The City of McDonough
Parking Best Practices Review

July 12, 2012

Submitted To:

The City Of McDonough
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1. Introduction

The City of McDonough, the county seat, is a small town/city located in Henry County. Downtown McDonough is designed around a traditional town square with intact surrounding buildings that serve retail purposes. The county courthouse and historic jail building are on the north side of the square near the Welcome Center. The Welcome Center also houses the Main Street Program and Hospitality and Tourism Offices. Northeast of the square is the Henry County Judicial Center. The city's parking system includes a single County-owned and operated parking structure, multiple surface parking lots and a number of parking meters.

Parking has been identified throughout recent studies as a key strategic issue by downtown businesses, residents and visitors. As a result, the Community Development Department commissioned Lanier Parking Solutions to conduct a limited "Best Practices" review and assessment of its parking management program.

The study provides the City of McDonough with an analysis of the City of McDonough strengths, weaknesses, opportunities and threats focusing primarily on the following areas:

- On-Street Meter Program
- Parking Enforcement Strategies
- Parking Garage and Surface Lot Management

Scope of Services

- Provide the City of McDonough with an initial request for information
- Review this information thoroughly prior to a visit to downtown
- Conduct a visit to downtown and become oriented with the city's parking system by touring all parking (on-and off-street. Meet with appropriate city staff and parking officials.
- Conduct a series of customer/user group interviews representing a cross section of retail, developers, business community, city staff, public officials and others.
- Provide SWOT evaluation of the existing parking system and offer comments and recommendations for improving both management and marketing of the existing parking supply that is consistent with the downtown vision.
- Provide a limited evaluation of the current parking program, commenting on program strengths and areas needing recommendations. Identify parking best practices in the following areas where appropriate:

    1. Vision & Mission
    2. Parking Philosophy / Guiding Principles
    3. Parking Planning
    4. Community Involvement
    5. Appropriate Organization
    6. Staff Development & Training
    7. Safety, Security & Risk Management
    8. Effective Communication
    9. Consolidated Parking Program
    10. Financial reporting & Planning
    11. Strategic Parking Management
    12. Operational Efficiency
    13. Facilities Maintenance Programs
    14. Effective Use of Technology

15. Parking System Marketing
16. Customers Service Programs
17. Special Event Parking Programs
18. Parking Enforcement
19. Parking & Transportation Demand Management
20. Competitive Environment

- Document findings in a written report
- Provide a Power Point presentation summarizing finding and recommendations of the study for interested parties.

2. Stakeholder Interviews

During the first weeks of June Lanier conducted stakeholder interviews with representatives of the McDonough Community. A list of stakeholders was provided by the community planning Development Department Division (see Exhibit I for complete list). Calls were made to all on the list and although we did not speak to everyone, we believe we were able to capture a constructive input.

General Thought on Downtown and Parking

- There appears to be a good amount of parking downtown especially when you add the deck into the equation, but there is a perception that parking is unavailable.
- There does not appear to be enough meter parking during lunch.
- Downtown McDonough is not a place people want to hang out in.
- Merchants want to own the space in front of their property.
- 4 Main State Hwys running through downtown are a major challenge.
- Too much cut through traffic
- Merchants close too early (5:00 pm)
- Mixed feelings with regard to the meters. Some want them and some do not.
- Some individuals do not like the meters but they understand why the meters are in place.

Strengths of Parking

- The parking meters because they encourage turnover
- There appears to be enough parking downtown
- Quantity of spaces

Weakness of Parking

- Lack of signage
- City and other do not promote the parking or the rules
- Need better signage to the deck
- People do not realize parking is free on weekends
- Customers don't know about the parking garage
- Change for the meters is a challenge

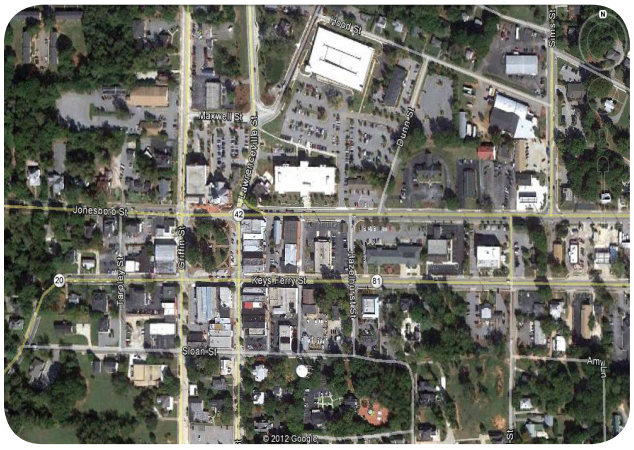
Enforcement

- The enforcement is not consistent. Some get treated differently than others
- Victor can be quick to ticket
- Victor does a great job. He was asked to give 15 minute grace period and he has.

Parking Deck

- The deck is a little far from the square
- First class deck that is lit well lit

3. Current Program Overview



Downtown McDonough consists of a mixture of office, retail and services. There are two main centers of activity in downtown: the County Court System to include the Courthouse and Judicial Center and the City Square to include retail and restaurants. Parking operations in downtown include both on and off-street parking. On Street parking consists of single head meters and is managed by the City. Off-street parking includes the Judicial Center Deck managed by the County and numerous surface lots managed by both the County and City. The Public Safety Department office oversees the parking enforcement which monitors parking meters. The Public Works Department oversees the maintenance of the on-street meters. The Community Development Division manages the leasing of surface lots and parking signage and marketing. There is no formal or informal parking committee. Outside the City Staff there is a vocal group of stakeholders who provide input into parking related matters.

There is no formal mission statement or guiding principles by which the parking operation is conducted.

Parking System Inventory

Lanier inventoried and categorized all public on- and off- street parking within the study area. There are approximately 1,371 parking spaces in the study area. This includes 157 on-street meter spaces, 379 County restricted surface parking spaces and 835 City and County unrestricted surface parking spaces.

Meters

The on-street meter spaces are limited to 2 hours. After the time expires, the patron must move their vehicle. All on-street meter parking is enforced from 8:00 am to 5:00 pm Monday through Friday. There is no enforcement Saturday and Sunday. The cost to park is .25 per half hour. All meters are manufactured by Duncan Solutions and are Eagle 2100 mechanism in a model 76 housing.

Enforcement

Public Safety oversees the parking enforcement. Parking enforcement monitors parking rules and regulations. Parking fines are determined by the City of McDonough Code of Ordinances and the Georgia State Vehicle and Traffic Laws.

The parking enforcement uses a manual hand written ticketing system. There is no automated system. At the end of the day the tickets (approximately 6-8 tickets per day) are turned into the public safety front office, documented and turned over to the courts. There is no ability to track scofflaws.

Garage

The Henry County parking Deck has approximately 306 parking spaces. Henry County owns and operates the deck which is located at 63 Lawrenceville Street on the judicial center campus two blocks north of the square. The deck is free of charge and is open 24/7. The garage is well lit and well maintained.

Signage

There is little or no active marketing occurring other than a few signs around the square. There is an effort underway to replace retail signage with parking identification signage.

4. Parking System SWOT Analysis

This analysis identifies the "Strengths", "Weaknesses", "Opportunities", and "Threats" related to the City of McDonough Parking Service System.

Strength

Meter parking

- Several years ago the City of McDonough chose to re-install parking meters on the streets in and around the downtown square. This was in response to retail employees and judicial customers parking in the valuable and limited downtown spaces intended for retail customers. The meters which charge a nominal fee (.50 per hour) to park have been successful in removing employees and judicial customers from the spaces. The meter spaces provide convenient parking to downtown customers.

- On-Street parking is without question the most valuable asset in any downtown parking system. It is the most visible and should be the most convenient parking available. Its most important function is to provide convenient access to downtown businesses. A nominal fee for the most valuable parking makes economic sense. The value of a downtown curbside space is much higher than the nickels, dimes and quarters that go into a parking meter. In an average commercial downtown, an on-street parking space generates $150-$300 daily retail sales.

County's Parking Assets

- A strength of the City of McDonough parking system is the accessible and relatively convenient County's parking assets to include a structured parking deck and numerous surface lots. There is one public parking garage and one surface parking lot located directly off Lawrenceville Street totaling approximately 426 parking spaces both within 1-2 blocks of the square. Although these lots are not located directly in the square they can make a positive impact on the City's parking system with the appropriate signage and pedestrian improvements for both customers and employees.

Enforcement

- Sound parking enforcement is critical to the health, safety and economic vitality of downtown McDonough. In 2005 the City hired an enforcement officer to enforce the parking rules. This dedicated and productive enforcement officer is the heart of City of McDonough's enforcement program. His office is located in the Downtown Welcome Center. A well-designed enforcement effort enables the City to maximize its use of the existing parking supply. In addition to enforcing the parking rules this person is also responsible for coin collection and deposit.

Weaknesses

Consolidated Parking Program

- Many city and municipal parking systems have fragmented or horizontally organized structures which tend to blur lines of authority, planning, operating practices, marketing, accountability and ultimately effectiveness. This is the case with the City of McDonough, which has not established an integrated parking service management and operating structure. Because on-street parking, parking enforcement and off-street parking are operated in multiple departments, the program does not effectively align its policies to support larger community goals and objectives, including economic development, downtown marketing, support of larger transportation policies, etc. For example, if the enforcement is too aggressive merchants business suffers which is an economic development issue that Community Development Department must address but they have to be responsive to Public Safety whose goals might be more aligned with safety and security.

User/Customer Perception of Downtown Parking Availability

- Real or perceived, we consistently heard from stakeholders that parking availability was a problem around the square. This issue is certainly not unique to downtown McDonough. Having a clear and accurate understanding of the perceptions of parking, combined with a multifaceted and on-going marketing and community education program, is the best way to combat this common problem.

On-Street Parking Preference

- One of the comments we heard from stakeholders was that customers have a strong preference for parking within sight distance of the retail establishment. This lends itself to a strong desire for on-street parking. Since there is not and never will be enough parking directly around the square for all customers, it is imperative to improve the perception and accessibility of the deck. This can occur through marketing efforts promoting the benefits of the deck to include free parking and unlimited time.

Perception of Enforcement Practices

- Fair and consistent enforcement is critical to a successful enforcement program. We heard mixed impressions from stakeholders as to whether or not the enforcement is too aggressive. Certainly, aggressive enforcement was a problem in the past or else the 15 minute grace period would not have been implemented.

- Our opinion, after talking with Public Safety, was that the enforcement officer takes his job seriously but may in fact need closer management and clearer direction regarding his role. He needs to better understand that while there are specific rules and regulations that need to be enforced, the way he goes about enforcement has significant impact on the perception of the downtown as the preferred place to visit and shop.

- We believe an enhanced training program that orients parking enforcement staff to be focused more on customer service and less on revenue or enforcement is needed to provide some balance. This needs to be driven from the "top down". We understand that this is difficult to achieve but there are plenty of programs around the country that have made this happen. This is not so much an issue of what the enforcement person is doing as how they relate to the public.

- We also heard that the enforcement officer was playing favorites with some employees by ticketing some offenders and not others. This is something we could not confirm but if it is the case this would be a considerable issue since the meters are intended to keep employees from parking in valuable customer spaces. We recommend keeping a close eye on this issue.

Signage

- Signage directing patrons to available off-street parking is limited in the downtown area. We heard that the blade signs that are presently used to direct patrons to retail shops are being converted into vehicular wayfinding which is a good first step. The County deck and off-street lots need to be the emphasis of the signage.

Parking program Marketing and Branding

- The City of McDonough parking branding and marketing program is virtually non-existent. Each lot and garage should be branded with a unique identifiable symbol indicating parking (i.e. white "P" with a green background). This brand should extend beyond the streets to city maps and all other information applicable to the program. The promotional maps and marketing materials produced by the Main Street organization and others should be recognized through a consistent and quality message. This should also extend to non print material such as a website.
- Making good information available in a user-friendly format improves convenience and security, increases the functional supply of parking, and addresses many objections to specific parking management strategies. For

example, motorists may be less resistant to parking regulations, pricing and reduced supply if they can obtain information on alternative parking and travel options that can meet their needs.

Lack of parking programs and payment options

- There are no parking programs and limited payment options being offered to the various constituents and user groups of downtown McDonough. Parking programs and payment options give constituents and users the feeling that they are getting value for their money and/or aggravation. Parking programs may include a meter key pass, business permits and validations. Payment options may include credit card and pay by phone.

Enforcement ticket writing process

- The present ticket system includes manually hand writing tickets. This system is very inefficient and antiquated. Lanier recommends an enforcement system that uses technology that can identify repeat offenders and stolen cars in real time. A handheld system uses technology to record tickets and track repeat offenders. Hand held systems are used to enter license tag numbers. The numbers are stored and downloaded into a data base that is updated in real time. Clancy and TicketTrak are two such systems.

- If an Enforcement Officer finds a violator, he simply enters the tag number into the handheld. The computer notifies the Enforcement Officer how many previous violations this vehicle has had and the appropriate "action" is delivered.

- It is important to note that the goal of the enforcement program is not to be heavy handed or generate revenue. The goal is compliance through changed behavior. The result will be more efficient use of parking resources.

Opportunities

Develop Clear Mission and Goals for Downtown Parking Program

- A clear mission and set of goals are critical to creating a program that all of City Hall and its employees can get behind and support. The City of McDonough has no clear mission for the downtown parking system. It is not clear to everyone at the City who interacts with downtown parking (Public Works, Public Safety and Community Development) why the parking system exists and what it hopes to achieve. In other words, everyone is not on the same page. As a result, people do not understand why it is important to them and why they should work to make it successful. Each individual does not know how their efforts contribute to the overall mission.

- In addition, The City of McDonough has no clear goals and objectives for the downtown parking system. Once again everyone who interacts with the parking system does not understand how achieving the parking system goals will help their own personal employment goals. The goals and objectives do not translate into work performance standards and expectations for each employee.

Training Opportunities

- As mentioned earlier in the Perception of Enforcement Practices the City's enforcement officer could benefit from a more customer focused training.

- Lanier Parking Solutions has a training program aimed at shifting parking enforcement programs from being "violator focused" to "customer focused". This training session has an upper management component and a full day staff and supervisory level component.

Enhance Public Education about Parking Programs and Services

- Because of the recent investments in parking structure development there is adequate visitor parking in the

downtown. This "good news" should be strongly promoted and celebrated. As new programs and customer friendly services are enacted, get the word out through a coordinated public education and information campaign.

Explore New Customer Service and Parking Amenity Programs

- To further enhance the image and customer friendly nature of the parking programs create and promote new customer service and parking amenity programs such as: golf cart service to the deck during lunch, vehicle location assistance, tire inflation services, vehicle lock out assistance, etc. Having the programs in place is half the battle; the real benefit comes from effective promotion. Note: while these programs are all valuable to customers there are liability-limiting features that should be researched and enacted as part of the program implementation.

Lack of Customer Feedback About Facilities, Programs and Service Levels

- The best customer service programs are those that regularly listen to their customers and develop specific programs on elements that customer's value. A regular program for customer feedback about facilities, programs and service levels is highly encouraged. This can incorporate a parking website or comment cards located at retailers.

Evaluate New Parking Technologies

- The present parking meter equipment is currently adequate to meet current needs; however technological advances are occurring frequently. At the recent International Parking Institutes Conference and Exhibit we toured the floor to discuss potential applications and benefits. New applications such as pay by credit card single head meters and pay by phone options are becoming expected. These applications have the potential to reduce operating expenses, enhance operating revenue and improve customer service.

Consider On-Street Promotional Opportunities

- A promotional opportunity we have seen in communities around the country is the use of triangular signs mounted on on-street meter poles. This is an effective way to promote specific local businesses, the parking deck, downtown events, etc. Denver uses the top of the meter heads to promote local attractions such as the Denver Zoo and Art Museum.

Examine Options to be More Forgiving to First Time Offenders and Provide Stiffer Penalties to Repeat Offenders

- A restructuring of the on-street fine system to be more forgiving to first time offenders and provide higher penalties for repeat offenders is recommended. Stakeholders feedback was critical of the perceived overly aggressive posture of parking enforcement. However, there was also concern that employees getting away with meter plugging (feeding the meter beyond the time limit), and taking up valuable spaces most of the day, to the detriment of downtown merchants. This potential policy adjustment changes the parking enforcement rules to more effectively address these two key issues.

- A serious examination of the potential revenue impacts should be conducted prior to recommending such policy change, although some programs have found that revenue actually increased, depending on actually how the fine structure was redefined. The table below shows an example of this fine system structure.

Overtime Violation within 12 month period	Current Amount	Proposed Amount
1st overtime	$10.00	Warning
2nd overtime	$10.00	$10.00
3rd overtime	$10.00	$20.00
4th overtime	$10.00	$30.00
5th overtime	$10.00	$40.00
6th overtime or more	$10.00	$50.00

Develop Parking Branding and Signage Program that includes the parking deck

- We cannot over emphasize the need for branding of the parking program and a comprehensive signage program directing patrons to the free parking in the County surface lot and deck.

Market parking through website, social media and print materials

- Once again we cannot over emphasize the need marketing the parking program through traditional and non-traditional media. Developing a marketing program with a slogan and logo such as "Park, Shop, Dine, Stay and Play with us" (PSDSP). This campaign can be a public private partnership with local retail businesses being involved at every step. Use print maps, newsletters and social media such as facebook and twitter to get the word out.

Eliminate one of the surface lots

- The City of McDonough presently leases two parking lots for use downtown. One is located at the corner of Keys Ferry Street and Griffin Street and is primarily for customers. The other is located between Hampton and Jonesboro Street and is primarily for employees. Lanier recommends eliminating the Hampton and Jonesboro Street lot and to encourage employees to parking in the deck. The deck is safe and covered and has available space. Although the deck is a little further than the surface lot employees are often willing to walk further since they tend to park for longer periods of time (>4 hours). If anything, consider making the surface lot a customer lot since customers cannot expect to walk further than 1 block.

Add Meters to the Streets around Downtown

- On Atlanta Street just north of Jonesboro Street there are approximately 10 spaces designed for law enforcement only. Lanier strongly recommends that these spaces be converted to meter spaces. These spaces are located directly off the square making them ideal for customers. The courthouse has approximately 80 spaces located directly behind the building which are reserved for the courthouse only. It is our belief that law enforcement can park in the County lot without sacrificing safety since the 80 spaces are no less accessible than the spaces on the street for the courthouse. In addition, we recommend taking a very close look at Keys Ferry, Johns Frank Ward and Macon Street to determine if meters can be added there as well. This will have the duel effect of calming traffic and generating additional revenue. For example, if you were to add 40 new meters you would generate approximately $10,000 per year based on your present revenue. The City Meters presently generate approximately $40,000 per year. With 157 meters this equates to $254.00 per meter per month or .98 per meter per day (assuming 260 days per year).

Explore Alternative Transportation Programs

- To further enhance the image and customer friendly nature of the downtown parking transportation system McDonough can create and promote alternative transportation programs. The programs should be designed to complement your downtown and the assets of the area. For example, biking and walking enhancements would make a lot of sense. In addition, shuttle to nearby activity centers or colleges/ universities also might make sense. The costs of the shuttles can be a public private effort between multiple entities.

Threats

Meter Collection Procedures

- This is a major issue. Lanier reviewed the present meter revenue collection procedures for the City of McDonough and has very serious concerns with regard to the integrity of the system. Lanier is not implying that there has been any impropriety but we are saying that the system is ripe for fraud. Presently, the enforcement officer has full access to the keys to the meters. The parking enforcement officer is responsible for collecting the parking meter revenues by himself in an unsecured system (bucket) then he delivers the revenue to the bank where it is counted and deposited and a receipt is issued. No one in the City verifies the amount emptied out of the meters and the enforcement officer does not verify the amount counted and deposited in the bank and no other employee of the City of McDonough verified the amount deposited into the bank. Below are some general recommendations to ensure financial safeguards throughout the collection and reporting process.

    - All locks for meters and collection boxes should be changed and strict controls implemented to secure the keys. The keys should not be removed until signed for by the collector and should be returned upon completion of collections with a deposit signed by a financial office.
    - Meters must always be collected by at least two people.
    - Upon arriving at a meter a service/audit report should be filled out
    - The coins collected by the machine should be extracted in a secured canister. A secured canister will not allow anyone access to the coins until counting.
    - Once all of the meters are collected the coins should be counted in a secured location. Management should be present during the counting process.
    - Coins can be hand counted or by using a high speed currency counter; totals are logged onto a Revenue log.
    - Upon completion of counting and logging all monies collected should be sealed and prepared for deposit.
    - After deposit is prepared place all monies into a safe until the funds are transported to the bank.

5. Parking Best Practices

PARK Smart

Downtown Toledo Parking Authority
227 North St. Clair Street
Toledo, Ohio 43604
419-242-7515

Branding and Marketing

Developing a parking system "Brand" is one trademark of "Best In Class" parking programs

- The brand is more than just a logo
- The brand should promote the image you want people to have of the system
- It should reinforce the positive aspects of the system – "Free and Easy Parking", "Visit Downtown and Parking Is On Us", etc.
- Use consistent signage and other branding tools to "tie the system together."

Parking Enforcement Technology

The use of hand held devices allow parking field personnel to develop a database of repeat offenders and to have access to real time information.

• Examples include: Real Time scofflaw data for enforcement officers – If vehicle owner has five outstanding citations and the sixth citation would result in the vehicle being "booted" – the officer in the field needs to know this is the sixth citation.

Consolidating Parking Programs

Ideally, the parking system should be vertically integrated with control of off-street, on-street and parking enforcement operations. The addition of transportation elements is another logical addition.

- Taking a system approach to parking is an important dimension to creating a comprehensive and effective parking program.
- Having control of all or most aspects of parking can contribute to a more effective operation, because of the interactive nature of parking as a system…

Customer Education

Best in Class parking systems take an active role in educating their customers on parking issues such as safety/security, how to use new technology and parking rules and regulations.

Distinctive and Consistent Parking Signage

Once you have created a high standard of service in your operation, you want your patrons to associate that level of excellence with your system – consistent and distinctive signage helps tie it all together.

Customer Feedback

One common (and too often overlooked) complaint about parking systems is that they do not effectively communicate with their customer groups.

- "Best in Class" parking programs reach out to customer groups through a variety of programs to solicit input and engage and involve their communities in planning decision making and processes.
- Parking taskforce groups, customer surveys, secret shopper programs, public forums, etc. are all tools used to effect parking operations.

We're Listening!

Do you have a specific comment or suggestion?

Date_____ Time_____

Location_____

Comments_____

Name_____ E-mail_____

Address Phone

Thanks for giving us the opportunity to serve you and thanks for taking the time to talk to us. We really care!

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Guiding Principles

Development of a set of parking system "Guiding Principles" is a good tool for communicating program goals and objectives to both staff and community stakeholders

- Guiding Principles are not intended to replace policies and procedures; rather they define goals and objectives that ultimately define the character of the parking program.
- Guiding Principles Typically cover:

  - Mission Statement
  - Operations/ Funding
  - Community Relations
  - Responsibility for parking
  - Rate setting guidelines
  - Options for Allocating/Procuring Parking
  - Inclusion of parking in strategic and master planning process
  - Procedures for managing loss of supply
  - Definition and Communication of parking rules and regulations
  - Enforcement and adjudication parking rules and regulations
  - Budgeting and planning cycles

Additional Marketing

DOWNTOWN Boulder

PARKING SERVICES City of Boulder

DOWTOWN BOULDER
PARKING NEWS

Vol. 1, Issue 1 www.boulderdowntown.com Nov 2005

What is this?

Dear Downtown Parking User,

Parking plays an important role in the interlocking Downtown puzzle. Its multiple facets and sophisticated nature cause passionate discussions. To service the community and provide accurate information Downtown Boulder introduces the first of many parking related newsletters. This piece will focus on dispelling myths and giving Downtown users the straight story about parking. It will provide insight into parking decisions and the rationale behind them. Thank you for taking the time to educate yourself about this critical issue and please give us any feedback.

Sincerely,

Gerard Cote
Downtown Boulder
gerard@dbi.org

Holiday Parking in Downtown

During this holiday season, Downtown Boulder is employing four initiatives to help with parking in Downtown Boulder. These four initiatives are:

- **Parking Ambassadors:** Every Saturday, Downtown Boulder will have ambassadors filling expired meters with "15 minutes of FREE parking courtesy of Downtown Boulder."
- **Parking Greeters:** For random locals and visitors to Boulder, as you pull into your metered parking space during the week, there will be greeters giving away parking tokens for 15 minutes of FREE parking.

DOWNTOWN PARKING VALIDATION PROGRAM

Participating Downtown Boulder merchants are teaming up to bring you validated parking for city garages and meters.

HERE'S HOW IT WORKS:

VALIDATION TYPES & USAGE:

CITY PARKING RATES:

Even if you don't have your own parking "E-Newsletter", see if you can tag a message onto other appropriate E-venues.

- Promote parking through the Main Streets Program
- Links to parking/info websites. Promote merchants that participate in validation programs
- Promote parking availability
- Promote alternative transportation options.

Basic Map

Having an effective and easy to read parking map is a basic asset for effectively communicating with customers.

- There are many examples of quality parking maps.
- Distinguish between public and private parking facilities and provide a useful orientation to the one way streets.

Meters as Advertising or Information Source

- Advertise or communicate local businesses or parking program elements on meters.
- Free off-street parking in deck

On-Line QR Code Coupons

Look for a way to attract new customers, consider the time-tested use of coupons with an on-line spin – printing from a website.

- QR codes allow customers to pay with their smart phone.
- QR codes allow for validation programs for on-street meters
- QR codes allow for coupons to be used for on-street meters.

Pay by Cell

No coins to feed the meter? Your time is expiring, but you are eating dinner and don't want to get up? No problem- pay with your cell phone! How Pay by cell phone works:

- Once an account is set-up, a motorist finds a spot, parks the car, calls a toll-free number and keys in the spot's number
- If a person us running late, he can remotely buy more parking time with another phone call (assuming it does not exceed the time limit).
- The bill is typically sent to a credit card.
- Customers receive a text message on their phones , warning them five minutes before their time is about to expire.

15 minute grace period for meters

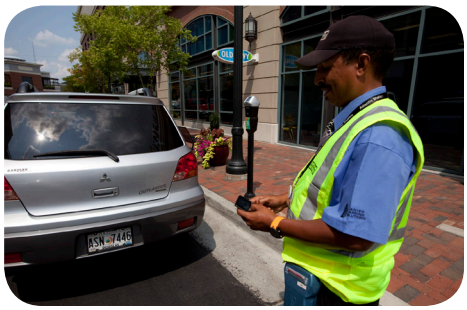
Sometimes called the "Meter Forgiveness" program, the enforcement officer will add 15 minutes of time to customer meters and leave a note on the vehicle's windshield.

- On one hand, local businesses directly benefit from the parking space turn-over that an effective enforcement officer program helps provide.
- On the other hand, no one likes to receive a parking ticket
- This program aims at taking the edge off by providing a cushion for those who may be running just a little late.
- Even if the patron receives a ticket the effort is appreciated.

Quality Customer Service Programs

Best in Class parking programs have well defined customer service programs that typically include vehicle lock out assistance, dead battery assistance and vehicle location assistance. Other key customer service areas include:

- Focus on employee training and hiring
- Develop, friendly, attentive, outgoing knowledgeable attendants
- Increase personal contact between parking system manager, stakeholders and customers
- Institute performance measurements and utilize employee incentives
- Develop customer friendly payment options for both tickets and meters.



Website Development

The World Wide Web is a very effective tool to get information across in a timely manner. Be sure to update the website on a regular basis and post all maps, coupons and policies and procedures on the web.

Meters that accepts credit cards

Meters that accept credit cards provide customers and their patrons with a simple and consistent parking user experience - which is more cost effective, customer friendly, and more reliable than alternatives. The credit card enabled single-spaces meter mechanism retrofits into your current on-street parking meter housing. The meter then offers multiple payment options (coins, credit / debit card, smart card and tokens.), access to real-time data, solar-power technology, and a comprehensive web-based management system. The meter mechanism accepts payment by coins, credit / debit card , smart card and tokens

- Wirelessly networked to a web-based management system – no additional communications infrastructure required
- Retrofits into existing meter housings/poles, and maintains all current meter enforcement and collection processes
- Solar powered with rechargeable battery pack

Change Program

If going to credit card meters is cost prohibitive develop a Change Program. Change programs make the act of paying for parking more convenient for the parker. The enforcement officer will be prepared to provide change to parkers as necessary. In addition, the enforcement officer will also deliver on request change to businesses that need it to help parkers. This effort not only helps generate additional revenue for the City, but it also extends goodwill to visitors!

Lunch Time Shuttle Service from Deck

The parking deck is slightly too far for customers to walk from for a quick lunch. How about introducing a form of fun transportation connecting the deck to the square? The enforcement officer could provide the service in an open air golf cart. This would have the dual effect of linking the deck to the square via transportation and expanding the role of the officer to a serve the customer.

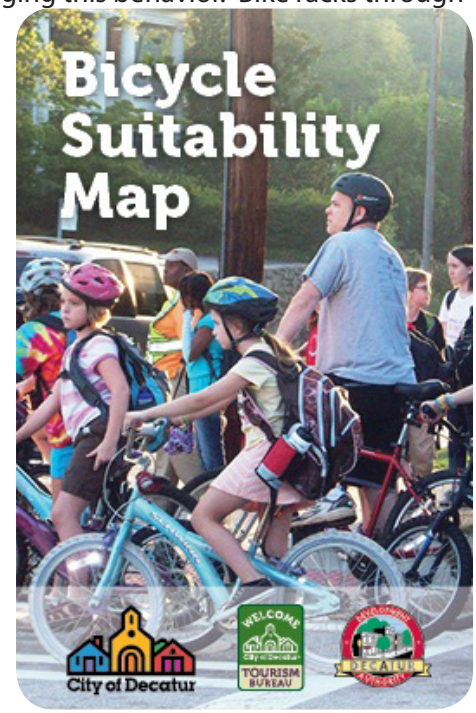
Customer Feedback

Best in Class parking programs make client and customer satisfaction a top priority. The service that the City delivers to patrons and visitors is crucial to the success of the parking program. Patrons and visitors should be able to log on to a website at anytime and notify the City of any complaint or compliment. Any comments should be responded to in a timely manner.

- ***Mystery Parker Program*** – An individual chosen by the City poses as a patron and rates the treatment he or she receives from the enforcement officer. Positive feedback results in a favorable review and immediate reward (dinner for two, movie tickets, etc.). Negative feedback results in constructive criticism and target points for improvement.
- ***Customer Surveys*** - Surveys are periodically distributed to solicit feedback about the parking experience and the level of services. Surveys will be used as a tool to measure the ongoing performance of the program and to ensure a professional parking management system. The results of these surveys are shared with City Management to identify issues or concerns from the customers perspective. These surveys are not only used to determine the level of service provided by the City, just as important it is a tool to measure the performance level of the staff assigned to the project.

Encourage Biking

An infrastructure that supports biking downtown is the first step to encouraging this behavior. Bike racks throughout downtown will allow residents who live within a couple miles of downtown to have a place to park when they arrive. In addition to bike racks bike programs that encourage residents to bike to the square is also encouraged.



- Develop a bike sustainability map
- Bike valet during events
- Bike to work Day
- Fun rides starting from the square
- Bike commuters breakfast

Shuttles

Shuttle service from remote activity centers such as schools and office parks can minimize the need for parking downtown. Provide shuttle service during designated times (i.e. lunch time and/or holiday season) can limit costs and provide a needed service.

Revenue Control

Anytime cash and other forms of revenue are being handled by humans, there is a certain amount of risk involved. During our years of managing successful on-street parking programs, Best in Class parking programs develop operating practices that mitigate the opportunity for loss or even the perception of loss. These procedures must be developed for the City of McDonough on-street revenue collection/counting/depositing and revenue reporting and asset control (i.e. keys and parking equipment). Standard procedures for each of these elements are outlined in the Appendix.

6. Best Practices Cost Estimates

There are costs to implementing many of the suggested best practices above and Lanier has received quotes from reputable firms for the following (see attached for details). Please note that Lanier did not get multiple quotes, but encourages the City to do so. The options below are presented in order of importance. Many of these best practices will lead to efficiencies in the system and ultimately additional revenue and/or customer satisfaction. Lanier has not estimated the potential revenue increases. Once the City decides what approach should be taken, Lanier will work with the City to help estimate the potential revenue increases.

Revenue Control	
• Collection canister	$1,500.00 per canister (Duncan indicated that the City purchased a canister when they purchased the meters).
• Coin Counter and drawer	$2,720.00 per counter
• AutoTrax software and handheld	TBD
Branding and Marketing	TBD
Parking Enforcement Technology	
• Clancy - Electronic Hand Held Ticket Writer	$170.00 per month per unit
• Clancy - Database	$150.00 per month system
• Clancy - Envelope and ticket paper	$.10 per ticket issued
QR Code/Pay by Phone	$.35 per transaction (paid by customer)
Lunch time shuttle	$8,000.00 + tax for 6 person golf cart
Off-Site Shuttle	$75.00 per vehicle hour for turnkey shuttle operations that includes all costs (driver, insurance, gas, vehicle, etc.)
Meters that accept credit cards	$75,000.00 for meter electronics ($500.00 x 150 meters) $6,000.00 Project Management Commission and Training $1,275.00 per month for communications

Exhibit I (Meter Collection and Counting Process)

Individual Meter Collection Process

The collection staff is to collect from the parking meters. There must always be at least a two member team collecting from the parking meters. A two member team will operate in a more urban environment; where following the collection process in a vehicle is difficult due to traffic flow/congestion. The makeup of a two member collection team should be:

Collector - Sole responsibility is operating the keys and dumps the canisters into the secured collection canisters / pull carts.
Auditor and Collector - primary responsibility is to audit the parking meters. Secondary responsibility is to collect from the meters when caught up from auditing

- A designated collection schedule should be set by a specific route to ensure that meters do not overflow (routes may vary from day to day depending on previous day's work load and demand)
- Every able meter is collected and audited on the collection route. A meter is collected and audited by:
  - Accessing the lower vault on the meter by using the corresponding key to the housing's "unique" key code. These high-security keys are logged in/out and are only issued for collections to the two-member team, and not to an individual or to maintenance staff.
  - The secure coin canister is taken to the secure collection canister. The canister is placed and twisted into an opening on the collection box.
    - The collection box is secured with a padlock, which remains in the parking office, and are provided only by the parking manager.
    - The key to the padlock is in the secured count room at the parking office.
    - ***At no point during the collection process is money accessible by human hands.***
- The collection canister is then placed back into the meter and the vault door is locked.
- Following the collector, an auditor uses a PDA with an attached meter proprietary "wand" or a single unit handheld device which captures a transaction history that dates back to the last audit.
- The "wand" is inserted into the coin slot where the two devices communicate.
- A single unit device uses infrared to communicate with a single space meter.
- If a meter is unable to be collected due to lock failure, the meter is not to be audited. If an audit will not take, the staff is to make note of the meter and try to repair or replace immediately following the collection.
- Immediately after the collection boxes are full, they are to be taken back to the count room at the office to be counted.

Individual Meter Counting Process

At least two people are required to count the collected change from the parking meters at all times

- 1 or 2 management/supervisor, and / or a
- 1 maintenance/other employee (not a member of the collection team)

The money is dumped in a high speed coin counter from Cummins Jet Sort

- The machine is cleared of all history to ensure that days count is as accurate as possible
- Each "dump" is hand sifted to pull out any rogue change/metal
- Canadian money
- Arcade tokens
- Aluminum can tabs
- Other foreign money
- Misc. materials/slugs\
- The money is counted and sent through a designated chute corresponding to the type of coin
  - $.01

- $.05
- $.10
- $.25
- $1.00
- Custom Token

The change is sorted in a clear heavy-duty plastic coin bag. The location can obtain the plastic bags from:

- General Bank Supply (cost is $.55 per bag)
- Local Client Bank (cost may be free)

The machine immediately stops after a coin limit is reached on each bag:

- $.01 ($50.00)
- $.05 ($200.00)
- $.10 ($1000.00)
- $.25 ($1000.00)
- $1.00 ($2000.00)

The bag is removed from the count machine and labeled accordingly, then sealed; it is not reopened before depositing the money in the bank or picked up by an armored car

- If the bag is cut, torn or attempted to be reopened another bag must be used to deposit the funds
- Each bag is weighed to get an approximate weight compared to federal weight standards

After all of the change from that day's collection is counted the data from the machine is transferred onto the "Coin Count Log"

- Each type of coin's total is recorded onto a coin count log

Depending on the client's preference, the amount listed on the Daily Revenue Report is:

- *The total amount collected*
- *The total amount deposited*

Coins from the previous collection are added to that day's collected coins that were unable to make a full fed bag

- If the combination of the two days makes a fed bag, *the bag is recognized as being deposited on that day's collection and or recognized as collected revenue depending on the client's preference referenced in the previous step*

All remaining coins are placed into a secured safe in the count room

- If the combination of the two days does not equal a fed bag, the remaining change is placed into a secure safe in an alarm activated room
- All sealed bags ready for deposit are locked in the count room until:
  - Monies are transported to the bank by management
  - An armored car service arrives to pick up the coins

Reconciliation of Collection - The audit is reviewed for any anomalies

- If a problem exists, collection staff is questioned to determine what events may have caused irregularities
- Meter maintenance records are checked to see if malfunctions were widespread over the preceding week
- The daily amounts are compared to prior week's trend
- The audit totals are compared to counted totals
- Variance and percent of variance between actual collection and audit is calculated
- If percent of variance exceeds 5% (acceptable range is 1% to 5%) and / or the amount audited is greater than the amount collected then:
- Key sign out sheets are checked for unauthorized use

Oversight by City Financial Staff

- Ensure City staff has reviewed and approved this process. They are also able to observe and participate in the process at any point.

Parking Study Stakeholders List

NAME	E-MAIL	PHONE	AFFILIATION 1	AFFILIATION 2	AFFILIATION 3	AFFILIATION 4
Beau Kelley	beaukelley1@yahoo.com	770 957-1100	Property Owner	Business Owner- real estate brokerage	Main Street Board	
James Chafin (jchafin@co.henry.ga.us)	jchafin@co.henry.ga.us		Property Owner	State court Judge		
Jestin Johnson	JJohnson@MCDONOUGH-GA.GOV	678-432-4622	Assistant to the City Manager			
Joe Chappell	JChappell@MCDONOUGH-GA.GOV	770-957-3915	Streets Superintendent			
Ken Noble	knoble@MCDONOUGH-GA.GOV	770) 957-1218	Police Major/Acting Chief			
Ken Yancey (Kenn@signarama-mcdonough.com)	Kenn@signarama-mcdonough.com	770) 957-5913		Business Owner- Party Time		
Lee Freeman	LFreeman@hflcpa.com	770) 842-7254	Property Owner	Business Owner- accounting	Main Street Board	Tourism Board
Lee Hearn (LHearn@MCDONOUGH-GA.GOV)	LHearn@MCDONOUGH-GA.GOV	770-957-3915	Public Works Director			
Linda Schenk	lschenk@mcdonough-ga.gov	770-898-9868	Main Street Manager			
Lynn Loggins (lynn@theseasonsbistro.com)	lynn@theseasonsbistro.com	770) 288-2544		Business Owner- Seasons Bistro		
Neil Daniell	ndaniell@dynamac.com	678.583.8777		Business Owner- Chevy's Grill		
Preston Dorsey	PDorsey@MCDONOUGH-GA.GOV	770) 957-1218	Chief of Police			
Rodney C. Heard	Rheard@MCDONOUGH-GA.GOV	678-432-4622	Planning & Zoning Director			
Steve Morgan	SMorgan@MCDONOUGH-GA.GOV	678) 614-4287	Fire Chief			
Todd E. Ernst (innovo.inc@gmail.com)	innovo.inc@gmail.com	678) 438-5778		Architect	Main Street Board	ARC Board
Tracy England (info@thisisyou.net)	info@thisisyou.net	404) 551-8609		Business Owner- This is You Photography		

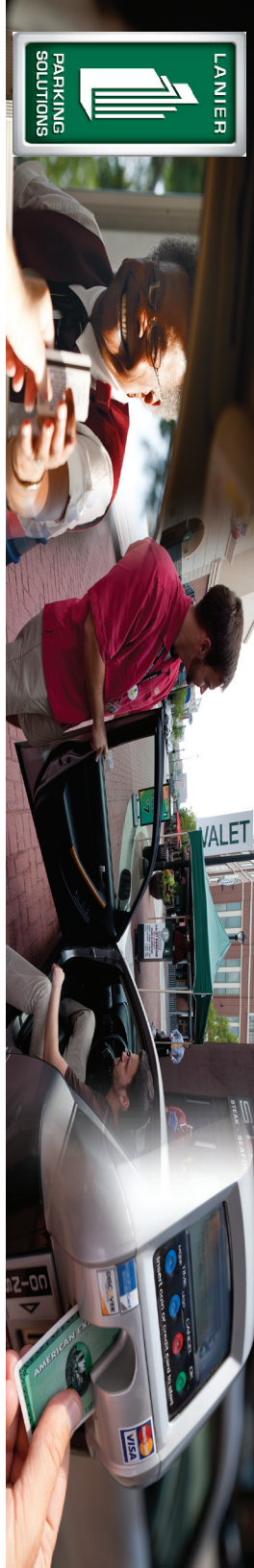


Exhibit III (Equipment Cut Sheets & Quotes)

CUMMINS

JetSort®
1000 Series

COMPACT COIN SORTERS

Designed to minimize counter space, JetSort® provides access to all coin boxes or bags from the front. This allows you to put a currency counter, printer and/or computer against one or both sides for maximum convenience and space savings.

MADE IN USA

OPTIONS

Coin Packaging:
JetSort accurately dispenses preset coin counts into paper tubes, while tracking the total coins counted.

Cash Till Processing:
A special top hopper takes coins directly from a till.

A Till Refill Kit
sorts coins back into their respective coin till areas. This reduces coin deposit fees as well as rolled coin purchases.

Single Coin Collection Bin:
Used by armored cars and bank vaults with multiple tellers. Collects coins in a single bin that is easily transferred to a larger JetSort for consolidated bags.

JetSort® 1000

While this is the smallest JetSort® Series, it is one of the most versatile. Retailers and others love the small size and ease of use that makes training easy. And the ability to connect the 1000 to a JetScan™ currency scanner for complete coin and currency details and totals also has great acceptance in coin-op, retail, and other markets.

A wide range of options and accessories allows each user to configure their JetSort 1000 to their exact needs. You don't buy what you do not need. You can keep things small and simple or expand to sophisticated and higher volume systems at the time of order or later as needed. And at its heart, is the industry proven JetSort sort disk!

Complete Coin & Currency Systems

When processing both coin and currency, you can connect JetSort 1000 to Cummins currency equipment to combine coin and currency details/totals in a single printout and/or transmission to your computer.

JetSort® 1000

COMPACT • VERSATILE • RELIABLE

JetSort® 1000 shown with several options, including Table Top Stand, Bag Adapters and Advanced Keyboard.

MADE IN USA

Like every JetSort, the heart of the machine is the patented single moving sorter part design that assures ease of use and dependability. Designed and built in the USA by Cummins, this JetSort brings legendary reliability to a new smaller size.

JetSort® 1000 Series Coin Sorters

Options & Accessories

Floor Stand provides an attractive, handy and secure home for your JetSort® 1000. A variety of options enables you to configure the exact stand you need.

Specifications

Coins Sorted:
Up to 8 coins/tokens
Standard USA version handles 6 coins (1¢, 5¢, 10¢, 25¢, 50¢ & $1)

Sorting Speed:	Up to 2,200 per minute
Dimensions:	10 1/2"W x 10"H x 17"D
Shipping Weight:	54 Lbs.
Sort Head:	10,000,000 Coins

* *Specifications provided throughout this document are approximate and subject to change without notice.*

Advanced Keyboard & Electronics — Includes remote display, expanded keyboard and software for data entry, adjustable bag limits, communications and more.

Electronic Option Kits — Each provides different combinations of capabilities such as communications, exact bag stops, software for connecting currency processors, remote displays, etc. These kits provide connection capability but do not include the hardware.

Coin Boxes & Coin Bag Adapters — A combination of bags and boxes can be used to accommodate different coin volumes.

Table Top Stand — Raises JetSort for coin bag adapters and coin bags.

Table Mount — Provides necessary support for bags if they are suspended over the edge of a table/counter.

Magnet for Lift Tray — Used on the standard lift tray, this magnet catches ferrous metal debris and some denominations of Canadian coins.

Coin Packaging Kit — For dispensing coins into paper tubes. Includes one packaging adapter plus coin tubes for all US coins. Requires special electronics and paper supplies that must be ordered separately.

Foot Pedal — For use with Coin Packaging Kit option. Provides hands-free starting of JetSort. Requires Communications option.

Coin Tube Shelf — Provides support in coin packaging applications where plastic tubes are utilized. Can be used on 1¢, 5¢, 10¢ and 25¢ denominations.

Single Box Coin Capture — Collects all coins in a single large box. Ideal for applications where multiple people are processing low volumes of coins. Each person's JetSort 1000 counts mixed coin deposits and then consolidates all coins into a single box for fast and easy transfer to a larger central unit so small batches of coins can be consolidated. Saves space, cost and processing time at each individual station.

Cash Till Refill Kit — Allows all the coins in cash register till to be poured into the JetSort in one step. JetSort counts and sorts these coins and replaces them in their respective locations in the same cash register drawer.

Floor Stand — Provides a handy and sturdy "home" for JetSort 1000 and includes an adjustable bag support shelf. Up to four bag adapters can be used on JetSorts mounted in this stand. Several options can be added to this Floor Stand:

Printer Shelf — Mounts at the rear (can be on the left or right).

JetScan Shelf — Provides handy and sturdy home for a single or two pocket JetScan Currency Scanner. Fits on either side.

Security Door — Conceals and secures all coin bags and coin boxes. Includes lock and two keys.

Bar Code Scanner – Lightweight, durable scanning device for automatic data entry of bar code labels.

Printers — Fast, durable impact and thermal printers.

Power — Voltage operating ranges are either 105-130v or 198-253v. Frequency is 60/50Hz. Customer must provide an electrical supply properly grounded and protected by a circuit breaker in accordance with applicable electrical code. This equipment must be plugged into a properly grounded outlet.

Power consumption (full load amps) at nominal voltage: 1.0 Amps (120v); 0.5 Amps (220v)

Power disruptions that result in input voltage other than the power requirements listed can lead to improper operation of this device or result in failure/damage to electrical components. (Power disruptions are not covered under machine warranty or preventative maintenance agreement.) Power conditioning/stabilizing devices are available through Cummins.

CUMMINS
CUMMINS-ALLISON CORP.

852 Feehanville Drive
Mt. Prospect, IL 60056 USA
800-786-5528 847-299-9550
www.cumminsallison.com
Email: inquire@cumminsallison.com

MADE IN USA

Form 023-1689 Rev.1 Printed in U.S.A.

CUMMINS
CUMMINS-ALLISON CORP.

83 Kelli Clark Court
Cartersville, GA 30121
770-975-4316
800-783-8779
Fax: 770-975-4319

Glenn Kurtz 404-879-7692
Lanier Parking
Atlanta, Ga.

Thank you for your continued interest in Cummins and our JetSort coin sorters. Pricing and a brief description on the JetSort 1000 we discussed is as follows:

JetSort 1000 with advanced keyboard	$2595.00
6- coin drawers	$ 120.00
TOTAL	$2715.00

Description
JetSort 1000 sorts up to 2200 coins per minute
Desk Top coin counter
Progammable coin stops for full coin bags
Coin drawer capacity – 500 dimes, 250 nickels, & 200 quarters
Advanced keyboard for coin stops and media entry (enter bags, lots, operators, etc.)
OPTIONS:
Printer with communications $792
Security cabinet $610
Coin rolling attachments $295
Coin bagging attachments $95 each
Extended Hopper for bulk coin $181.50

If you have any questions please don't hesitate to call.

Thanks,

Cleve Carlile

Branch Manger
Cummins-Allison Corp.
83 Kelli Clark Ct.
Cartersville, Ga. 30121
770-975-4316 x223 770-833-0148 cell

AutoCITE X3

Handheld Computer

AutoCITE X3 Features

- Windows CE® based operating system
- Rugged and weather-resistant construction for durability and extended service life
- Integrated 3-inch thermal printer for speed and ease-of-use
- Large alpha-numeric keypad and color touch-screen for quick and accurate data entry
- Lithium-ion battery for extended use between charges
- Optional integrated 3.0-Megapixel camera with flash

The AutoCITE X3 is the sixth generation handheld computer created by Duncan Solutions, Inc. specifically designed to assist in the management of citation issuance and meter management operations by utilizing Duncan's AutoISSUE or AutoTRAX software modules.

By pairing a lightweight, one-piece handheld system with software specifically configured for your operational needs, the AutoCITE X3 is capable of turning citation issuance into a quick and easy process that takes a fraction of the time required under a more traditional, manual process.

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duncan®
solutions

Features such as a large back-lit alpha-numeric keyboard, color touch-screen display, high-quality integrated thermal printer and custom-tailored mobile software ensure that your field personnel have the right tools to perform their tasks quickly, efficiently, and accurately. Available options such as GPS and cellular communications provide the X3 with extended capabilities for real-time data synchronization and geo-spatial reporting.

AutoCITE X3 Specifications

Physical Characteristics	
Dimensions	9.90 in. L x 4.25 in. W x 2.125 in. D / 25.15 cm. L x 10.79 cm. W x 5.40 cm. D (average)
Weight	32 oz. / 907 g (with rechargeable Lithium-ion battery and 76 sheets of paper)
Display	Color 3.5 in. QVGA (320x240) liquid crystal display
Touch Panel	Analog resistive touch
Backlight	LED backlight
Battery	Rechargeable Lithium-ion, 7.2 V nominal, 2400 mAh
Printer	Integrated, thermal, 3 in. / 80 mm wide, scalable fonts
Communication Interface	RS-232 / USB 1.1 / USB 2.0
Notification	Audible tone for key strokes and alerts
Keypad Options	52 keys alpha-numeric in ABC/123 layout, dedicated navigational keys
Audio	Speaker and microphone
Camera*	Color VGA or 3.0-Megapixel color camera with flash
Wireless WAN*	GSM GPRS EDGE 2.5G and 3G, Quad Band (850, 900, 1800, 1900 MHz), internal antenna
GPS*	Integrated Assisted-GPS (A-GPS), internal antenna
Infrared*	Duncan proprietary IR and/or standard IrDA port
Other optional peripherals*	Integrated Magnetic-stripe reader, 1D/2D barcode scanner
Performance Characteristics	
CPU	Intel® PXA255 XScale® @ 400 MHz
Operating System	Microsoft® Windows CE®
Memory	64 MB RAM / 64 MB—1GB Flash
User Environment	
Operating Temperatures	-5° F to 125° F / -20° C to 52° C
Storage Temperature	-40° F to 160° F / -40° C to 71° C
Drop Specification	6 ft. / 1.83 m drop to concrete
Battery Performance	
Stand-by Time	200 Hours (average)
Operating Time	16 Hours (average)

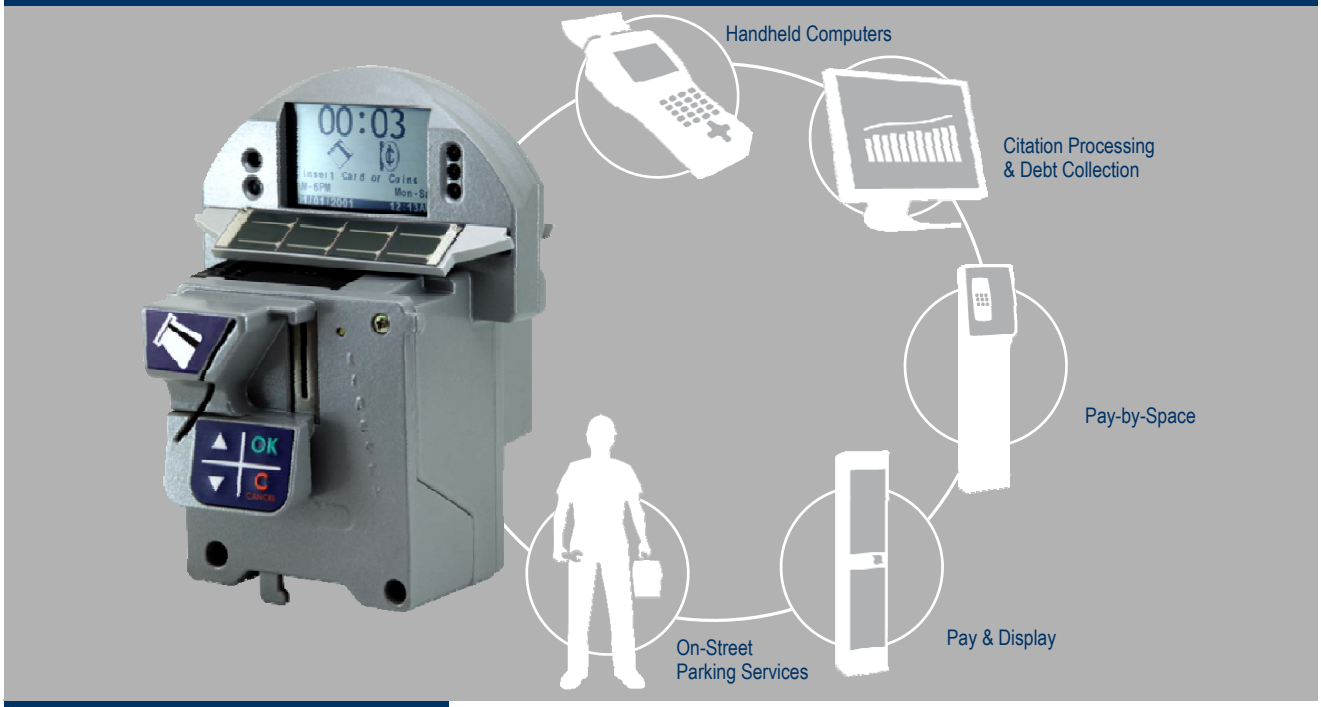
*Optional

To find out more about Duncan Solutions' end-to-end parking and enforcement solutions, call your Duncan representative today.

633 W. Wisconsin Ave.
Suite 1600
Milwaukee, WI 53203
888.99DUNCAN
www.duncansolutions.com

Liberty™

Single-Space Meter Mechanism



Liberty™ Features

- Fastest and easiest way to increase revenue and decrease operational costs
- Secure PCI-compliant credit card processing
- Supports complex rate structures and audit programs
- Communicates wirelessly for real-time data management
- Solar powered with rechargeable battery for extended battery life
- Legendary warranty and after-sale support

Duncan Solutions has the single-space meter upgrade to launch your parking operations into the future. Liberty™ brings convenience and flexible payment options for motorists, while simplifying the management of your maintenance and collection operations. Featuring advanced credit card acceptance, solar power and wireless real-time communication, Liberty fits securely within the dome of most existing housings for a fast and easy upgrade. Choose Liberty as the easiest and most reliable way to increase revenue and decrease operating costs.

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Liberty™ Specifications

Physical	• Compatible with all Duncan single-space meter housings and most third-party housings • Securely protected under the existing meter housing's cap and dome • Quick and easy installation • Operates reliably under a wide range of environmental conditions: humidity, snow, sleet, rain, road grime, street vibrations and from -40°F (-40°C) to 185°F (85°C) • Tactile key panel with four buttons for intuitive payment navigation
Payment Options	• Accepts coins, credit cards, debit cards, smart cards and pay-by-cell payment • PCI-compliant system with real-time credit card processing • Pay-by-cell option with payment visible at the meter • Coin chute is easily and quickly field serviced; vandal resistant coin slot • Accepts up to sixteen different coins and/or metal tokens through a single slot • Advanced coin track sensors for self-calibration and detection of non-metallic jams
Power	• Solar powered with rechargeable and backup batteries for extended life • Intelligent software to minimize power consumption • Compatible with traditional alkaline and rechargeable batteries • Retains full audit data during battery removal and exchange
Graphical Display	• Large high-contrast graphical display with back-lighting for easy readability for motorists, supporting graphics and text instructions • Traditional rear-side enforcement display clearly shows when meter is "Expired" is visible at a distance of 85 feet during periods of darkness • "Super Bright" red, green and yellow LED for nighttime enforcement • Supports "Out of Order" and "No Parking" symbols
Internal Time Keeping	• 365-day calendar real-time clock with backup battery • Programmable for automatic daylight savings time change • Real-time clock automatically synchronizes with centralized server • Supports simple linear and complex dynamic rate structures
Centralized Management System	• Integration with existing meter and enforcement management systems • Secure real-time communication via GPRS network to AutoTRAX and AutoISSUE management systems • Real-time alarm and status reporting for maintenance optimization • Real-time revenue and payment information for automated enforcement • "Over-the-Air" meter updates for configuration and rate programming • Integration with vehicle sensors for enhanced meter and enforcement features

To find out more about Duncan Solutions' end-to-end parking and enforcement solutions, call your Duncan representative today.

633 W. Wisconsin Ave.
Suite 1600
Milwaukee, WI 53203
888.99DUNCAN
www.duncansolutions.com

Single-Space Meter
Collection Canister & Cart

Duncan's coin canister and cart system is designed as a convenient hand drawn vehicle for the purpose of collecting coins from single-space parking meters. The collection canister can be fastened to the cart with a standard padlock. The canister top is removable from the canister with a hinge and hasp arrangement so the top can be secured to the canister with a standard padlock.

The collection canister is a welded assembly 8 x 11 x 20 inches in height and is made of 1/16-inch thick steel and has two welded-on handles located on opposite sides in a convenient manner for handling the weight when fully loaded with coins. The collection canister has a sight tube located in one corner near the top in which a colored ball is placed as an indicator of the canister having been inverted. The top is constructed of 1/16- inch thick steel with all seams and hardware welded. When the top is locked to the collection canister, the fit is such that it is impossible for small coins to be removed when the canister is inverted. The top provides suitable mounting for the coin box collection receptacle - in a convenient location for use by the collector.

The cart chassis is constructed of 10-gauge steel with bracing and axle retainer all welded in fixed positions with no bolted parts. The pull handle is hinged to allow folding for transport and can be locked in the extended position by a sliding steel tube. The cart has two 12-inch diameter wheels with 3-inch wide semi-pneumatic tires mounted on a 3/4- inch diameter steel axle, and a single 6-inch diameter wheel with a 2-inch wide semi-pneumatic tire mounted on a 3/4-inch diameter steel axle.

Sealed Coin Box Collection Receptacle
The receptacle is designed to receive sealed and locked coin boxes from a meter. Sealed coin boxes may only be inserted into the receptacle in a singular correct position to engage the lock in the coin box. The sealed coin box is rotated to the starting position, allowing removal of the coin box. When withdrawn from the receptacle, the coin box is automatically locked and ready for reinsertion into the meter. At no time during the collection process is the collected revenue exposed to the collection personnel in accordance with the Villages specifications.

Paint Finish
Painted parts are processed through a five-stage clean/iron phosphate system prior to final painting. The parts are painted using a Nordson NC-8 Powder Paint which applies a polyester TGIG powder paint to the parts electrostatically at a thickness of 2.5 - 3.5 Mils. Following the application of the powder, the parts are run through a curing oven prior to assembly and shipment.

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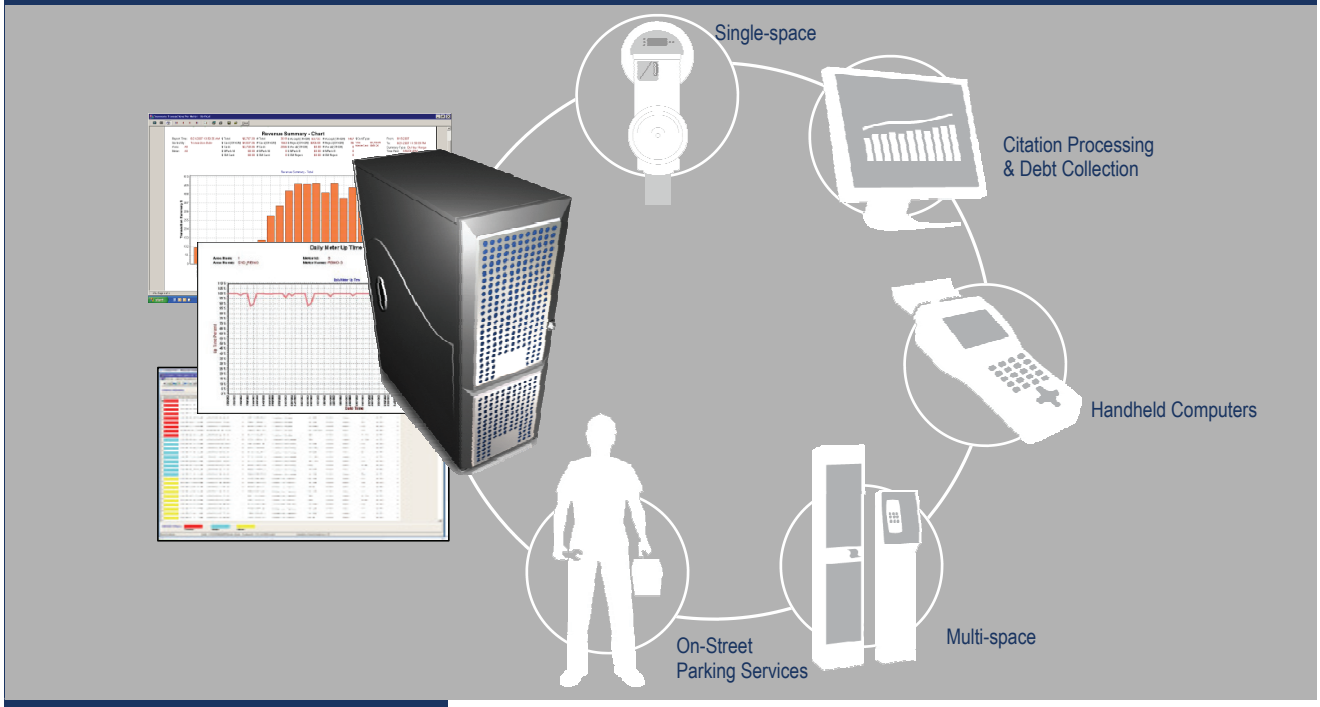
AutoTRAX

Meter Management System



AutoTRAX Features

- Meter inventory function with detailed reporting
- Enhanced audit capabilities
- Track maintenance functions
- Activity/Personnel tracking with user profiles and distinct log-ins
- Various rate programming options

AutoTRAX-SSM is Duncan's meter management system used in connection with the AutoCITE X3 handheld computers and our single-space electronic meter mechanisms to provide a complete, easy-to-use parking meter management solution. Key features of the AutoTRAX Meter Management System include inventory, auditing, maintenance and programming.

AutoTRAX for single-space is directly integrated with AutoCITE X3 and allows for maintenance of the meter database in a robust RDBMS such as SQL Server or Oracle. RDBMS standardization also supports the ability for the user to run standard meter related reports directly from the back office system.

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AutoTRAX Standard Reports

Collection Route Revenue Report	Provides money transactions information on a per zone or route basis for a given period. Zone/Route audit reconciliation for collections. With final totals for zone/route and total for period.
Meter Location Revenue Report	Provides money transactions information on a per zone or route basis for a given period. Breaks revenue down to Location ID level.
Past Due Audit Report	Provides money transactions information on a per zone or route basis for a given period. Breaks Location ID revenue down further into individual audits and meter serial numbers.
Daily Meter Management Report	Lists all meters that have past due audits. Gives the last date that meter was audited, meter location information & mech serial number.
Meter Audit Activity	Lists all audit meter activity.
Meter Check Operation Activity	Lists all operational check meter activity.
Meter Inventory Activity	Lists all inventory meter activity.
Meter Outage Found	Lists all outage meter activity.
Meter Programming Activity	Lists all programming meter activity.
Meter Repair Activity	Lists all repair meter activity.
Inventory Verification Report	Lists all meter inventory, active and inactive, and gives location and current status. Used to verify inventory.
Inventory Location Manifest	Lists all inventory with Location ID information, such as mech code and door code, for verification. Has large comment field. Used by maintenance for verification of inventory details in the field.
Spare Inventory List	Lists all spare inventory and provides information on mech type, current program, and operational status. Used for verify spare inventory.
Meter Outage Report	Lists all meters that are currently out of order. Used by maintenance to create work orders.
Meter Repair Analysis	Lists all repairs performed on meters within a given time period. Used to evaluate repair responsiveness.
Transaction Exception Report	Lists all transactions that cannot be reconciled.

Desktop PC Requirements

CPU	Pentium 4, 3.0GHz
RAM	1 GB
OS	Windows XP Professional
Hard Drive	10GB free space. MUST be an NTFS file system. FAT32 not supported
I/O	USB 2.0 (for AutoCITE handheld communications)

To find out more about Duncan Solutions' end-to-end parking enforcement solutions, call your Duncan representative today.

633 W. Wisconsin Ave.
Suite 1600
Milwaukee, WI 53203
888.99DUNCAN
www.duncansolutions.com

Duncan Liberty Single-Space Meter Quote

duncan Parking Technologies

Quote ID:	**12 07 05 204a**	**Date Prepared:**	**07/05/2012**
Sales Rep:	**Tracey Bruch**	**Expiry Date:**	**08/04/2012**
Prepared for:	**McDonough**	**Ship-to Region:**	**GA**

Product ID	Description	Unit Price	Qty	Extended Price
1. Single Space Meters w/ Credit Card				
SSM - LIBERTY	Duncan Liberty Single Space Electronic Mechanism w/ Credit Card Acceptance and Wireless Communication*	$ 499.00	150	$ 74,850.00
Subtotal				**$ 74,850.00**
2. Project Management & Training				
PROJECT MANAGEMENT	Includes project set-up, customer-specific meter and back-office configuration (locations, numbering, hours, holidays, rates, coins, screens, credit card process, cell service, etc.), system testing & implementation.	Volume Dependent Rate		$ 3,000.00
TRAIN & COMMISSION	On-site training for City staff including, but not limited to meter technicians, meter collections, meter enforcement, finance department and management personnel. Onsite Commissioning of meters	Volume Dependent Rate		$ 3,000.00
Subtotal				**$ 6,000.00**
Grand Total:				**$ 80,850.00**
3. Monthly Recurring Services				**Monthly Total**
SSM - CC - WIRE	Monthly wireless AutoTRAX Meter Management fee per single space credit card meter (per meter/per month)**	$ 8.50	150	$ 1,275.00
Subtotal: Monthly Fees				**$ 1,275.00**
4. Recommended Spare Parts				
SSM - LIBERTY	Spare Duncan Liberty Single Space Electronic Mechanism w/ Credit Card Acceptance and Wireless Communication	$ 499.00	8	$ 3,742.50
68801-005	Spare Coin Track	$ 57.00	15	$ 855.00
58789	Liberty D & AA Battery Pack (Includes required harness and connectors)	$ 59.00	15	$ 885.00
2041-4	Spare Flat/Anti-Glare Dome	$ 3.50	15	$ 52.50
Subtotal				**$ 5,535.00**
5. Optional Complete Cap Assembly for Zinc Housing				
62032-1-L	Complete Cap Assembly for Zinc Housing with Liberty Mechanism	$ 28.00	150	$ 4,200.00
56032-L	Zinc Mech Housing Cap Modified Painted	Included	150	Included
2395	Dome Gasket	Included	150	Included
2033	Hinge Pin	Included	150	Included
2032-2	Lock Pin (2 included per assembly)	Included	150	Included
2043-1	Cap Strap Painted	Included	150	Included
2041-4	Dome	Included	150	Included
2034-1	Strap Screw (4 included per assembly)	Included	150	Included
Subtotal: Optional Spare Parts				**$ 4,200.00**

Continued on next page

Duncan Liberty Single-Space Meter Quote

duncan
Parking Technologies

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Prepared for:	**McDonough**	**Ship-to Region:**	**GA**

Product ID	Description	Unit Price	Qty	Extended Price

6. Terms and Conditions

Sales Tax, if applicable, is not quoted and must be paid directly to the taxing authority.

F.O.B. Origin, freight collect.

Payment for equipment is due net 30 days upon product delivery. Payment for software, implementation and training is due net 30 days from completion of installation. A late fee of 1.5% per month or as allowed by law, applies.

Customer will be invoiced upon delivery of equipment and monthly in advance for recurring wireless service fees.

Lead-time for Liberty meter is negotiable.

Quote does not include physical site preparation, installation or mounting of meters. A quote for site work and installation services can be provided upon request.

Equipment is covered by a 1-year standard manufacturer's warranty. Software fixes identified by Duncan are available while AutoTRAX fees are paid. Please refer to separate meter warranty description. Spare part modules are recommended to be purchased and held on-site to minimize

*The Liberty includes the Liberty dome retainer with hinge and lock pins pre-installed.

**Monthly Fees Apply. Additional service and transaction processing costs apply from third parties, including: Credit card gateway transaction and merchant fees. Customer is responsible for setting up credit card gateway compatible with Duncan credit card enabled meters. Contact your sales representative or project manager for additional details.

Please Send Purchase Order To:
Duncan Parking Technologies, Inc
Attn: Meigan Lindholm
5924 Balfour Court Suite 102
Carlsbad, CA 92008
Ph: (760) 688-1522 Fax: (760) 930-0843
mlindholm@duncansolutions.com

I hereby certify that the products and services referenced above have been requested and that by signing below I am confirming the order and agree to the terms and conditions presented in this proposal

Authorized Signature _____ Date _____

Print or Type Name _____

Duncan Solutions Single Space Meter Quote

duncan Parking Technologies

Quote ID:	**12 07 05 206a**	**Date Prepared:**	**07/05/2012**
Sales Rep:	**Tracey Bruch**	**Expiry Date:**	**08/04/2012**
Prepared for:	**McDonough**	**Ship-to Region:**	**GA**

Product ID	Description	Unit Price	Qty	Extended Price
1. Single-Space Meter Spares				
62000-S	COLLECTION CART-SEALED SYSTEM	$ 1,050.00	1	$ 1,050.00
Subtotal: Spares				**$ 1,050.00**
2. Freight				
FRGHT	Estimated Freight to McDonough, GA	TBD	1	TBD
Subtotal: Freight				**TBD**
Equipment Total:				**$ 1,050.00**

3. Terms and Conditions

Sales Tax, if applicable, is not quoted and must be paid directly to the taxing authority.

FOB Origin: Freight Prepaid and Charged back.

Ship date approx. 4 weeks ARO PO.

Payment for equipment is due net 30 days upon product delivery. A late fee of 1.5% per month or as allowed by law, applies.

Please Send Purchase Order To:
Duncan Parking Technologies, Inc
Attn: Meigan Lindholm
5924 Balfour Court Suite 102
Carlsbad, CA 92008
Phone: (760) 688-1522 Fax: (760) 930-0843
mlindholm@duncansolutions.com

I hereby certify that the products and services referenced above have been requested and that by signing below I am confirming the order and agree to the terms and conditions presented in this proposal

Authorized Signature _____ Date _____

Print or Type Name _____

AutoTRAX Single Space Meter Management System Quote

duncan Parking Technologies

Quote ID:	**12 07 05 205a**	**Date Prepared:**	**07/05/2012**
Sales Rep:	**Tracey Bruch**	**Expiry Date:**	**08/04/2012**
Prepared for:	**McDonough**	**Ship-to Region:**	**GA**

Product ID	Description	Unit Price	Qty		Total
1. AutoCITE Handheld					
X3LTI	X3 Unit w/ Lithium Ion Battery and Single Space IR	3,650.00	1	$	3,650.00
2. Charger					
CH - USB	6 Bay USB Charger	1,000.00	1	$	1,000.00
Subtotal				**$**	**4,650.00**
3. Software					
SW - AT	AutoTRAX Single Space Meter Management Module	6,000.00	1	$	6,000.00
Subtotal				**$**	**6,000.00**
4. Training, Installation & Implementation					
TR - OS	Training - On site (1-day on-site, 1-day remote installation)	3,000.00	1	$	3,000.00
Subtotal				**$**	**3,000.00**
Equipment/Software Total				**$**	**13,650.00**
5. Annual Maintenance Fees (After the first year)					
X3LTI - MAINT	X3LTI Annual Maintenance	500.00	1	$	500.00
CH - USB - MAINT	USB Charger (6 bays) Maintenance	50.00	1	$	50.00
SW - AT - MAINT	AutoTRAX Software Maintenance	600.00	1	$	600.00
Annual Maintenance Fee Total				**$**	**1,150.00**

6. Comments

Sales Tax will be added to the Invoice if applicable.

Payment - All hardware, software and equipment payment due Net 30 upon delivery. Remaining balance due Net 30 upon project implementation and training.
8-10 week lead-time

F.O.B. Origin, freight prepaid and charged back.

Host PC must meet the following minimum requirements:	CPU: Pentium 4, 3.0 GHz; RAM: 1 GB; OS: Windows XP Professional; Hard Drive: 100 GB Free Space; I/0: USB 2.0; Monitor: 800x600 minimum resolution. Additional Software: Microsoft Internet Services (IIS). (Comes with XP Pro, but not installed by default.); Microsoft .NET Framework 3.5 SP1 (Free download); Internet enabled.
Please Send Purchase Order To:	Duncan Parking Technologies, Inc Attn: Meigan Lindholm 5924 Balfour Court Suite 102 Carlsbad, CA 92008 mlindholm@duncansolutions.com Ph: (760) 688-1522 Fax: (760) 930-0843

I hereby certify that the products and services referenced above have been requested and that by signing below I am confirming the order and agree to the terms and conditions presented in this proposal

Authorized Signature _____ Date _____

Print or Type Name _____

Overview

QuickPay

The quickest way to find and pay for parking.

Benefits

- Increase revenues and generate new revenue streams
- Streamline operations and reduce costs
- Attract and retain customers with advanced features
- Access enhanced reporting and data management

Learn More

www.qpme.com
sales@qpme.com

QP QuickPay™ - The Only Complete Mobile Payment Platform for Parking

QP QuickPay is the most advanced mobile payment platform in the parking and transportation industry. Our patented cutting-edge technology brings together cloud, geo-location, and mobile technologies to make the parking experience fast, convenient, and reliable.

Highlights

- Cloud-based loyalty programs, coupons, and validations
- Easy integration with your existing PARCS systems
- Hardware agnostic, cost-effective, and easy to deploy
- Patented QR code and/or NFC platform
- Turn-key event parking and reservation management
- Industry-leading reliability and support

Mobile parking payments for:

- Municipalities
- Parking Owners & Operators
- Parking Management Companies
- Valet
- Airports
- Universities

In any parking environment:

- Gated
- Ungated
- Event
- On-street
- Off-street
- Metered

About QuickPay Corp

Founded in 2010, Silicon Valley-based QuickPay Corp. is the premier provider of mobile parking payment solutions. Our experienced management team has proven track records in both parking and high-tech. The company is backed by successful investors and technology leaders, including Fontinalis Partners, co-founded by Ford Motor Company executive chairman Bill Ford.

Gated

QuickPay

The quickest way to find and pay for parking.

How it works for drivers:

Scan
Scan QR code or NFC at gate.

Verify
Access is approved using geo-fencing technology.

Park
Enter. Scan again on the way out to pay, get an e-receipt, and exit.

Learn More

www.qpme.com
sales@qpme.com

QP QuickPay™ Mobile Payment Platform

Gated Facility Parking Solution

The cost-effective solution for gated facilities

Now even gated facilities can take advantage of mobile payments. Our low-cost, proprietary QP Gate Arm Kit™ installs in a snap and integrates with your existing infrastructure.

Differentiate your facility with advanced features

Stand out from the competition with mobile payments and consumer retention programs. Drivers will have an easy way to find your facility and pay for parking, and you can retain them with coupons, rewards, and loyalty and validation programs.

Reduce costs and streamline operations

The QP QuickPay mobile payment platform and gate arm kit enable fully-automated facilities, reducing overhead. And because mobile payments mean fewer cash transactions, you'll see reduced shrinkage, too.

Enhanced reporting and data management

Who parks in your facility, when, and how often? Get to know your customers like never before, and make revenue-optimizing decisions based on real-time parking data and occupancy analytics. With unified data management, all of your information is easy to access in one convenient place.

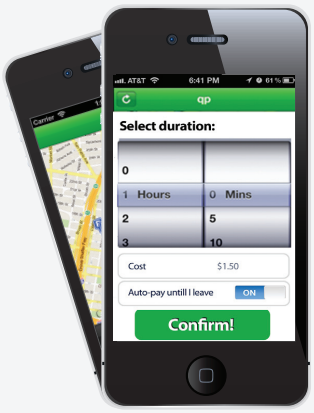
Boost customer satisfaction

With QP QuickPay drivers can easily access your gated facility, save time, and enjoy the convenience of mobile payments.

On-Street

QuickPay

The quickest way to find and pay for parking.



How it works for drivers:

Park
Use the QP QuickPay app to locate QuickPay-enabled parking facilities.

Check In
See parking rates and times and activate your parking session.

Go
Take care of busienss or enjoy your time out. Check out when done, verify payment amount, and get an e-reciept.

Learn More

www.qpme.com
sales@qpme.com

QP QuickPay™ Mobile Payment Platform

On-Street Parking Solution

The flexible solution for on-street parking

For all of your on-street parking needs, we've got you covered. The QP QuickPay mobile payment platform integrates in pay by space, pay by license plate, and pay and display environments.

Increase revenues with advanced features

Our easy-to-use administration tools let you remotely manage your inventory, administer validations, update rates, activate promotional codes, set-up event pricing, and more. Accepting multiple payment options will maximize compliance and revenue.

Reduce costs and streamline operations

Monetize on-street parking without the expense of installing meters, and eliminate the hassles associated with hardware breakdowns, theft, and coin collection. Our cloud-based solution boasts 99.99% uptime and is quick and easy to set up. It integrates with existing infrastructure – no new equipment needed.

Simple integration with enforcement systems

QP QuickPay integrates easily with web-enabled enforcement devices and other legacy enforcement equipment, and can feed data to any license plate recognition (LPR) system.

Boost customer satisfaction

With QP QuickPay drivers can avoid tickets and towing, save time, and enjoy the convenience of mobile payments.

Metered Lots

QuickPay

The quickest way to find and pay for parking.

How it works for drivers:

Park
Use the QP QuickPay app to choose your location.

Check In
See parking rates and select duration.

Go
Take care of business or enjoy your time out. Check out when done, verify payment amount, and get an e-receipt.

Learn More

www.qpme.com
sales@qpme.com

QP QuickPay™ Mobile Payment Platform

Metered Ungated Parking Solution

Cost-effective, easy to install

Our cloud-based platform installs instantly, with no incremental costs, and integrates with your existing infrastructure so you can start accepting mobile payments immediately.

Differentiate your facility with advanced features

Stand out from the competition with mobile payments and consumer retention programs. Drivers will have an easy way to find your facility and pay for parking, and you can retain them with coupons, rewards, and loyalty and validation programs.

Reduce costs and streamline operations

The QP QuickPay mobile payment platform supports both attended and un-attended facilities, reducing overhead. And because mobile payments mean fewer cash transactions, you'll see reduced shrinkage, too.

Enhanced reporting and data management

Who parks in your facility, when, and how often? Get to know your customers like never before, and make revenue-optimizing decisions based on real-time parking data and occupancy analytics. With unified data management, all of your information is easy to access in one convenient place.

Boost customer satisfaction

Drivers can avoid tickets with QP QuickPay's automatic expiration notices and the ability to add time remotely.

Event

QuickPay

The quickest way to find and pay for parking.

How it works for drivers:

Reserve
Pre-purchase event parking.

Park
Enter the facility, either by QR code scanning at a gated facility or revealing a pass-code to an attendant.

Go
Enjoy the event!

Learn More

www.qpme.com
sales@qpme.com

QP QuickPay™ Mobile Payment Platform

Event Parking Solution

Turn any facility into event parking space

Our cloud-based platform installs instantly with no incremental costs, and integrates with your existing infrastructure – including mobile handheld devices. Even gated facilities can automate and take advantage of mobile payments. Our low-cost, proprietary QP Gate Arm Kit™ installs in a snap.

Sell parking in advance of the event

QP QuickPay makes it easy to pre-sell parking, either as part of an event package or on a standalone basis. This allows you to staff appropriately and keeps revenue streams predictable.

Maximize revenues with advanced features

Manage your inventory from any Internet-enabled device through our user-friendly interface. With support for variable pricing, you can change rates in real time based on occupancy levels.

Reduce costs and streamline operations

Event parking reservations and mobile payments free up your staff to keep operations flowing smoothly.

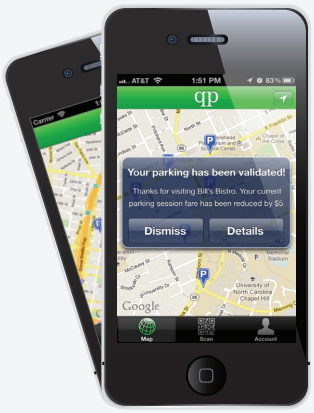
Boost customer satisfaction

With QP QuickPay drivers can enjoy faster entrance and exit along with the convenience of pre-purchased event parking and the ease of mobile payments.

Social & Local

QuickPay

The quickest way to find and pay for parking.



How it works:

Loyalty
With every visit parkers earn credits towards future parking rewards.

Validation
Validating is as easy as scanning a QR code. All transactions are tracked in the cloud for the most secure platform in the industry.

Coupons
Make real-time offers based on inventory, or use an ongoing coupon program to attract new customers.

Learn More

www.qpme.com
sales@qpme.com

QP QuickPay™ Mobile Payment Platform

Advanced Social & Local Features

Encourage loyalty with the Frequent Parker Program™

Since the introduction of frequent flyer programs, consumers have become hooked on loyalty programs. Gain a competitive advantage and give your customers a reason to come back by tapping into the QP QuickPay Frequent Parker Program.

Virtual parking validations made easy

Local restaurants and merchants know validations drive business...but are a headache to manage. Help them say goodbye to magnetic strip encoders and stamps when they partner with you to offer virtual parking validations at your facility.

Drive demand with coupons

Consumers are hungry for deals – feed them with local offers. Attract parkers to your facility with direct deals or through social coupon providers. Recruit them into your very own Frequent Parker Program to keep them coming back.

Enhanced reporting and data management

Who parks in your facility, when, and how often? Get to know your customers like never before, and make revenue-optimizing decisions based on real-time parking data and occupancy analytics. With unified data management, all of your information is easy to access in one convenient place.

Parkmobile
PARKING MADE SIMPLE™

OVERVIEW

A DRIVING FORCE IN THE PARKING BUSINESS

We built an American company based on cutting-edge technologies and an old fashioned allegiance to long-term growth.

Parkmobile USA was founded in Atlanta, Georgia and has become one of the largest providers of cashless parking systems in the United States. Our call center, engineering team and corporate headquarters are located in the US.

Parking management systems have been widely used in Europe since the 1990s when Parkmobile USA's European counterpart, Parkmobile Group, was founded. We've modified Parkmobile Group's pay by phone parking and digital parking permit systems to meet the needs of consumers and parking providers in the American market.

Parkmobile USA is a privately held company. Our investors include BCD Holdings and Fontinalis Partners, two highly respected firms within their related fields. BCD Holdings is an international market leader in the travel industry and a successful niche player in financial services. Fontinalis Partners invests in and partners with technology companies that modernize and improve transportation. Fontinalis is led by Bill Ford, a lifelong environmentalist and the executive chairman of Ford Motor Company. Many members of our executive team are also recognized leaders across related sectors of the transportation industry.

All of us at Parkmobile are professionally and personally committed to building a company that improves transportation systems and reduces vehicle emissions. We believe business can be a positive force for social, economic and environmental change.

Parkmobile is successful for a number of reasons. Our parking management solutions increase revenue, reduce operational costs and create better customer experiences. From the consumer perspective, we provide excellent value propositions by offering simple and convenient ways to pay for parking.

FOR MUNICIPALITIES

With every city-owned resource, it's essential to maximize efficiencies and address consumer needs

We've created parking management systems that provide:

A better parking experience. Parkmobile increases customer satisfaction and reduces complaints, allowing your office staff to spend time and resources on other issues. Surveys show 95% of Parkmobile users are satisfied or very satisfied.

Increased revenues. More people pay for parking when it's more convenient to do so. You can offer discounted rates for specific times of day or create other parking programs for special events. A streamlined registration and payment process means parking permits are no longer an administrative nightmare.

An improved revenue stream. Funds are transferred using a PCI DSS level 1 compliant process with no coin collection or meter maintenance required. Shrinkage is reduced with cashless parking.

Reduced tickets and towing. With a more convenient way to pay, a higher percentage of people comply with parking rules and regulations. We're hardware agnostic and can provide data feeds to license plate recognition (LPR)-driven systems or integrate with any other legacy enforcement systems.

Useful data. Parkmobile brings all your information together into one centralized data management system. Everything's available to you online, so you can pull daily, weekly or monthly parking reports using a variety of metrics.

A stable, growing company. Parkmobile USA is an American-based company with offices and a call center here in the U.S. We've implemented systems for municipalities, private lot owners and other parking providers across the country. Contact us to find out more.

DATA MANAGEMENT

Information is instantly sent to Parkmobile's centralized data management system and is immediately available to the parking provider. All information is protected using a SSL-256 bit encryption process. Our SQL servers are monitored and maintained 24/7 here in the US.

We can integrate Parkmobile data with legacy systems so all the data is collected and available from one secure centralized location. Data can be used for revenue reconciliation, for parking pattern analysis and for parking enforcement.

If a driver has a question or concern regarding a ticket, you have instant access to information. Staff training is provided at no additional cost.

ENFORCEMENT

We're hardware agnostic and can integrate with current web-enabled enforcement devices, provide a feed to license plate recognition (LPR)-driven systems or integrate with any other legacy enforcement systems. Learn more

FOR USERS

IT'S A BETTER WAY TO PARK

How does pay by phone parking make life easier?

It's hassle-free and saves time. You don't have to deal with coins and you don't have to predict how long you need. Before your parking expires, you'll get a text message so you can get back to your car in time.

Paying is easy and secure, and you only pay for the exact time you park. If you need to track your parking expenses, you can print out reports and receipts whenever it's convenient for you.

Registering with us is free, and you're under no obligation whatsoever to use Parkmobile once you join.

PARK. PHONE. GO.

PARKING MADE SIMPLE

1. Park

Pull into a Parkmobile space. Just look for our green Parkmobile sign with the cell phone logo.

2. Phone

Use our mobile app or give us a call to activate your parking session and key in the parking space number (if applicable).

3. Go

Get to your train, run your errands or do something fun. We'll text you when you've got about 15 minutes before your parking session expires.

FAQs

What is Parkmobile?

It's a new and better way to pay for parking, using your cell phone. You can start and stop your parking transaction so you pay only for the time you're parked. It's also a much easier way to get a parking permit. You can apply for or renew your permit online at your convenience. Parkmobile is available in private and public parking lots, on city streets, at airports, stadiums, universities, hospitals… just about anywhere you park. It's free to join Parkmobile and millions of people have already signed up.

We're an American company. Our call center, engineering team and corporate headquarters are here in the U.S.

What are the benefits of using Parkmobile?

This is one of our favorite questions. Parkmobile takes the stress out of parking. No more searching for coins. No worries about a dysfunctional parking meter. We offer flexible solutions designed to make your day a little easier. You can choose if you want repeat text alerts and reminders that your session is still active, (an excellent option for the deep thinkers out there.) Or you can get just one text reminder when your parking session is about to expire.

You have your own secure online Parkmobile page, so you can activate or deactivate your parking, view parking history and invoices, or change your account settings. You can track your parking expenses and create a business expense report from your Parkmobile page.

Lots of brilliant famous people have joined, but because of our privacy policy we can't tell you who they are. Rest assured, you and your car will be in very good company.

How does Parkmobile's pay by phone parking work?

You need a cell phone, a credit card and a car to register with us. Once you're registered, you can add other vehicles, including rental cars, and keep up to five cars listed on your account. You can also add multiple phone numbers. The steps are outlined below, or if you're more visually-oriented, watch our video

Drivers register with us online. It takes a couple of minutes (less time if you're a speedy typist.) You can also register from the parking space; just download our mobile app or call the toll-free number on the meter or sign where you see the Parkmobile logo.

When you land in your Parkmobile space, use our mobile app or call us using the toll-free number on the sign. Key in your zone number. If you're parked in a space with a time limit, we'll text you 15 minutes before it expires so you can get back to your car on time.

When you're safely back in your car call us to stop the parking session and you're all set. Unlike other parking systems, you don't have to estimate how much time you need and you're only charged for the time you actually park.

You can go online to your Parkmobile personal page anytime to make changes to your account, review parking charges, print parking transactions or export data to another format.

There is no cost to join Parkmobile. Once you're signed up you can start using the service immediately. It works in cities around the country. If you're a frequent traveler you can take Parkmobile with you wherever you go.

How secure is the system?

Our system is PCI DSS level 1 complaint and your Parkmobile personal page is SSL 256 encrypted. Our employees are registered users as well, so we're equally vested in making sure everyone's information is safe and secure. Parkmobile's systems are monitored and protected by a dedicated team of techno geeks here in the U.S.

Which number should I dial to start or stop my parking transaction?

It depends on where you are parking. A toll-free number is posted on every site. Download our mobile app and it will save you some time.

I lead a pretty complicated life. How fast and flexible is Parkmobile?

Very. Multiple vehicles may be registered to one cell phone number and multiple cell phones may be registered to one vehicle. Accounts are updated in real-time so you can view your parking charges right away.

How long can I park in my Parkmobile zone?

It depends on the city's parking restrictions. Your parking transaction will continue until you deactivate it or until the maximum time runs out. The time limits are set by the parking lot owner or municipality, not by us.

I have a residential parking permit. Can I park using Parkmobile's pay by phone system in locations outside my permit area?

If you've registered for our pay by phone parking system, you can park anywhere you see our logo and a zone number. Just use the mobile app or call to activate your parking session. Your account will be charged at the posted parking rate. Registration takes less than two minutes and it's free.