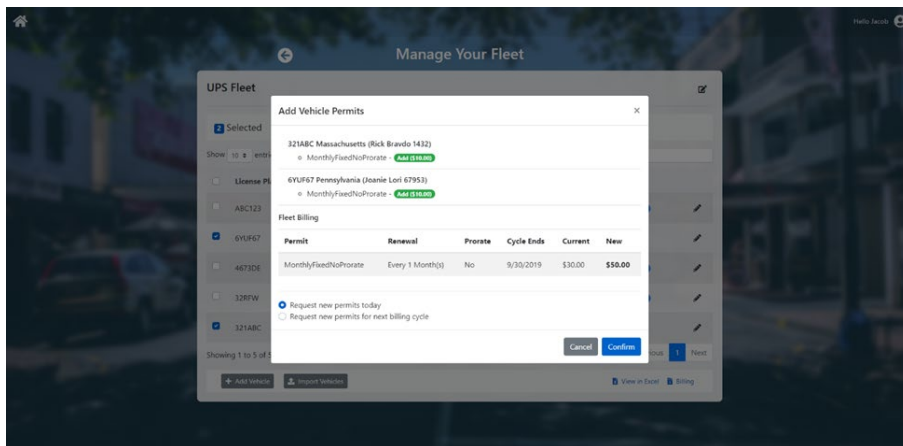
- Ensure compliance through the ability to view and pay violations for both single vehicles and entire fleets. Fleets can also opt to recurrently pay tickets as part of their monthly invoice.

- View full billing history for fleet invoices including charge method, amount and date.
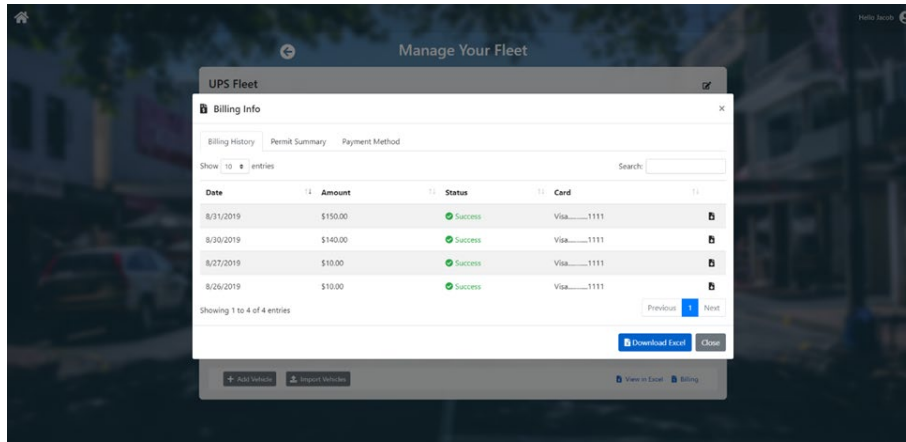
These features can make fleet owners far more likely to cooperate in relevant programs and will save current fleet owners time and money in administration.

The back end makes this process just as easy to administer for city staff, allowing city Administrators all of the same functionality, with the addition of a bird's eye view of all registered fleets.
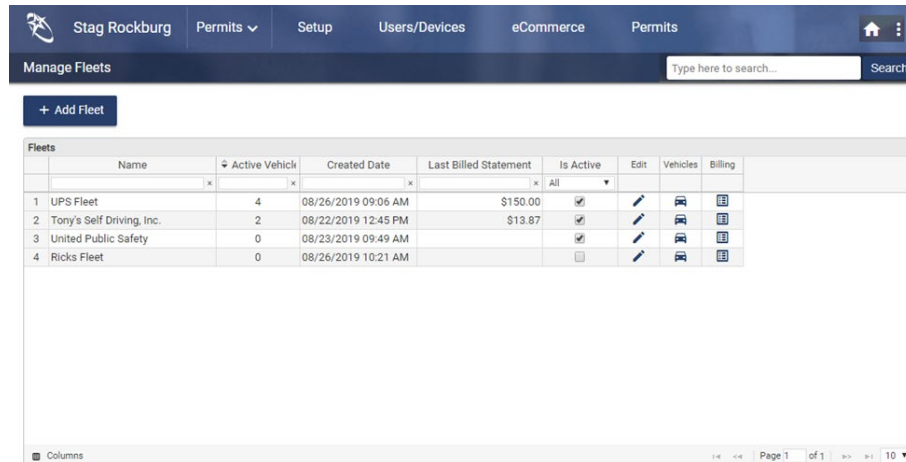
Integration to National Fleet Providers

We hold daily delta integrations to both Enterprise Holdings and Verra Mobility (previously All Traffic Solutions), which allows us to associate, collate, and submit all violations issued to these vehicles to the fleet companies directly for prompt payment. This (1) saves the city money in determining the true owner of these vehicles, (2) saves cost in sending singular invoices for each violation, and (3) will allow the city the baseline lists necessary to establish even more effective fleet programs moving forward.

For a recent installation with the New Haven Parking Authority we were required to administer a somewhat complex fleet program, which led to a need to integrate to Enterprise Holdings ("EHI") and Verra Mobility (formerly ATS).

Instead of building a one-off integration, we decided to build an integration which covers our entire client base, and queries new violations daily for participation in fleet programs. If a match is found, the correct responsible party information is automatically provided, and associated with the ticket nightly.

Entry of Handwritten Citations

Our solution fully supports the entry of Paper Citations. In addition to this basic database functionality, real-time checks are run against parking session data at the time the citation was issued. This reduces the burden on administrative staff to have to reference disparate systems when a patron disputes the validity of the citation. Additionally, we ensure data integrity checks are run on each citation, to thwart potential entry errors. The format and structure of this page is an exact copy of the data entry process and requirements for a mobile officer issuing an electronic citation to ensure data validity and accuracy.

Permit Creation, Modification & Validation

Our back end permitting management feature is fully featured, and allows authorized administrators and managers to:

Manage Permit Zones

- Change payment requirements including
    - Partial Payments Allowed (Y/N)
    - Payment Media (Card/Cash/Check) Accepted
- Manage Permit Store Look/Feel
- Manage Permit Types
- Manage Permitted Individuals
- View, Approve & Deny Permit Requests, including the viewing of supporting documents.
- Manage Permit Waitlists
- Use the solution as a Point of Sale for In Person Permit Purchases
- Manage lists of Pre-Approved Permit Users
- Run Comprehensive Permit Reports

This powerful functionality will allow the city to effectively manage, and instantly post for sale on the Citizen Portal, a huge variety of permits, including for Contractors, Motorcycles, and Residential and Temporary parkers. While all permits created follow the same basic logic; zone, duration and other permit data are posted to the cloud and communicated to the handheld enforcement devices in real-time at purchase and approval.

UPsafety iPermit® contains waiting list functionality that can be enabled per permit type with options for maximum allowed waitlist patrons. The waitlist functionality automatically notifies patrons by email once a permit becomes available, giving the patron a customizable period of days (based on the city's request) to complete their registration via email link. Patrons are automatically notified a customizable period of days before any permit type expires with a customizable email set by the city.

Regardless of the workflows required by the city, we are confident our permitting solution will meet, and far exceed your needs.

Add New Permit Type ✕

Permit Detail

Permit Name [   ]   Event Name [   ]

Description ❓

| ↩ ↪ | Paragraph ⌄ | **B** *I* U A ⌄ ✎ ⌄ | ☰ ☰ ☰ ☰ | ⊞ ⌄ | ☰ ⌄ ☰ ⌄ ⭰ ⭲ | ⋯ |

p   0 WORDS

Sale Type   [Free   ⌄]   Show on Citizen Connect ❓ [Yes   ⌄]
             ☐ Temporary Permit

Sale Start Date [   ]   Sale End Date [   ]

Valid Start Date [   ]   Valid End Date [   ]

◉ Share Permit # Across All Vehicles   ○ One Permit # per Vehicle

No. of Vehicles [1   ⌄]

Allowed Permit Zones

☐ Check All

☐ 200 RAILROAD LOT EAST SIDE
☐ 200 RAILROAD LOT WEST SIDE
☐ 300 BLK N 6TH ST LOT
☐ 300 BLK N LUMBER ST LOT
☐ 400 RIDGE AVE LOT
☐ 500 BLK N 5TH ST
☐ 500 N 7th St Lot
☐ 500 RAILROAD LOT
☐ 700 RAILROAD LOT
☐ 9TH AND WALNUT DECK
☐ ALLIANCE HALL LOT
☐ ARENA DECK
☐ ARTSWALK DECK
☐ ATC Allentown Transportation Center

Optional/Required Information

Permit User Info	Req.	Opt.	Vehicle Info	Req.	Opt.
Name	☐	☐	License	☐	☐
Address 1	☐	☐	License state	☐	☐
Address 2	☐	☐	Make	☐	☐
Email	☐	☐	Model	☐	☐
Phone	☐	☐	Color	☐	☐
ID#	☐	☐	Type	☐	☐

Custom Fields	Req.	Opt.	Attachments	Req.	Opt.
[ ]	☐	☐	[ ]	☐	☐
[ ]	☐	☐	[ ]	☐	☐
[ ]	☐	☐	[ ]	☐	☐
			[ ]	☐	☐
			[ ]	☐	☐

Permit Number Detail

Prefix [   ]   Suffix [   ]

Start Number [   ]   End Number [   ]

Serial Number Length [   ]   Padding Number [0   ]

Advanced Settings

Price Label   [Free   ]   [Modify Terms & Conditions]

[1] permits allowed per [Vehicle LP ⌄]   [Modify Confirmation Message]

☐ Cloud Admin Approval Required ❓

Mail Permits   [Never   ⌄]

Prohibit Permit If [   ] Unpaid Tickets Exist

Automated Permit Renewal ❓ [No   ⌄]

☐ Email Renewal Reminder   [   ] Days(s) Before Permit Expiration

Revenue Code   [   ]

Allow Citizen Edits ❓ [No   ⌄]

[Save] [Cancel]

Nationwide DMV Lookups | NLETS | Duncan Solutions

While we believe our ticketing and management software to be a few steps ahead of Duncan's, we do not have an entire division dedicated to Registered Owner ("RO") retrieval. So, we pony up and pay for what we believe to be the best data available in this regard.

Please see Duncan's qualifications as a subcontractor for retrieval of out-of-state RO information.

Respondent Qualifications and Experience

RFO No. 2019-08-1306–Respondent Qualifications and Experience

Respondent Name:	Law Enforcement Systems, LLC., A Duncan Solutions, Inc. Company
Physical Address:	633 W. Wisconsin Ave., Suite 1600, Milwaukee, WI 53203
Mailing Address:	633 W. Wisconsin Ave., Suite 1600, Milwaukee, WI 53203
Phone Number:	414-379-7918
Fax Number:	414-847-3775
Email Address:	mcarneiro@duncansolutions.com
Legal Status:	Limited Liability Company
Contact Person:	Mike Carneiro - Director, DMV Relationship & Data Management
Years in Business and Scope of Operation:	Over 30 years Duncan Solutions provides services to government agencies nationwide; including DMV registered owner acquisition, payment processing, toll operations, violation processing, collection services, back office systems, and support services. Law Enforcement Systems, LLC, a Duncan Solutions Company, currently works with more than 600 entities nationwide and counts among its clients, the cities of: Norwalk, Milwaukee, Pittsburgh, Atlanta, New York, Alexandria, San Diego, Sacramento, and Detroit.

Documentation of Company Qualifications and Experience

Law Enforcement Systems, LLC, a Duncan Solutions company (Duncan), is without peer in the acquisition of DMV registered owner (RO) data, which is essential to generating peak revenue from violation processing and collections activities.

We have demonstrated capabilities in obtaining RO data from all 51 DMVs and Canadian provinces (where authorized by law), through direct DMV relationships, as well as through third-party relationships including our strategic partnership with the National Law Enforcement Telecommunications System (Nlets).

Duncan has developed proprietary interfaces and relationships with state DMVs to identify, pursue and maximize revenue owed by violators for our qualified public sector clients. We have a team of subject matter experts who analyze data and are familiar with DMV nuances related to plate length, type, and schema for each state. As a result - **nationally, our DMV hit rate approaches an industry-besting 90 percent.**

 92

CITYCITE® Software Architecture and Security

Our software is built with *all* users in mind. Developed entirely from our Fort Washington headquarters, our software is developed, maintained, and improved by a dedicated in-house team. That means that we don't have contractors plugging away at requirements tables; we have product owners who are building an experience.

This means that using our software is seamless:

- All pages load within 3 seconds or less.

- Tasks that take longer than 3 seconds, such as very large reports, will either run in the background, or can be emailed.

- Each page retains state, so you don't need to go back and re-specify a filter.

- All pages scale to fit any size screen.

- The latest version of all major web browsers are supported.

In addition, both our Data Collection and Management Platform applications are entirely ADA compliant. This includes providing alternate text where applicable, clear labels indicating expected user input, and full support of keyboard navigation throughout the UI. The handheld software allows officers options for visual, vibration, and/or audio indicators whilst using the device.

Our trainers have successfully trained officers with visual impairments, illiteracy, and various other disabilities. Our trainers understand how to address the needs of each trainee to ensure success.

Comprehensive Security

Our Violation Management Platform is hosted through the Microsoft Azure Government Cloud, the most secure and well certified Cloud in the marketplace, including FedRAMP, NIST 800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS standards.

In addition to this physical security, our software is fully OWASP compliant by design. This includes the utilization of security standards such as:

- SHA256 bit data encryption for both data at rest and in transit

- Comprehensive, entirely customizable user permissions; over 286 permissions are grantable/revocable by users

- Requiring strong passwords containing at least 10 characters, and a minimum of:

- One uppercase character (A-Z)

- One lowercase character (A-Z)

- At least one digit (0-9)

- At least one special character

- All login attempts fully documented by user, date and time, IP address, and actions

- Vulnerability scans performed weekly and at each major release

- Locking after a user has been idle for more than a set time

As stated before, our payment solution is PCI DSS, Level 1 certified. UPsafety also undergoes annual SOC2 Type II audits by an independent certified auditor to ensure our data security policies are strictly adhered to.

Scalability

Our system is structured using a best practices Multi-Tenant Microservices Architecture, utilizing Azure worker and web roles to ensure that each process is self-contained, meaning that issues in one process have a negligible impact on any and all others. Furthermore, using Azure allows us to dynamically scale the computing resources needed for any process. So, if your administrators are all running reports at once, or your citation counts double, the resources allocated to your cloud will increase commensurately in real-time. Finally, being fully geo-redundant means that if one service were to go down from the main instance, there is always a backup process running to pick up the slack. Full diagrams are proprietary but can be provided upon request. In conclusion, our architecture is extremely scalable; it is just a matter of paying Microsoft more for its servers to do the work! We fully bear this risk in pricing.

Disaster Mitigation and Recovery | 24/7 Up Time with 99.9% SLA

UPsafety maintains a comprehensive Disaster Mitigation and Recovery Plan. As a first line of defense, each customer database is backed up in real-time and in triplicate within each datacenter. In the event of a failure, which has never occurred, databases can be rolled back to any time in the prior 35 days.
As a second line of defense, the hosted Azure instance where your application and data are stored is *entirely* geo-redundant. This means that all service architecture and databases are hosted in an entirely different physical location, strategically placed so that world events and weather will not affect both at the same time. In this secondary instance, once more, all databases are backed in triplicate.

If the first instance ever does go down, all systems will automatically fail over in real-time to the secondary instance as the first recovers. This allows us to maintain a 99.9% Service Level Agreement (SLA), **which we have never breached**, as well as maintain 100% data integrity. This means we have never lost a single record.

Each facility is designed to run 24/7 and employs various measures to help protect operations from power failure, physical intrusion, and network outages. These data centers comply with industry standards for physical security and reliability and they are managed, monitored, and administered by Microsoft operations personnel. They are designed for "lights out" operation.

Each datacenter facility has a minimum of two sources of electrical power, including a power generation capability for extended off-grid operation. Environmental controls are self-contained and remain operational if the facility and contained systems remain online. Physical security controls are designed to "fail closed" during power outages or other environmental incidents. In case of fire or situations that could threaten life safety, the facilities are designed to allow egress without remaining exposed.

In the event of a partial third-party feature outage affecting all customers, UPsafety support notifies customers via the UPsafety News seen upon cloud login. In the event of partial third-party feature outage affecting a single or a few customers, UPsafety support notifies the affected customers via email and or phone depending on the severity. In the rare event of a full cloud outage, UPsafety support would contact

all customers via email. We will make announcements of any planned outages and upgrades a minimal of 2 weeks in advance.

Data Ownership

With our solution, clients always maintain full ownership of their data. At any time, with no assistance from our staff, any and all data within the system could be exported by validated users through our reporting module. This level of control of **your** data is unprecedented in the industry.

Data Import and Export Capabilities | Collections Support

Data imports from legacy, or replaced systems are, unfortunately, still a manual process, as cleaning data from one vendor can be an altogether different effort than cleaning data from another. Our standard procedure is to use a .XLSX file as a medium. Once provided, the file is cleaned, validated for correctness using algorithms and then imported by our development team.

Data imports for integrations can either be accomplished by utilizing our existing Application Program Interfaces (APIs) to receive data in real-time, or, for processes that do not require data in real-time.

Data exports are automated, and can be completed using three methods:

- First, the advanced reporting tool is incredibly robust, and is capable of reporting on, filtering by, totaling, and/or grouping ANY field of data entered or collected by the solution. All reports are delivered in MS Excel format. Any batch export required can be constructed in this way, delivering all records, with the required data fields associated to any email address requested.

- Second, customizable data exports are available to extract data or interface to other solutions via a character delimited format file export (CSV). Data exports can be scheduled to automatically run during timeframes of the city's choosing, generally overnight between the hours of 12:00AM and 4:00AM EST.

- Finally, UPsafety also offers multiple APIs that utilize open architecture standards to feed data to systems in real-time.

Data Retention/ Data Purging

UPsafety offers an optional automated daily purge of tickets issued more than (x) days ago. This task can be customized to only purge closed tickets or both open and closed tickets. As to our data retention policy, data can be retained to your standards.

T2 Luke® Cosmo Pay Stations

Designed for Optimal Performance in the On-Street Environment

Luke Cosmo is a multi-space pay station designed specifically as a cost-effective solution for on-street parking in communities and cities, big and small. Luke Cosmo features the shallowest parking cabinet available in the market today. With its slender profile, Luke Cosmo is pedestrian- and maintenance-friendly with easy access for servicing. Powered by an integrated solar panel and 4G LTE communications, it's designed for optimal performance in the on-street environment. Luke Cosmo accepts coins and credit cards and features an intuitive top-to-bottom payment flow. Luke Cosmo is built with the robust T2 Luke Pay Station platform and integrates with Iris™, T2's cloud-based back-end software. Luke Cosmo is the economical choice for any cosmopolitan operation.

Accepts Coins, Credit Cards, & Contactless Payments

Equipped with Extend-by-Phone & Compatible with Mobile Payment Providers

Pay-and-Display, Pay-by-Space, & Pay-by-License Plate Options

Offer Flexible Pricing & Discounts with Limited & Preferred Parking

Theft-Resistant Design with Separate Maintenance & Collections Compartments

PCI Compliant and PA-DSS Validated System Ensures Credit Card Data Security

Also available in a card only configuration

Key T2 Luke® Pay Station Benefits

- **Increase revenue** by eliminating the ability for patrons to piggy-back remaining time on single space meters and by not limiting the number of available paid parking spaces.

- **Reduce communication and transaction processing fees** by consolidating payment across fewer machines.

- Compared to single-space meters, multi-space pay stations give you a smaller, more efficient fleet, **reducing all operational costs associated with maintenance and collection**.

- **Maintain the highest levels of security** with Luke's robust cabinet design with separate maintenance and cash vault compartments.

- Real-time communication with T2 Iris software enables key personnel to **geographically view machines that require maintenance or collection**, allowing you to optimize your routes.

- **Increase the return on your mobile LPR investment** with Pay-by-License Plate (PBL) transactions. T2 Luke Pay Stations integrate with all major LPR technology providers so you can improve enforcement efficiency.

- **Open architecture and extensive integrations** enable you to choose technology providers that best fit your evolving needs while maintaining a unified platform.

- **Create a safer environment for pedestrians** by reducing clutter on your streetscape.

- **Provide convenience to your patrons with multiple payment methods**, including coins, bills, credit cards, smart cards, mobile phone, validation coupons, and campus cards.

- Support for contactless payments such as Apple Pay, Google Pay, Visa PayWave, and MasterCard PayPass enables **faster and more secure transactions**.

- **Provide convenience to your diverse population** with our multilingual support, including English, French, Spanish, German, Vietnamese, and simplified Chinese.

- **License plate entry is a breeze for patrons** thanks to the standard 38-key, alphanumeric, weather-sealed keypad with tactile, audible, and visual feedback.

> *"We chose Luke II pay stations because they are user-friendly, had many of the features we were seeking, and easily integrate with consumer convenience technologies such as pay-by-phone services and LionCash+."*
>
> **– Penn State University**

T2 Iris™ Software

Your T2 Pay Station solution is powered by T2 Iris™, an easy-to-use, cloud-based data intelligence platform that provides secure and actionable information to the right people at the right time.

Iris software empowers parking managers and field staff to make informed decisions that increase efficiencies, productivity, and the bottom line by delivering insight through interactive metrics, data visualization, and automated reporting. With a wealth of real-time data, Iris meets the needs of all users in your organization, from simple reporting to advanced analytics.

Core Functionality

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

Operations Management

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

Collections & Maintenance

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

Enforcement

- Transaction data sent to enforcement handheld devices
- Integration with license plate recognition systems for a 10- to 20-fold improvement in enforcement productivity
- Communication with space sensors
- Integration with mobile payment services for consolidated reporting and seamless enforcement of all transactions

Customizable Dashboard

Define a customized view of your parking operation in a dynamic, real-time, and flexible way. Users have the ability to create over 6,000 widget configurations.

81

Flexible Reporting

Iris offers a comprehensive suite of financial and operational reports that can be run on demand or scheduled. These can be delivered to your inbox or sent to key stakeholders.

Key Performance Metrics

Iris provides rich analysis of financial and operational metrics, and can also identify trends in parker behavior using data points like revenue, operational status, occupancy, and duration, among others.
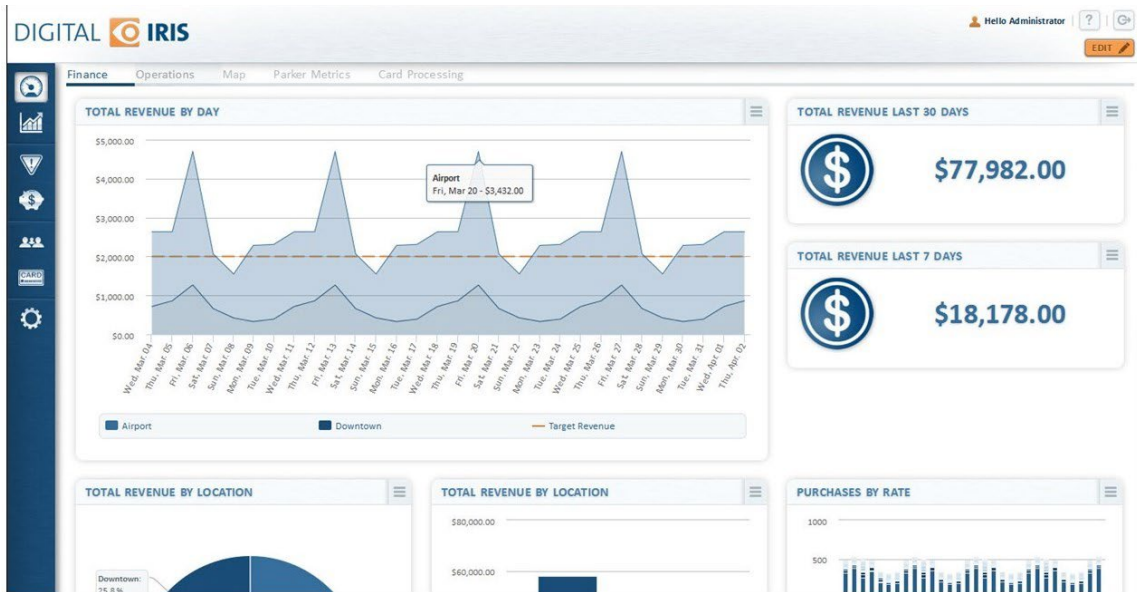
Maps

Visualize your pay stations on a map with their current status in real-time.

Account Management

Manage the parkers in your operation. Instead of using spreadsheets, track individual coupon/passcard entitlements.

User Management

Streamline the management and security of user accounts. Permissions are assigned to a user role, then a user account can be assigned to multiple roles.

User Defined Alerts

Focus on what is important to your operation. Alerts can be configured to notify specific personnel about defined events, allowing them to quickly respond to maintenance and collection activities.

Maintenance Center

This dedicated interface within Iris highlights pay stations that require maintenance, allowing you to efficiently direct field staff and maximize up-time.

Collections Center

This dedicated interface within Iris highlights pay stations that require collection, allowing you to efficiently direct collection staff and eliminates empty machine visits.
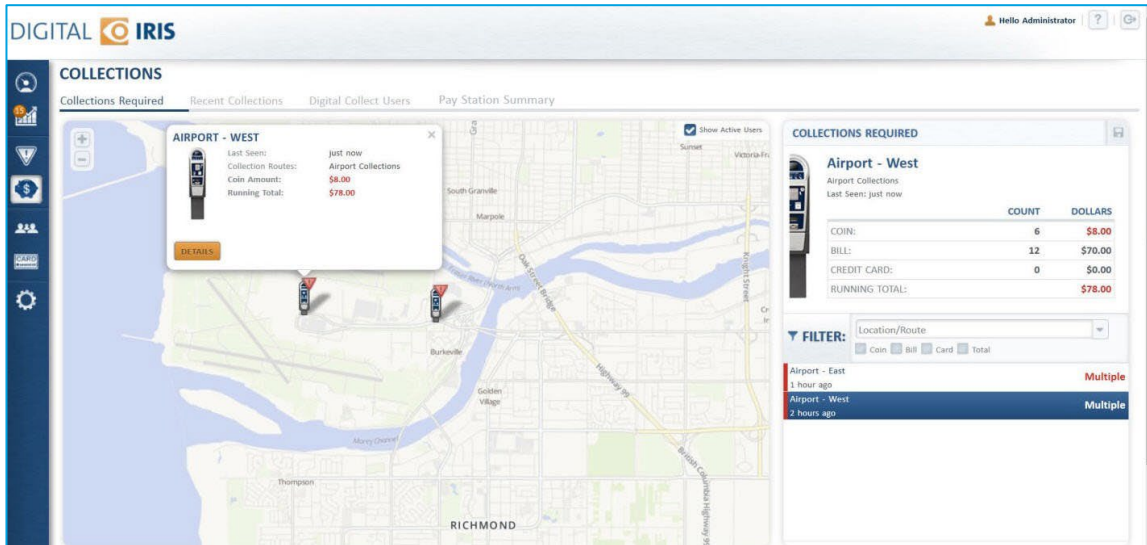
Pay Station 8 Over the Air updates

With the arrival of Pay Station 8 from T2 Systems comes one of the most sought-after features for pay station operations, over-the-air software updates (OTA). Over-the-air software updates allow your operation to focus energy and resources on running your operation rather than directing resources to physically visit each pay station where most of the time is spent watching a progress bar complete repeatedly. Pay station updates are now done by logging a ticket with T2 Systems Support for the time you would like the upgrade to take place. The upgrade package is downloaded and applied to the pay station at the scheduled time automatically without interaction. If the pay station encounters any errors, it will automatically roll back to the previous version, provide a notification of the error, and continue operating as it did prior to the upgrade. Upgrades cannot be interrupted by the public but once finished the pay station is ready for public use right away. With Pay Station 8, it is much easier to maintain PCI compliance, adopt new features, and apply fixes and patches regardless of whether you are running 1 or over 100 pay stations.

T2 MobilePay Solution Overview

No App, No Accounts

With T2 MobilePay, users simply text an SMS short code or scan a QR code to access the online payment portal through a web browser. Then, their license plate and payment information are automatically tokenized and saved for future visits without having to create an account.

Promotional Messaging and Surveys

Expand your parking business with real-time, geotargeted online messaging on your MobilePay portal. Build and enhance your relationship with your customers, get feedback on your customer service, or sell the space to local stakeholders and businesses. T2 MobilePay has created a public messaging platform, Target Ad Network (TAN), designed to use Geo-targeted, non-invasive banner ad placement to share and collect information with guests' as they physically arrive at your facilities. TAN campaigns are created and launched directly from a self-service portal. Simply set the geographic area, choose a campaign duration (one-week minimum), upload your ad, and pay for the campaign in one session. Change Promotions and campaigns immediately. Track customer response in real-time. Reporting tracks campaigns success by showing impressions delivered, Click-Thru-Rate (CTR), and the number of clicks. Generate impressions each month, provide a "call-to-action" with clickable hyperlink features routing the guest to a web link of your choice, allow for an email address, or prompt them to make a phone call. Advertise up to 5 different banner ads campaign per parking session. This can used to promote your own brand or generating a source of income by allowing local businesses to advertise.
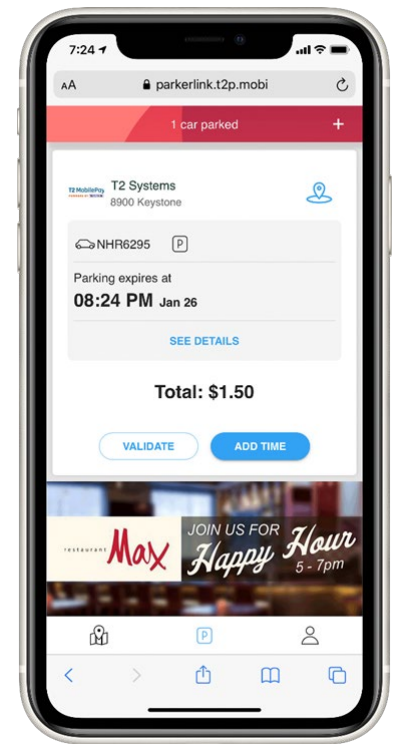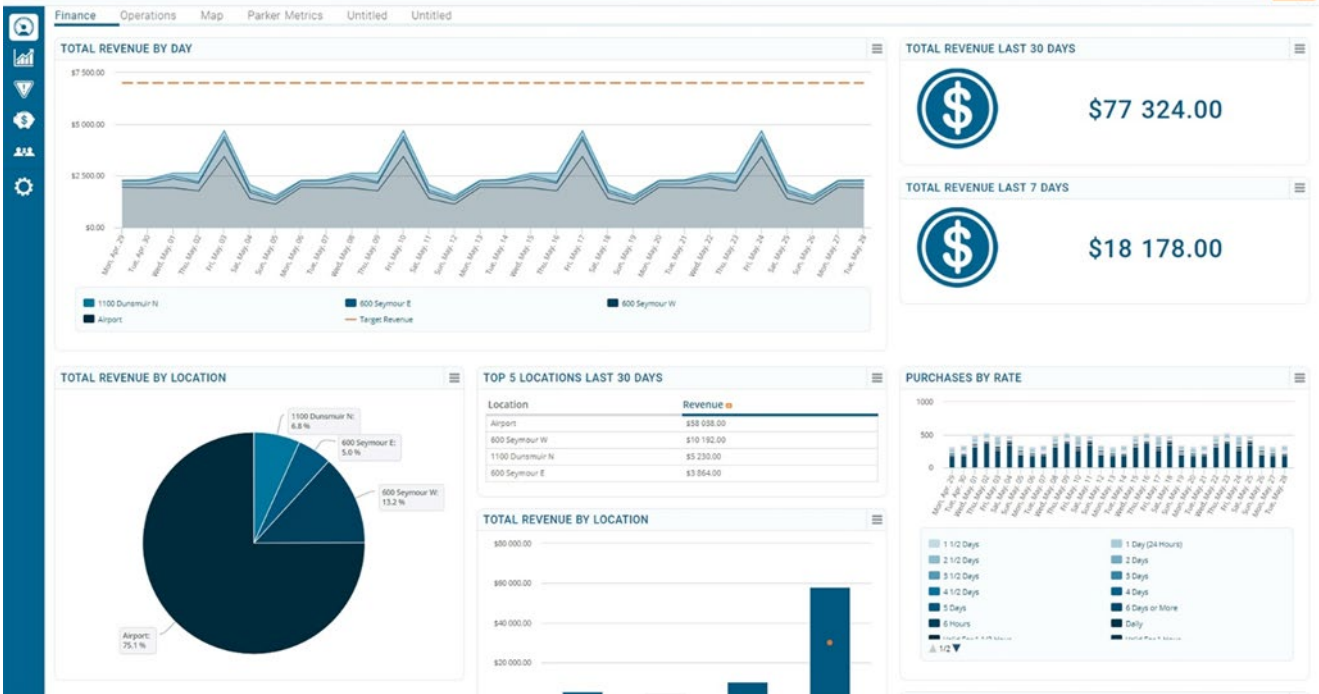
Full Integration with T2 Iris & Luke Pay Stations

Transactions started with MobilePay can be extended at a pay station, with future functionality allowing for pay station transactions to be extended with MobilePay. On the back end, you get a single system of reference for enforcement and full reporting capabilities in T2 Iris for all your transactions.

White Label-Ready

Add your own branding to your MobilePay portal and digital receipts for a customized experience. Custom signage and pay station graphics are available as well. It's T2's intent to completely white label the guest experience to our clients. The Parkers Code (P-Code) texted is branded to the University (as it deems appropriate). This allows the University to choose what word, phrase, numerical, or combination of mentioned methods to make this experience even more about the University and less about T2. Digital tickets, receipts, and most of the guest experience is completely branded to the University. T2 is not in the customer acquisition business. **The data collected belongs to the University, and not T2.**

Validations

The validations are handled using unique 4-digit PINs assigned to each department or validator. These PINs can be set to refresh daily, weekly, or monthly, and are automatically emailed to the appropriate personnel each time they are refreshed. There is no limit to the number of validators that the parker can choose from should multiple validators be needed. Additionally, there is nothing for the validator to download or register for. Validation accounts are set up by T2 and managed by the end-user through a web portal.

Patrons can have their ticket validated in full upon checkout by keying in the validation code provided either by the cashier or printed on the receipt.

The validation process is as follows:
- Patron texts in the keyword for the lot/area.
- They receive a text message with a link directing them to the payment screen.
- After entering payment details, the patron will arrive at a confirmation screen.
- On the confirmation screen is a button to validate.

- The patron will click on the button and select the appropriate validator.
- After selecting the validator, the patron will be prompted to enter a PIN.
- The PIN is given by the validator and once entered; the ticket is immediately validated.
- The patron will receive a text message confirming their ticket is validated.
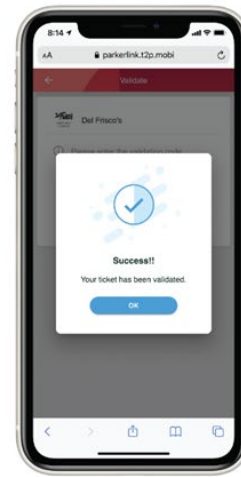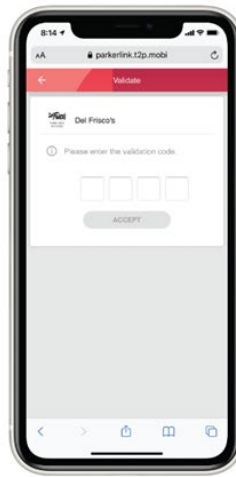- The patron's confirmation screen will also reflect the new balance.

HOW TO VALIDATE PARKING WITH MOBILEPAY

Click the VALIDATE button   **Choose from the list of businesses**   **Have a staff member enter validation code**   **Be on your way!**
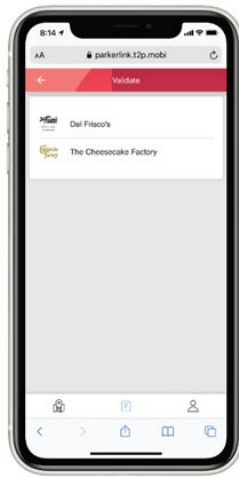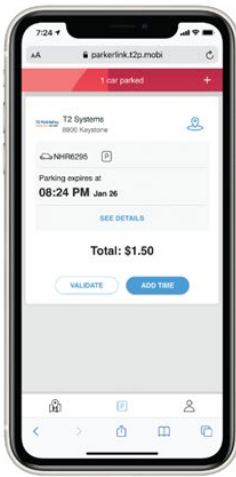
Benefits for Users

- Touchless and cashless payment option
- No app to download or account to create
- Supports multiple languages
- Parking expiration notifications and extend-by-phone capability
- Easy e-validations and digital receipts
- Search functionality for additional parking locations

Benefits for Operator

- Bypass third parties and manage your customer relationship and your data
- Leverage mobile convenience as a pricing tool with customizable convenience fees
- Records all your parking transactions in one place for consistent enforcement and reporting
- Seamlessly integrates with Iris dashboards for real-time monitoring
- Look up mobile transactions by zone or plate
- Communicate public messages or generate additional revenue with advertising options
- Works with existing mobile payment apps as an option for users who do not have the app
- App-free platform increases mobile payment adoption

Project Qualifications and Similar Experience

References

Reading Parking Authority
430 South 4th Street, Reading, PA, 19602
Nathan Matz - Executive Director
610-741-4326
nathanmatz@ReadingParking.com
Customer utilizing: UPsafety, T2 MobilePay, Velocity, LUKE II Pay stations, Collections Services
Customer since 2015

City of Clearwater Florida
28 N. Garden Drive, Clearwater, FL, 33755
Jeremy Alleshouse - Parking Manager
(727) 562-4774
jeremy.alleshouse@myclearwater.com
Customer utilizing: UPsafety, Mobile LPR w ComSonics
Customer since 2019

City of Danbury Parking Authority
21 Delay Street, Canbury, Connecticut, 06810
Debbie Pacific - Director of Parking Authority
(203) 748-6423
dpacific@danburyparking.com
Customer utilizing: UPsafety, T2 MobilePay, Velocity, LUKE II Pay stations
Customer since 2021

City of Grand Prairie - TX
317 West College Street, Grand Prairie, TX, 75053
Chad McGowan - Parking Manager
972-237-8160
cmcgowan@gptx.org
Customer utilizing: UPsafety, Collections
Customer since 2022

February 14, 2023

Newport Advisory Parking Committee
City Hall
Newport, OR 97365

Dear Committee Members,

As a former member of the Parking Committee, I have concerns about the implementation of the Parking Management Plan. Communication with those affected and attention to details are vital if the current approach will successfully address parking congestion and safety issues on the Bay Front. I have listed some questions and concerns to consider as you move ahead.

1. Truck loading zones are poorly identified on the current map. The Bay Front thrives on commerce as trucks are part of the equations.
2. Curb cuts and driveways will become vulnerable when metering begins as people will see them as free spaces. Will these be adequately painted to limit misuse?
3. Who is liable for replacement costs of damaged kiosks?
4. Is there viable Wi-Fi on the Bay Front?
5. The Port used to pay an annual fee into the Bay Front Parking Fund so the city enforcement would honor Port parking permits on city streets. Is this agreement still operating or will fishermen pay both a city and Port parking permits?
6. The Pump Station Parking lot should be paved and dedicated to parking. It currently is designated as a possible vending site causing it to be completely blocked this past summer.
7. Will 2023/2024 business licenses continue to include a parking fee for Bay Front businesses? Will the fee continue for the other parking districts that should be sunsetting?
8. In reading the material from the probable vendor, I'm not clear if a longer-term permit can be purchased from the kiosk. Charter boat customers need 18-24 hour permits. Employees and some business owners will need annual or monthly permits. Will these be purchased at City Hall?
9. While the cost of the equipment and its operations seem to be reasonable, I'm still not clear if enforcement will be paid out of parking fees or the General Fund.
10. Is parking enforcement going to be city wide as in the past, or just focused on the Bay Front?
11. Signage needs to be carefully considered so we don't end up too many signposts and signs. I suggest several walk-throughs with parking users, business owners and city staff.
12. Communication with business and property owners has been very limited in the past several years. Will the Committee be contacting all property owners and business licensees about the implementation timeline and permitting process?

I appreciate the time and effort you are putting into this complex issue.

Sincerely,
Janet Webster
Newport, OR

City of Newport

Memorandum

To: Parking Advisory Committee

From: Derrick I. Tokos, AICP, Community Development Director

Date: February 15, 2023

Re: Response to Janet Webster's February 14, 2023 Letter

Below are staff responses to the questions contained in Janet Webster's February 14, 2023 public comment letter to the Parking Advisory Committee:

1. Truck loading zones are poorly identified on the current map. The Bay Front thrives on commerce as trucks are part of the equations.

- Curbs are painted to demark loading areas and those areas will not be subject to meter/permit limitations. There is also a small numbe4r of 20-minutes signed loading areas. These would be left as time limitations.

2. Curb cuts and driveways will become vulnerable when metering begins as people will see them as free spaces. Will these be adequately painted to limit misuse?

- The City is putting together a project to patch and seal its park lots on the Bayfront and can look at striping near driveways to see if there is a need to clarify them.

3. Who is liable for replacement costs of damaged kiosks?

- The City maintains an insurance policy that covers its capital equipment, and staff has reached out to the provider about adding them to the policy. The kiosks will also be covered by a warranty, which could be applicable depending upon the nature of the "damage."

4. Is there viable Wi-Fi on the Bay Front?

- Wifi coverage is available on the Bayfront.

5. The Port used to pay an annual fee into the Bay Front Parking Fund so the city enforcement would honor Port parking permits on city streets. Is this agreement still operating or will fishermen pay both a city and Port parking permits?

- The Port of Newport is no longer paying an annual fee to the parking fund, and members of the commercial fishing community that elect to park within public right-of-way will be required to obtain a city permit. Port permits are required for vehicles parking on Port of Newport controlled property.

6. The Pump Station Parking lot should be paved and dedicated to parking. It currently is designated as a possible vending site causing it to be completely blocked this past summer.

- City staff is proposing that the Council relocate the vending areas so that the right-of-way where the pump station is located can be paved to accommodate up to five (5) parked vehicles.

7. Will 2023/2024 business licenses continue to include a parking fee for Bay Front businesses?

- It would be reasonable to drop the business license fee, as meter/permit revenue will replace it as a funding source for parking and related maintenance/improvements. This is an issue that the Parking Advisory Committee needs to consider so that information can be distributed to businesses before licenses renew in July.

Will the fee continue for the other parking districts that should be sunsetting?

- Yes, until an alternative parking management/funding strategy for those areas is developed (Council Resolution #3864).

8. In reading the material from the probable vendor, I'm not clear if a longer-term permit can be purchased from the kiosk. Charter boat customers need 18-24 hour permits. Employees and some business owners will need annual or monthly permits. Will these be purchased at City Hall?

- There is an electronic permitting component to the package where longer-term permits can be purchased. It will be a Newport branded website managed by T2 Systems that links through the City webpage. This is how businesses/employees would purchase monthly permits. Commercial fisherman would also use this interface, although the model for that may be one where the Port provides a list of emails that the City sends out as an invitation to apply. Charters could go this route too with a (bulk) e-permit day pass purchase. There are other options for charters that the Committee will need to discuss with T2 Systems.

9. While the cost of the equipment and its operations seem to be reasonable, I'm still not clear if enforcement will be paid out of parking fees or the General Fund.

- Enforcement will be paid for with parking fees (ticket and meter revenue).

10. Is parking enforcement going to be city wide as in the past, or just focused on the Bay Front?

- Citywide. The license plate technology used for enforcement includes an e-chalk function, which is what will be applied in the timed or timed/permit parking areas. With the camera system being vehicle mounted, the enforcement officer will be able to cover all three areas in a more efficient manner.

11. Signage needs to be carefully considered so we don't end up too many signposts and signs. I suggest several walk-throughs with parking users, business owners and city staff.

- In many cases, we are looking to collocate signs on existing sign posts or light poles. A number of the posts will need to be replaced given their age. Doing multiple walk throughs to dial in final placement is a reasonable suggestion. These are regulatory in nature, so that is a principal consideration in their placement.

12. Communication with business and property owners has been very limited in the past several years. Will the Committee be contacting all property owners and business licensees about the implementation timeline and permitting process?

- Outreach will occur with affected stakeholders before the changes are implemented. This can be scheduled once final meter/permit details are sorted out. There is also likely to be a phase in period (e.g. first ticket is a warning).

Attachments
Resolution No. 3864

CITY OF NEWPORT
RESOLUTION NO. 3864

RESOLUTION SETTING
PARKING DISTRICT BUSINESS LICENSE FEES

WHEREAS, at the request of area business owners, the Newport City Council adopted Ordinance Nos. 1993, 2009, and 2020 establishing the Nye Beach, City Center and Bayfront Commercial Parking Districts ("Parking Districts") to generate funding to pay for parking system improvements in the respective commercial areas; and

WHEREAS, each of the Parking Districts is an economic improvement district pursuant to ORS Chapter 223, funded through a business license surcharge and authorized for an initial five year period; and

WHEREAS, the effective period of these economic improvement districts was extended with Ordinance Nos 1993, 2078, 2098, and 2134, with the districts now set to expire June 30, 2019; and

WHEREAS, the latest round of extensions were undertaken to provide an opportunity for a parking study to be performed to establish whether or not the Parking Districts should continue in their current form or whether an alternative approach should be pursued to address each of the areas parking needs; and

WHEREAS, while the parking study is complete, and has been vetted and revised with the assistance of a citizen advisory committee, recommendations on how best to address parking needs, including parking management and funding strategies, have not yet been finalized; and

WHEREAS, it is in the public interest that business license surcharges imposed within the Parking Districts remain in effect until parking management and funding strategies are finalized in order to provide a seamless transition; and

WHEREAS, this can most effectively be accomplished by allowing the economic improvement districts to expire and instead impose business license surcharges under Section 4 of the City Charter and the City's Constitutional Home Rule authority, as implemented through Chapter 4.05 of the Newport Municipal Code; and

WHEREAS, NMC 4.05.030(C) establishes that business license annual fees shall be determined by City Council resolution and the fees set forth herein serve as a portion of the business license annual fee for businesses operating within the Parking Districts.

THE CITY OF NEWPORT RESOLVES AS FOLLOWS:

Section 1. **Parking Districts Established**. The boundary of the Parking Districts shall be as established with Ordinance No. 1993, 2009, and 2020, as amended, as graphically depicted on Exhibit A.

Section 2. **Parking District Business License Annual Fee**. The business license annual fee, framed as a business license surcharge in the fee schedule, shall be as follows:

A. Nye Beach Parking District.

Business provides no off-street parking spaces: $250.00
Business provides 1-3 off-street parking spaces: $150.00

All other businesses:	$100.00
B. City Center Parking District.	$35.00
C. Bay Front Parking District.	
Fewer than 5 employees:	$150.00
5 to 20 employees:	$300.00
More than 20 employees:	$600.00

Section 3. **Relationship to Other Business License Fees**. Fees set forth in Section 2, are in addition to other business license fees collected pursuant to NMC Chapter 4.05.

Section 4. **Special Parking Area Requirements**. NMC 14.14.100 provides that off-street parking within a Parking District shall be provided as specified by the Parking District. For that purpose, the business license annual fee established herein shall exempt new development or redevelopment from having to provide up to five (5) off-street parking spaces, just as it did when the economic improvement districts were effective. Businesses that require more than five (5) off-street parking spaces shall provide the additional spaces in accordance with applicable provisions of the Newport Zoning Ordinance (NMC Chapter 14).

Section 5. **Effective Date**. This resolution is effective immediately upon adoption.
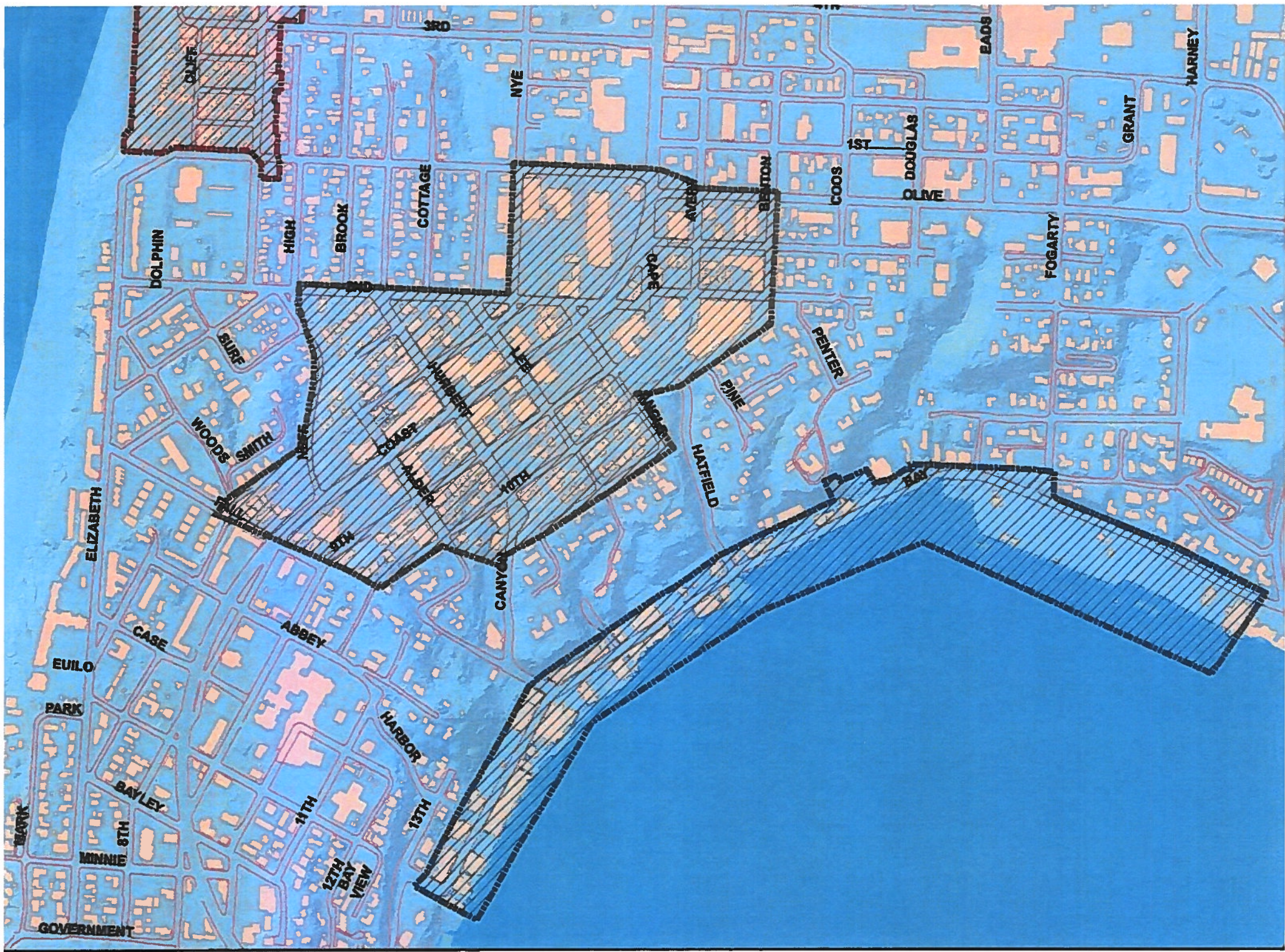
Adopted by the Newport City Council on June 17, 2019

David N. Allen, Council President

ATTEST:

Margaret M. Hawker, City Recorder

ing District Boundary (Ord. 2020) ▨▨▨ City Center Parking District Boundary (Ord. 2009) ▨▨▨ Nye Beach Parking

To: CDD Derrick Tokos and Members of the Parking Advisory Committee

RE: PAC Meeting, Feb. 15, 2023

Numbers Don't Add Up

There appears to be a discrepancy in the proposed costs for the T2 Systems management of the Bay Front parking area.

In a Memo dated Feb 6, 2023 from Mr. Tokos to the City, Mr. Tokos provides a "Summary of Services" chart from T2. This is broken down to describe the total payout ($260,000) over a five year span. The second section of the chart lists SIX Kiosks, with an initial cost of $44,563 in Year One, dropping to $5,760 for each of the next four years: Total amounts to $67,603.

However, as part of the Meeting Materials for today's (Feb 15, 2023) meeting, a mapped-out location for the bayfront shows the location of TEN Kiosks. Doing some rudimentary math, the average, amortized cost for each of the Six above mentioned kiosks is $11,267. TEN kiosks, at the same rate, would add up to $112,670; $45,000 above the budgeted amount. However, there seems to be no evidence of communication between Mr. Tokos and the T2 representative recognizing or adjusting these significant changes: is the City prepared to manage them internally, or is T2 prepared to "swallow" them?

There is also some confusion about the "coverage" areas of Hatfield Drive and the Eastern-most portion of Bay Blvd. Between these two areas, there appears to be a total of about 170 spaces in "Permit/Timed" zones. I am concerned about the enforcement of these two areas in that there are NO clearly identified "spaces" in either area.

Furthermore, the following paragraph is from today's meeting materials. I can find NO mention of costs, budget adjustments/requests, precise number of poles or engineering timelines for the construction of the presumed and necessary poles:

We will need to order text to pay signs to complement the kiosks (see image). They are 10 x 18-inches in diameter and we estimate that a total of 45 signs will be needed. Our preference is to mount them on city-owned ornamental light poles on the west end of the Bayfront. That is not an option for the Central Lincoln PUD poles, so the City will need to install new posts in the center and east end of the Bayfront.

Thank you for your attention.

Respectfully,

Cris Torp
        South Beach

From:	Derrick Tokos
Sent:	Wednesday, February 15, 2023 2:18 PM
To:	'cris torp'
Cc:	Erik Glover; Sherri Marineau
Subject:	RE: Parking Concerns

Hi Cris,

Thanks for sharing your comments/concerns. A copy of your letter will be shared with the committee members. They will also receive my responses (outlined below).

Derrick I. Tokos, AICP
Community Development Director
City of Newport
169 SW Coast Highway
Newport, OR 97365
ph: 541.574.0626 fax: 541.574.0644
d.tokos@newportoregon.gov

Comment: There appears to be a discrepancy in the proposed costs for the T2 Systems management of the Bay Front parking area.
In a Memo dated Feb 6, 2023 from Mr. Tokos to the City, Mr. Tokos provides a "Summary of Services" chart from T2. This is broken down to describe the total payout ($260,000) over a five year span. The second section of the chart lists SIX Kiosks, with an initial cost of $44,563 in Year One, dropping to $5,760 for each of the next four years: Total amounts to $67,603. However, as part of the Meeting Materials for today's (Feb 15, 2023) meeting, a mapped-out location for the bayfront shows the location of TEN Kiosks. Doing some rudimentary math, the average, amortized cost for each of the Six above mentioned kiosks is $11,267. TEN kiosks, at the same rate, would add up to $112,670; $45,000 above the budgeted amount. However, there seems to be no evidence of communication between Mr. Tokos and the T2 representative recognizing or adjusting these significant changes: is the City prepared to manage them internally, or is T2 prepared to "swallow" them?

Response: The not to exceed figure authorized by the City Council includes a contingency that allows for some adjustment, including adding additional kiosks, where needed. We will also be fine tuning the "year-to-year" subscription/service costs with T2 Systems. The executed contract will stay within the not to exceed $260,000 amount.

Comment: There is also some confusion about the "coverage" areas of Hatfield Drive and the Eastern-most portion of Bay Blvd. Between these two areas, there appears to be a total of about 170 spaces in "Permit/Timed" zones. I am concerned about the enforcement of these two areas in that there are NO clearly identified "spaces" in either area.

- The City can explore painting parallel spaces through the extent of the managed parking area. However, in areas where the City restricts when/where vehicles can parallel park, and it posts signs that clearly identify those restrictions, it does not need to stripe in parallel parking spaces in order to enforce the limitations.

Comment: Furthermore, the following paragraph is from today's meeting materials. I can find NO mention of costs, budget adjustments/requests, precise number of poles or engineering timelines for the construction of the presumed and necessary poles:

We will need to order text to pay signs to complement the kiosks (see image). They are 10 x 18-inches in diameter and we estimate that a total of 45 signs will be needed. Our preference is to mount them on city-owned ornamental light poles on the west end of the Bayfront. That is not an option for the Central Lincoln PUD poles, so the City will need to install new posts in the center and east end of the Bayfront.

Response: Sign pole installation and replacement is not a part of the contract with T2 Systems. The City is working through whether or not it's Public Works crews will do the sign installations or the work will be contracted. Most of the "text to pay" signs will be located on light poles (where permissible) or existing sign poles. Some new poles will be needed, on the east end where the PUD will not allow the signs to be placed on the ornamental shepherds crook lights. Most of the existing sign posts need to be replaced, as they are well past their useful life. This will be paid for with funds budgeted for the project that are not committed to the T2 Systems contract.

From: Erik Glover <E.Glover@NewportOregon.gov>
Sent: Wednesday, February 15, 2023 1:44 PM
To: Derrick Tokos <D.Tokos@NewportOregon.gov>
Subject: FW: Parking Concerns

Erik Glover

Assistant City Manager/City Recorder
City of Newport, Oregon 97365
541-574-0613
e.glover@newportoregon.gov

From: cris torp
Sent: Wednesday, February 15, 2023 1:43 PM
To: Erik Glover <E.Glover@NewportOregon.gov>
Subject: Fw: Parking Concerns

[WARNING] This message comes from an external organization. Be careful of embedded links.

From: cris torp
Sent: Tuesday, February 14, 2023 6:10 PM
To: publiccomment@newportoregon.gov <publiccomment@newportoregon.gov>
Subject: Parking Concerns

Eric,
Attached are a couple of concerns I have that may need to be addressed by the Parking Advisory Committee at its Feb 15 meeting. Thanks for getting this to them.
Sincerely,

Cris Torp

South Beach