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RFP for Parking Access Revenue Control System for the City of Stockton

Future-Ready Together
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December 2nd, 2021

Subject: FlashParking response to RFP PUR 21-019R for the City of Stockton

Dear Mr. Molloy,

Thank you for providing FlashParking, Inc. with an opportunity to submit a response to your Request for PARCS at the City of Stockton facilities. As a technology company, it is exciting to see how our advanced parking system would provide the City of Stockton with a future-proof, state of the art PARCS.

When FlashParking was launched in 2011, our founders knew one thing for sure: the world was changing rapidly. So, we built a platform with reliability and adaptability in mind that featured:

- Cloud based functionality for total reliability, security, and agility
- Contactless Access for transients via FlashMotion
- Mobile-first management to meet modern business needs
- Frictionless Access via Bluetooth technology for transients and monthlies
- FlashEvents for accepting payments anywhere
- Pay on Entry for accepting pre-payments
- Secure Transactional Environment, PCI DSS Level 1 Service Provider
- Future-ready, extensible software that supports remote configuration and over-the-air updates
- Simplified USB-based hardware comprised of off-the-shelf components for minimum downtime and reduced costs.

This technology approach has allowed us to create an operating system that sits at the intersection of enhanced 21st century parking, a robust business intelligence engine, and ecosystem of value-driven mobility service partners. Together, these core competencies will allow you to optimize everyday operations, implement dynamic processes, and develop a long-term strategy for thriving in an age of evolving mobility practices.

Serving over 2,500 locations across the U.S. in a variety of different venues, FlashParking has the experience and the know how to successfully deploy customized solutions for customers. For operations that demand PARCS, valet, events or a combination of the three, we can deliver a comprehensive system that meets requirements and exceeds expectations.

FlashParking was born in the cloud, which means that we have the most experience in the industry working in a true cloud environment. We do not push data to an on-site server that is connected to the cloud. Our equipment connects directly to the cloud via an Ethernet line, which means validations, rate pushes, on-line management, payments and reporting are done in real time. Payments can also be accepted via handheld devices so Ramp Ambassadors can accept payments anywhere.

With FlashParking, asset owners and operators can configure a solution that supports the venue’s current and future needs with functionalities like:

**Current**

- Local FlashParking staff to provide required service
- Dynamic yield management
- Able to provide complex, adjustable rate and validation structures
- Multiple validation options (print, electronic, text, stand-alone kiosk, printer chase tickets) and reporting to bill departments.
- Multiple access options including Bluetooth, controlled code, validations, pay on entry, RFID and more.

Additionally, our FlashPARCS solution is able to address the City’s event parking needs in different methods:
- Gates down on exit when in event mode
- Pre-Pay scenario with payment via cash or credit card
- Patron pays for event at entrance and receives credential to exit
- Ability to deal with validations upon exit (e.g. validation issued by restaurants, etc.)

With the following capabilities:
- **Robust Payment Solution**: FlashParking can accept EMV to support P2PE, Apple Pay and Samsung Pay, third-party reservations, credit cards, and cash
- **Flexible Rate Structure**: Our software allows for complex calculated rates, flat rates, Dynamic rates and the ability to calculate over stays
- **Remote Facility Management via Mobile app**: Our solution features the ability to change to an event rate and address other key operational tasks from your mobile phone in real-time
- **Post Event Exit**: Upon departure, guests will proceed to a FlashParking Smart Station and scan their ticket to exit the parking facility
- **Validations**: In the event that a guest receives a parking validation, our system is able to calculate the fee reduction and process the transaction

Team Overview:
- Wade Bettisworth, Vice President of Government & Municipalities
- Jim DuFon, Vice President of Government Projects - Principal Contact
- Rickey Sanchez, Regional Sales Manager – Local Contact
- Liz Young, Vice President of Strategic Solutions
- Casey Ackman, Vice President of Implementation
- Zach Barlowe, Install Manager
- Seth Carrol, Implementation Manager, Strategic Projects
- Dannika FIFI, Vice President of Operations
- Allison Noblitt, Director of Training
- John Durham, Support Manager

*For more information, see Section C FLASH Qualifications, Experience and References

**Electrical Summary:**
FLASH subcontracts with licensed third-party electricians to perform the FLASH equipment installation. We have a Master Service Agreement with each contractor that holds them to certain safety standards, including powering down any circuit at the breaker panel prior to proceeding with work. We only work with voltages 120VAC and below. Additionally, none of our work takes place within the breaker panel or electrical room, so risk of injury from electrical arc is very low.
After reviewing the RFP, we believe that FlashParking would be an ideal partner for the City of Stockton. FlashParking installs 25-30 new systems each month, mainly replacing antiquated systems or installing at new construction sites. We are experienced working with City staff to ensure a smooth installation. Additionally, FlashParking works with your operator, LAZ at hundreds of locations across the U.S.

FlashParking can install the new system at each garage in approx. 3-5 days. The installation can be started within 5 weeks of receiving a signed agreement and Purchase Order.

We understand that there are other PARCS providers. However, based on the requirements in the RFP, not only will our PARCS equipment satisfy your current requirements, we also future proof your investment via our ongoing Research and Development. With FlashParking, you can have the assurance that your PARCS solution will solve your parking needs for years.

Thank you for the opportunity to submit this proposal and please do not hesitate to ask if you have any additional questions or need us to clarify any component. Also please note that we received both Addendums and have included signed copies in our response.

Please call the references we listed, and we would be happy to provide more. Whatever the venue, FlashParking continues to provide world class parking solutions to industry leaders across the United States and we look forward to hearing from you about being your partner.

Again, thank you for your consideration.

JIM DUFON, VP Government Projects at FlashParking
Mobile (512) 547-9998 | james.dufon@flashparking.com
3801 S Capital of TX HWY, Ste 250, Austin, TX 78704

Signature  Name & Title  Date

Sam Goodner  Chief Strategy Officer  November 29, 2021
Section A

Forms
8.0 PROPOSAL DOCUMENTS
ATTACHMENT B - PROPOONENT'S COVENANT
ATTACHMENT C - NON-COLLUSION AFFIDAVIT – FOR CORPORATE
SIGNED ADDENDUM 1
SIGNED ADDENDUM 2
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**SUBMITTAL DUE: THURSDAY, OCTOBER 21, 2021 AT 2:00 PM**

| RFP Submittal Mailing, Delivery Address and Electronic Mail | Office of the City Clerk  
425 North El Dorado Street, First Floor  
Stockton, CA, 95202-1997  
[city.clerk@stocktonca.gov](mailto:city.clerk@stocktonca.gov) (if applicable) |
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| Proponent Address | 3801 S Capital of TX HWY, Ste 250  
Austin, TX 78704 |
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ATTACHMENT B- PROPOSAL'S COVENANT

In submitting this proposal, as herein described, the Proponent agrees that:

1. They have carefully examined the Scope of Work and all other provisions of this document and understand the meaning, intent and requirements of same.
2. They will enter into contract negotiations and furnish the services specified.
3. They have signed and notarized the attached Non Collusion Affidavit form, whether individual, corporate or partnership. Must be 'A Jurat' notarization.
4. They have reviewed all clarifications/questions/answers on the City's website at www.stocktonca.gov/adminbid.
5. Confidentiality: Successful Proponent hereby acknowledges that information provided by the City is personal and confidential and shall not be used for any purpose other than the original intent outlined in the Request for Proposal. Breach of confidentiality shall be just cause for immediate termination of contract agreement.

FlashParking, Inc.

FIRM

3801 S Capital of TX HWY. Ste 250 Austin, TX 78704

ADDRESS

SIGNED BY & DATE

Chief Strategy Officer
TITLE OR AGENCY

512.547.9998
PHONE/FAX NUMBER

governmentbids@flashparking.com
EMAIL
ATTACHMENT C - NON-COLLUSION AFFIDAVIT

AFIDAVIT FOR INDIVIDUAL PROONENT

STATE OF _______________________________ ss.
County of _______________________________

(insert)

________________________________________
being first duly sworn, deposes and says: That on behalf of any person
not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with,
or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person,
firm or corporation shall or should refrain from bidding; and has not in any manner sought by collusion to secure
to themselves any advantage over or against the City, or any person interested in said improvement, or over any
other Proponent.

________________________________________
(Signature Individual Proponent)

Subscribed and sworn to (or affirmed) before me on this _____ day of _______________, 20___
by ____, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal ____________________________________

Signature _______________________________

AFIDAVIT FOR CORPORATION PROONENT

STATE OF Texas ss.
County of Travis

(insert)

Sam Goodner ________________________________ being first duly sworn, deposes and says: That they
are the ________________________________ of ________________________________, a corporation, which
corporation is the party making the foregoing bid, that such bid is genuine and not sham or collusive, or made in
the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or
agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a
sham bid; or that such other person, firm or corporation shall or should refrain from bidding; and has not in any
manner sought by collusion to secure to themselves any advantage over or against the City, or any person
interested in said improvement, or over any other Proponent.

________________________________________
(Signature Corporation Proponent)

Subscribed and sworn to (or affirmed) before me on this __________ day of ____________, 20___
by Sam Goodner, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal ____________________________________

Signature _______________________________

______________________________
Notary Public, State of Texas
Comm. Expires 11-06-2023
Notary ID 11758690
REQUEST FOR PROPOSAL (RFP)
PARKING ACCESS AND REVENUE CONTROL SYSTEM (PARCS)
FOR THE CITY OF STOCKTON,
CALIFORNIA (PUR 21-019R)

ADDENDUM No. 1

DATE: 10/1/2021

To All Potential Proponents:

A. This Addendum shall be considered part of the proposal documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original proposal documents, this Amendment shall govern and take precedence. PROPOSITIONS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR PROPOSALS.

B. Proponents are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each Proponent’s Proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

PLEASE NOTE THE FOLLOWING CHANGES TO THE RFP:

Facility Access:

1. There is an additional opportunity to review any of the five garages on October 4, 2021, by appointment. Contact: Kimberley Gutierrez by email at Kguiterrez@LAZparking.com or by phone at 209-446-0113 to make arrangements for facility access. This is an additional opportunity to view the facilities, as needed and is NOT MANDATORY. This opportunity is not a replacement for the mandatory walk through conducted on September 30, 2021. Firms that were not present at the mandatory walk through conducted at 10:30 AM on September 30, 2021, are not eligible to submit a proposal to this RFP.

RFP Changes

1. The following sections are amended as follows:

   • Page 38 – City Requirements 6.1
     Add:
     City will provide required electrical power to the facility. Proponent is responsible for power distribution within the facility.
     City will provide Internet service to the facility. Proponent is responsible for network components and security for this network.

   • Page 37 – Proposal Fee 4.6
     Add:
     Fee proposals must be submitted on the Financial Sheets provided on the City of Stockton website.
Clarifications:

1. Page 8-2. The last check point is not applicable to the submittal of this project. A performance bond is required for this project; however, it is required of the selected, successful proposer as a condition of contract, not to all proposing at the time of submittal.

2. Insurance requirements are included as a separate attachment found under PUR 21-019R Insurance Requirements at the City's Bid Flash link listed above. Proof of the specified insurance is required of the successful, selected Proponent as a condition of contract, but is not required of all proponents at the time of submittal.

3. Plans of the five garages are attached. No additional plans are available.

PROPOSENT MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING BELOW AND ATTACHING THE SIGNED ADDENDUM TO THE PROPOSAL:

Company Name: FlashParking, Inc.
Contact Person: Jim Duion, Sam Goodner
Signature:
Date: November 29, 2021

Proposals Due – Promptly by 2:00 P.M., Thursday, October 21, 2021, at the City Clerk’s Office.

Addendum acknowledged and signed __________ (Procurement Specialist’s initials)
REQUEST FOR PROPOSAL
PARKING ACCESS AND REVENUE CONTROL SYSTEM (PARCS)
FOR THE CITY OF STOCKTON,
CALIFORNIA (PUR 21-019R)

ADDENDUM No. 2

DATE: 10/7/21

To All Potential Proponents:

A. This Addendum shall be considered part of the proposal documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original proposal documents, this Addendum shall govern and take precedence. PROPONENTS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR PROPOSALS.

B. Proponents are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each Proponent’s Proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

Deadline Change:
Proposal Due Date has been extended to Thursday, December 2, 2020, by 2:00 PM.

PLEASE NOTE THE FOLLOWING QUESTIONS/ANSWERS/CHANGES TO (PUR PUR 21-019R). THE CITY’S RESPONSES TO QUESTIONS SUBMITTED ARE IN BLUE

Questions & Answers

1. Do you have a tentative start date for this job?
   It is anticipated that the contract will go to City council for approval in January 2022 and the project would start soon after that.

2. Can the City provide an Excel version of Attachment A – Bid Sheets?
   Attached under Specifications, Bid Forms- Excel. The Forms are attached as a workbook with a separate tab for each garage. The garage tabs are for data entry and are linked to roll up into the Summary tab. The only entry that should be made directly into the Summary tab is data placed in the PARCS Software Costs (Schedule B) section and in the PARCS Supporting Costs (Schedule C). This workbook has been attached in excel as well as PDF format as a courtesy to Proposers. The formulas are not locked, so entry made over formulas will create errors within the workbook. The City is not responsible for errors made in the spreadsheets. It is advised that all proposers check their calculations to assure accuracy.

3. On Page 4. System Description – General the RFP text reads “electronic count system with occupancy sensing devices to provide real-time occupancy on a particular floor of...

(Version 9.22.21)
each parking facility. On Page 38 Section 6.1 City Responsibilities the RFP text reads “City will provide all readily available plans....” Please provide architectural drawings or “striping plans” of each garage that show the quantity and physical dimensions of:
   a. The interior ramps between each of the levels/roof
   b. Each of the garages’ entrance and exit lanes
All available garage plans have been provided for download under the Plans, Attachments, & Agendas Section of the City’s Website, Bid Flash; http://www.stocktoncana.gov/services/business/bidFlash/projDetail.html?dept=Econom
c_Development.idnum=PUR-21-019R

4. On Page 12. Dynamic Space Count System (DSCS) the RFP Text reads “communicates with up to 255 count signs: static and variable message”. Static signs typically only have fixed text, nothing electronic or variable. What sort of communication does the City envision with a static sign?
   255 count signs was listed in error. Please disregard such reference/need. The City requires space count signs to be placed at minimum upon entry to each floor. The reference to variable and static, is in reference to the minimum ability to program the exterior digital/count signs to allow custom messaging, for instant to note event named parking; in addition to the more “static” or automatic messaging that would state when there are “available spaces” or the garage is “full”.

5. On Page 12. Dynamic Space Count System (DSCS) the RFP Text reads “accurately identify occupancy to a floor, sector, or zone, and at each entry and exit lane for accurately detecting vehicle traffic flow.” Please list the number of particular sectors or zones within each garage that the DSCS must individually count.
   The City requires not less than one space count sign per floor of each garage. In order to maintain accurate accounting of available spaces by floor, all entry/exit points must be covered at a minimum.

6. On Page 13 LED Dynamic Space Available Signage the RFP text reads “Setting parking space variance values.” And under Summary Bid Sheet it reads “LED Level Count Sign”. This section references entrance LED signs. However, Summary Bid sheet only lists level count signs. Please clarify whether the City desires pricing for both entrance and interior level signs. If yes, please revise the Summary Bid Sheet accordingly.
   Noted. Financial Sheets corrected to include Entrance LED Sign(s).

7. On Page 19 Virtual Server Environment & Associated Systems the RFP text reads “Proponent shall detail the Total Cost of Ownership/Maintenance/Support over three, five, and ten-year periods. (Must include labor to install firmware, software updates, and security patches as necessary.) And on Page 21 Software Upgrades the RFP text reads “All software and all software updates/upgrades shall be provided to the City of Stockton for a minimum of five (5) years at no cost.” Additionally, on the Summary Bid Sheet the RFP states “Garage Service/Maintenance Costs for Years 1&2 @ are included in the contract. There are lines to provide pricing for Years 3-7 but not our to Year 10. Please clarify the discrepancies between these sections.
Amend page 19, Virtual Server Environment & Associated System as follows:
“Proponent shall detail the Total Cost of Ownership/Maintenance/Support over a minimum of seven-years.”
Amend Page 21 Software Upgrades the RFP text to read: “All software and all software updates/upgrades shall be provided to the City of Stockton for a minimum of two (2) years at no cost.”

8. Can the City provide drawings for each of the 5 garages showing the ground floor entrances and the ramps to the upper levels?
   See response number 3.

9. The RFP makes it plain that the City wants a Hosted PARCS solution and that the Proponent is responsible for all Network requirements inside the garage. This is no problem. In a hosted environment such as this the big question is: Is the City providing the outside internet connection from each of the 5 garages? If not would the City accept a sub-contract for internet services through proponent awarded the contract?
   See Addendum 1 for response.

10. Given the considerable amount of infrastructure work and the option for LPR, can an extension be granted to allow for enough amount of time to accommodate working with the necessary subcontractor teams?
    The City has received multiple requests for an extension to the due date for the proposal, given the shared concern among proposers, the City will amend the proposal due date to December 2, 2020 by 2:00 PM. All other requirements remain as stated.

11. Can the City please clarify whether 3 or 5 project references are desired?
    A minimum of 3 references are required, 5 is desirable.

12. Can the City please confirm what the bond requirements are for this RFP, bid, security, and/or performance, if any?
    See Addendum 1 for response regarding a Bid Bond. See page ii, Notice Inviting Proposals for required bond amounts of successful Proposer.

13. Re: Proximity cards—will current users (parkers w/proximity cards) need to be integrated into the new system or will new parkers and current parkers all receive the new proximity cards requested in the RFP?
    Account information of existing card holders must be integrated, however new cards or technology may be used for vehicle entry.

14. Can you clarify where the demarcation points for the internet in the garages (Market St Garage, SEB Garage, Coy Garage, Channel Garage and Arena Garage)
    None of the garages have Internet connection at this time. The City is responsible for providing Internet to the garages and will work with the successful proposer regarding logical/possible placement of the Internet connection point.

15. Could you please confirm that the City would like level count monument signs at all garage entry plaza’s? If not, could you please list exceptions?
    The City requires a minimum of Entrance LED Signage at each entrance, available spaces, listed by floor is not required of the Entrance LED Signage.
16. Do you want to monitor and therefore display on monument sign availability of the ADA spaces on the ground floor of the Arena Garage? Is this ADA only parking? The ground floor of the Arena Garage is ADA only and does not need an available space sign for that level.

17. Does the city want to maintain all current reversible lane configurations at all the garages or list exceptions? Yes. We need the flexibility for all lanes at all Garages, with the exception of the far-north entrance lane on Center Street of SEB Garage, and Channel garage lanes.

18. Does the City want to reuse the car exiting signals (activated with open gate arm at SEB, Channel, Coy and Market Street garages) and open close lights currently in place at all locations (not the LED signs mention on pg 13 of RFP). If the current lights are functional, can be integrated with the new system, and would be considered a reasonable component for a state-of-the-art PARCS system, then their re-use is permissible.

19. Given the complexity of the 5-garage project and the short timeframe from questions answered, HUB would like to request a one week extension of the due date to October 26th. This project requires a PARCS vendor to rely on the response from multiple suppliers and vendors. The timeframe is very short to get proper responses. See response to number 10, above.

20. Page 1 – 2.0 Scope of work – Hosted PARCS management software & Reports. Please confirm that only a Hosted PARCS system is the only acceptable solution and that a local server based system will be rejected. A hosted PARCS Management System is required.

21. During the walk through it was stated that the City would be providing high speed internet service to each garage. Please confirm this in writing. See Addendum 1 for written confirmation.

22. During the walk through it was stated that the City would provide the pricing sheets in Excel with the ability to edit. Please confirm. See response number 2.

23. Page 1 – 2.0 Scope of work – The scope states that the 5 garages will be done in order with Coy Garage first, with an estimated completion dates that would have all 5 garages done within 1 year. The same paragraph contains a reference that the contract amount will be limited by a not to exceed approved funding amount. Realistically all 5 garages can likely be completed well within a year’s timeframe.
   a. Question: What is the estimated approved budget amount? This can have a major bearing on the last 1 or 2 garages costs if they exceed an unknown budget amount and complete in 2023. Inflation is rampant and costs are rising. The other reason to share this as an estimate is it’s very possible for a PARCS vendor to dip into lower margins to hit a target amount to win the entire project.
The City has chosen, intentionally, not to disclose the current amount of funding available for this project.

24. ParkMobile is mentioned in the RFP as a payment application. Is ParkMobile a required application for the project or just a recommendation that the City would like to see mobile payment applications included in the project? Parkmobile is currently the only application used within the City of Stockton’s Parking program, though it is not exclusive. There is no intention to discontinue the use of Parkmobile and therefore integration is necessary.

25. Manned booths – Normally all the manned booths would be replaced by cash accepting Pay Stations to eliminate labor costs. However, the City has a major homeless problem. The question is can the City protect cash accepting pay stations if they are utilized in a PARCS solution? If not they will be destroyed in a matter of weeks. Therefore keeping the manned booths would be a better solution for cash acceptance. The City has converted from single space meters on the street to payment machines due to past, rampant vandalism and theft. The current payment machines to date have not experienced theft, though some have been vandalized. Eliminating staffed booths is not a requirement of this project but can be considered as an option.

26. Coy Garage – should all 4 lanes be able to accept both transient and monthly parkers or is one lane reserved for monthly parkers only? The City desires flexibility so that lane use can be modified as needs dictate.

27. Market Garage – The west side has both transient and monthly capabilities. Currently the eastside is for monthly only. Does the City wish to keep the eastside monthly only or would the City prefer to have both transient and monthly parkers use the east side? Flexibility is desirable, however there are no plans to alter the flow of monthlies from the east entrance.

28. SEB Garage- Currently the west side of the garage is used for monthly parkers as all the lane equipment is broken. Does the City wish to keep the Westside monthly only or have all lanes be able to handle both monthly and transient parkers? The City desires flexibility so that lane use can be modified as needs dictate, with the exception of the far north gate on the Center Street side, which will always remain monthly only.

29. Grill doors – Each of the garages has some type of grill doors that can be closed after hours. Currently it is our understanding that LAZ is opening and closing these doors manually. Will this procedure continue or does the City have a requirement that the PARCS system control the outside grill doors? Automated (card key, etc) control of the grill doors to the garages is included in this current project, as all garages may need to be accessed by residents or downtown staff, during non-staffed hours.
30. Lane UPS units – Please confirm that all entry and exit lanes are required to have lane UPS units. This would include the cashier booths if PARCS fee computers are being utilized? This would apply to any Pay Stations proposed as well. UPS battery back up will be required in all points of the system where customer ingress/egress is necessary. The new system must have a means of suspending or holding transaction and ingress/egress history while allowing customers to get in or out of the facility.

31. Page 9 item F. – EMV P2P Credit Card readers on entry stations. Please confirm that EMV credit card readers are required on all transient entry stations in all garages. If not on all garages, please specify which garage and how many lanes each garage. EMV credit card payment must be an option at all garages except for Channel garage which is intended to remain Monthly only. The location and quantity of EMV credit card readers, will not be determined by the City, but rather is the responsibility of the proposer based on the functionality and design of their respective system.

32. Dynamic Space Count System – As a PARCS vendor we intend to partner with a state of the art, camera based PGS vendor to provide the system the City requires. As the PARCS vendor we would treat them as any other sub-contractor, we take their “number” and apply a markup margin. As the City has a limited budget, would the City allow both the PARCS vendor and the PGS vendor to supply separate proposals to the City? This would save the City money but would require the City to issue contracts to two separate companies. PARCS vendor would be responsible for service and maintenance after installation. Would the City approve of this concept? The City will not entertain multiple direct contracts for supporting mechanisms, technology, or services, but rather will enter one contract; holding that one company for full project delivery. The awarded contractor may use sub-contractors to fulfill the responsibility of delivering a turn-key system to the City.

33. LPR Option – Page 30 – Would the City expand upon what the operational intent is for the LPR systems in each of the garages. If it is for speeding up traffic flow entering or exiting the garage there are issues that negate LPR’s functionality:
   a. Almost all entry lanes are to short to allow pre-capture of incoming plates. Post capture is possible but that negates some of the specifications requirement on page 31.
   b. Capturing front plate at entry is possible but the reality is roughly 15% of California vehicles do not have front plate even though it is required by the State.
   c. With the exception of the Stadium garage, all garage exits dump out on busy City streets which will be the limiting factor on how fast cars can exit.
   d. The HID MaxiProx requirement will be able to have monthly parkers exit almost as quickly as the LPR system
   e. With the above limitations, does the City still want to include the LPR as an option? If so please specify if post capture or front license plate capture is preferred as there is a cost difference between the two options.
The City is interested in considering the option of LPR. It is listed as an add-alternate as the City is not sure whether the technology of LPR would be efficient of cost effective in some or all of the existing garages. The City will refrain from determining pre or post capture as desirable, thus allowing each proposal to make recommendations, given the current garage construction. Explanation regarding add alternate recommendation and its pricing, will be considered.

34. VOIP Intercoms – The City has retained LAZ Parking as an operator. LAZ has a National Command Center that has unlimited licenses for VOIP intercoms. The question is can a PARCS vendor utilize the LAZ Command Center for the backend of the intercom system? The benefits are all the local controls, Command Stations, phone tree rolling to cell phones is 100% possible with the added benefit of after-hours calls handled by the LAZ Command Center as it is manned 24/7. The scope of this project includes the functionality/ability for the system to be responded to locally, phone tree, roll to alternate phone(s), etc. The proposer is not responsible for providing the service or staffing to respond to customers. For clarification purposes, should there be a functional issue with the system, the proposer is responsible for responding to service calls.

35. Validations – Does the City utilize validations in the City garages? Yes. If so would the City prefer to use chaser ticket validations or Web Validations, or a combination of both? The City would like the ability to utilize both. If the City would like to use Web Validations, how many out merchants or City Departments would be issuing validations? 10-20 or more. Please provide estimate as it affects pricing. Best estimate 50-100.

36. RPF Page# 4 of Template with Bonds Only / Exhibit 5 Topic: Bid Bond RFP Text: Contractor shall provide the following Surety Bonds: 1. Bid bond 2. Performance bond Question: While the RFP indicates that a bid bond is required, it does not provide the requirements for this bid bond, i.e. percentage or amount. Would the City please confirm whether a bid bond is required and, if it is, provide the specific instructions and requirements for the bid bond?

See response to number 12, above.

37. RPF Page# 57 or 9-1 of "Final" document Topic: 9.0 PROPOSAL EXHIBITS RFP Text: 9.0 PROPOSAL EXHIBITS Question: The RFP references this document but does not include it. If pertinent to this RFP, would the City please provide document 9.0?

All technical specifications are provided through the links on the City’s website, under Bid Flash, specification and Plans, Attachments & Agendas, located at: http://www.stocktonca.gov/services/business/bidFlash/projDetail.html?dept=Economic_Development.idnum=PUR-21-019R

38. RPF Page# 12 & 13 of "Final" document RFP Text: Communicates with up to 255 count signs: static and variable message. Question: The RFP references having up to 255
Signs. Please provide additional clarification as to where these are located and confirm the requirement for 255 signs. How many signs are required by level and for capacity? See response to number 4, above.

39. RPF Page# 2 of "Final" document, Topic: Garages & Lanes
Question: We would like to ask the following questions, related to the hardware requirements for these garages.
- Channel Garage - Does the City desire that the PARCS vendor control pedestrian doors? Yes.
- Coy Garage - Does the City desire that the PARCS vendor have transient & monthly pedestrian access? Yes.
- Coy Garage - Is 1 POF required in the scope of work, or can we provide Tap-to-Pay and eliminate this piece of hardware? Yes.
- SEB Garage - El Dorado Street - Does the City desire that the PARCS vendor have transient & monthly pedestrian access? Monthly, Yes. Transient, not required.
- SEB Garage - Center Street - Does the City desire to keep all lanes monthly only? See response to number 28, above.
- SEB Garage - Center Street - Does the City desire that the PARCS vendor have transient & monthly pedestrian access? Monthly, Yes. Transient, No.
- Arena Garage - Does the City desire that the PARCS vendor have transient & monthly ped access? Yes.

40. RPF Page# 4 of "Final" document Topic: Valet & Event Parking
RFP Text: Arena Garage... is a mass entry/exit facility given its event driven nature.
Question: Is the City interested in a Valet/Event Parking system for the Arena Garage or any others? Nothing precludes Proposer from suggesting such solution.

41. Topic: Request for Extension Question: In order to thoroughly assess and quote the needs for power and internet for each individual parking garage, we will need to schedule an additional site visit with our local partners. Because of this impact to the schedule, we would like to request an extension on behalf of all vendors.

Additionally, the current schedule indicates that questions will be answered just 2 days after they are submitted. We typically see addendums and clarifications provided for RFP's up to a week after questions are submitted. Considering the amount of time we may have between receipt of the final addendum and the RFP Due Date, as well as the time needed to prepare and ship our response, we respectfully request that the City consider an extension of one or two additional weeks to the submission deadline. We believe that it would be in the City's best interests to provide this extension, as it would allow them to receive the most thorough and thoughtful proposals from all vendors including important planning related to power and internet. Not only would the extension allow them to make the most educated decision possible, it would also assist in preparing for a smoother installation process, by ensuring that the vendors have ample time to become familiar with all of the City's needs. See response to number 10, above.
42. What is the “central” facility location where power and internet will be provided? Will power and internet be provided not only to the facility but to each lane? See response number 14, above regarding Internet service. All garages have electrical power, however if it is found that the amount of power available in the garage does not meet the needs of the proposed system, the City is responsible for increased power distribution to the garage. Like the Internet service, Proposer is responsible for all power distribution as needed within the facilities.

43. The following is our standard UPS approach. Will the City accept this plan? Battery backup shall be provided for barrier to be raised in the event of a facility power failure. See response number 30, above.

44. Roll up gates: is the vendor in responsible entirely for the connections of the roll up gates at the locations, or is there a dry connect to loops only? See response to number 29, above.

45. Took a closer look at the Coy garage and realized there used to be a reversible exit lane in place that is now blocked off. Does the City want to add equipment in this lane or just leave it as is? With a new system it would take LAZ about a minute to flip it from an entrance to an exit. My thought is for a 1-2 hour window it would help flush cars out of the garage with 2 lanes instead of one. That said LAZ would need an attendant on hand to stop cars from trying to enter the garage during that window of time. The City desires maximum flexibility in all lanes at Coy garage.

46. Please provide architectural drawings or “striping plans” of each garage that show the quantity and physical dimensions of:
   a) The interior ramps between each of the levels/roof
   b) Each of the garages’ entrance and exit lane

The only plans available are those that have already uploaded.

PROPONENT MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING BELOW AND ATTACHING THE SIGNED ADDENDUM TO THE PROPOSAL:

Company Name: FlashParking, Inc.

Contact Person: Jim DuFoe, Sam Goodner

Signature

Date: November 29, 2021

Proposals Due – Promptly by 2:00 P.M., Thursday, December 2, 2020 by 2:00 PM, at the City Clerk’s Office.

Addendum acknowledged and signed? _______ (Procurement Specialist’s initials)

(Version 9.22.21)
Section B
Price Proposal
(SEE SEPARATE ENVELOPE)
Section C
FLASH Qualifications, Experience and References
Background

Since being launched in 2011, FlashParking’s success has been unimaginable. As a small startup of four employees, we have grown to over 400 team members during these trying days. In 2020, as our competitors struggled through significant layoffs, negative financial results, and reduced service coverage, FlashParking has continued to grow. With our prior strategic investment from L Catterton Growth Fund, our recent merger with Arrive, and our acquisitions of Parkonect, Parkit, ZipPark, Mountain Parking, and CSI, FlashParking’s 21st Century Service Model is poised to take on the future. FlashParking has strategically architected a series of solutions that deliver everything from perfect parking at the site and enterprise-levels to connected mobility hubs that meet the needs of modern smart cities.

Our straightforward business strategy starts with listening to our clients, understanding their pain points with legacy infrastructure, and ultimately designing solutions with future-ready technologies that position your operation for success in the mobility ecosystem of today and tomorrow. FlashParking’s primary solutions supporting our site, enterprise, and smart city solutions are:

FlashValet: Valet and Event Parking Solution

Our inaugural offering, FlashValet is currently servicing thousands of locations across the vertical landscape. Parking operators and asset owners saw such immediate value in our cloud-born platform—which allows for real-time revenue and pricing decisions while delivering a true mobile customer experience—that they demanded we build out innovative solutions for garages and parking lots as well.

FlashPARCS: Parking Access and Revenue Control Solution

FlashPARCS is now running over 3,000 kiosks and is the solution of choice for industry leaders such as the Texas Medical Center (200 lanes installed in 44 days), City of Las Vegas (running Bluetooth for transients and monthlies), T.F. Green Airport (Providence, RI), Bayside Marketplace, American Airlines Arena, and the Port of Miami to name a few.

Today FlashParking is delivering at enterprise scale counts of 5M+ parkers per month (100K+ w/ our FlashBeacon Bluetooth technology) and is processing over $1B across 3000+ locations.

Our rapid growth stems from our future-ready philosophy that’s rooted in three competitive differentiators:
Future-ready Infrastructure
With equipment manufactured and assembled in our production facility in the U.S. and a direct sales and installation model, we control the end-to-end process; thus, creating efficiencies in sales, onboarding, installation, and deployment training.

Unrivaled Cloud Intelligence
Our industry-leading cloud-born software platform and architecture deliver real-time business intelligence with a 360-degree view of operations that provides unrivaled business intelligence for organizations of all sizes and industry spectrums.

World-Class Customer Experience
In an increasingly mobile world, the FlashParking platform delivers comprehensive, innovative, user-friendly technologies like text for retrieval, ticketless parking, mobile payments, frictionless Bluetooth access, loyalty management, and eParking functionality that deliver a world-class customer experience.

The result is FlashParking delivers a smart ecosystem of solutions, products, and seamless integrations that work together to streamline operations for operators, drive revenue for asset owners, as well as improve mobility and enhance the guest experience.

Major Divisions & Holding Companies
FLASH’s Investors include Arrive Holdco and LCG4 Smart City, L.P. (L Catterton Fund).

With our prior strategic investment from L Catterton Growth Fund, our recent merger with Arrive, and our acquisitions of Parkonect, Parkit, ZipPark, Mountain Parking, and CSI, FlashParking’s 21st Century Service Model is poised to take on the future.

Subconsultants
If awarded this project, FLASH intends to subcontract with Ideal Construction for the installation of the new parking equipment, as overseen by a FLASH commissioner.

Business Name: Ideal Construction
Business Address: 2821 Atlantic Street, Concord, CA
Contact Name: Al Hernandez
Contact number and/or email: 925-988-9649

Security Integrators
Business Address: 1441 Ascot Ave., Rio Linda, CA
Contact Name: Roger Astle
Contact number and email: 916-439-3720 / ra.sll@sbcglobal.net
Nature of work being subcontracted: Would be servicing equipment. Currently services existing parking equipment as well as installed existing parking equipment. Would provide local support and service of Flash equipment post install.
EXPERIENCE WITH SIMILAR LOCATIONS & PUBLIC AGENCIES

Overview

FLASH has successfully implemented hundreds of go-lives across the country in multi-site locations including Municipalities, Airports, Hospitals, and Institutions. With the experience gained from projects such as the City of Las Vegas, the City of Tallahassee, and the City of Virginia Beach, we are well acquainted with the complexities of a municipal PARCS installation and the importance of thorough communication and attention to detail. Our go-live is preceded by a thorough Commissioning process which includes onsite testing followed up with a second round of testing with remote verification. FLASH will also provide a dedicated go-live trainer to observe the initial go-live and be available until the City of Stockton is comfortable with the system.

The City of Las Vegas

The initial agreement with the City of Las Vegas consisted of 3 high traffic municipal garages totaling 18 lanes. These were existing locations with existing equipment from 3 different PARCS providers in various levels of degradation.

The project was kicked off with a site visit that included the stakeholders from the city and Flash’s PM and local installing contractor. After surveying each location, it was determined that the City Centre Garage with existing Parking Soft equipment was their biggest headache and would be the first location to be converted to Flash.

City Centre Garage is a very busy location serving the courthouse across the street and typical parkers include courthouse visitors, courthouse employees, and law enforcement vehicles. The Flash PM was tasked with putting together an installation schedule that would minimize impact to parkers and revenue loss to the city. The PM spent some additional time at City Centre Garage to understand the existing network which would be reallocated to the Flash system. The city managed their own network and had specific requirements for devices using their network. It was then decided that a test PARCS device would be installed on the network and tested prior to swapping out equipment. This turned out to be a good decision because we immediately encountered various issues that kept the PARCS device from communicating. The PM coordinated multiple calls with the city’s IT manager to work through these issues to resolution. Once everyone was confident in the solution, the Flash installation contractor commenced the physical equipment installation with a plan that always left an active entry and exit lane available for traffic flow.

The lessons learned on the City Centre Garage were then deployed to the remaining locations with minor tweaks and additional downtime was avoided. Flash’s implementation success at these 3 city garages translated into the city awarding 2 new construction garages to Flash.

The City of Tallahassee

The initial agreement with the City of Tallahassee consisted of 1 Entry, 1 Exit, 2 Gates, 1 POF + Cash Machine, which was added after the initial contract, as well as 1 Acumera, 4 Direct Burial Loops and 1 Occupancy Sign (not purchased through FLASH.) Below are examples of subjects that often require special attention when installing PARCS equipment for municipal projects. These were encountered during the installation for the City of Tallahassee.

Network: When installing with a Municipality, we typically need to put our Acumera behind a City-approved Firewall. In most cases, we need to connect with the IT team at the city and provide our Network Requirements to ensure they can open the proper ports and IP addresses.

Permits: When installing new construction locations, permitting may be required by the City. In addition, installers may need approval from the City prior to being onsite.
**Occupancy Signage:** The City of Tallahassee purchased signs directly through IP display which caused delays and it was not the correct sign. When we purchase, we can ensure it’s the proper sign and understand the need for power/data requirements.

**The City of Virginia Beach**

The initial agreement with the City of Virginia Beach consisted of 3 garages, in a high traffic area, supporting both business and visitors. All payment kiosks were outfitted with Windcave EMV chip and tap readers and AVI was installed for monthly parkers and valet services. The City preferred that we reuse the existing gates, so the gates were inspected and our team determined that this would be an acceptable approach.

We successfully installed the PARCS for the City in just 2 weeks, despite the City’s need for custom hardware and software development for the cashier system. We also provided custom fabricated mounting poles for AVI.

Our project management team, led by Seth Carroll, created an internal product development timeline, using a Gantt chart, to track progress. Early in the process, this was provided to and approved by all stakeholders to outline the work breakdown structure, including responsibilities of the City, Flash staff as well as local subcontractors. The FLASH Project Manager was also responsible for scheduling an in-person site walk, a Theory of Operations meeting, and for scheduling regular project cadence calls to ensure that the project remained on schedule. The Project Manager was also involved in the actual commissioning of the site installation and training of the City’s team.
BACKGROUND OF PERSONNEL THAT WILL BE ASSIGNED TO PROVIDE THIS SERVICE TO THE CITY

Project Team

The following project team has collectively managed, installed and commissioned over 10,000 installations in industries like parking, petroleum, and energy. Each bring a unique and influential perspective to establish a development, installation, implementation and client services plan designed to consider every phase of the project.

Our Implementation Team installs 25-35 new PARCS locations and adds 25-30 new valet locations every month. Utilizing a highly experienced team, being dedicated to customer service, and offering superior products and software enables us to continue scale without jeopardizing our customer’s satisfaction.

Executive Team

Dan Sharplin
Chairman & CEO

A lead investor and FlashParking’s Chairman & CEO. Dan is a serial entrepreneur, who founded and led SiteControls, a clean tech startup from concept to industry leadership in the smart grid and energy efficiency space. Managed through to a successful exit via a sale of the Company to Siemens.

Juan Rodriguez
Vice Chairman & Chief Product Officer /Co-Founder

Juan Rodriguez directs the planning, management of product development, and overall strategy of the company.

Sam Goodner
Chief Strategy Officer & Founder/Former CEO of Catapult Systems

A lead investor and FlashParking’s Chief Strategy Officer, Sam Goodner is a serial entrepreneur, angel investor, and business coach. Sam is also the founder and former CEO of Catapult Systems, a Microsoft-focused information technology consulting firm, which he sold to a public company in 2014.
Wade Bettisworth  
Vice President of Government & Municipalities

Over the past 23 years, Wade has been entrusted to provide parking and transportation solutions to municipalities, colleges and universities as well as private parking operators. During this time, he has assisted numerous public and private entities in improving the efficiencies of their parking operations. Wade’s experience includes consultative customer interface while at T2 Systems, Redflex Traffic Systems and Genetec/AutoVu. During his nine-year tenure with Schlumberger/Parkeon (now known as Flowbird), Wade was instrumental in introducing parking pay stations for on-street use in numerous cities, including Seattle, Portland, Galveston and Park City. Wade joined FlashParking following a successful career at Amano McGann. His successes at Amano McGann include leading the effort to deliver a multi-million-dollar, state of the art parking control system to a consortium led by the city of Sacramento.

Jim DuFon - Principal Contact  
Vice President of Government Projects

Jim is an experienced Sales Executive in the Parking Industry. Over the past 9 years at Parkeon and then FlashParking, he has overseen the sale and installation of over 2,500 kiosks in cities such as Miami, Washington D.C., Austin and Las Vegas.

Rickey Sanchez - Local Contact  
Regional Sales Manager

Rickey has an extensive background in successful business development initiatives with disruptive technologies in various industries. He has an excellent track record of cultivating relationships and keeping a “customer first” attitude. FlashParking is excited to have Rickey on the team in the Northern California market as we continue to see excellent growth in the territory.

Liz Young  
Vice President of Strategic Solutions

Liz began her career in PARCS in 1996 and has scaled the ranks from training customers to ultimately managing over 3,000 lanes of equipment. Her extensive involvement working closely with Operators, Manufacturers, Vendors and Customers provides an exclusive insight on the installation process. Her astute understanding of how a downed facility affects the opera on and experience for the end user makes her a customer proponent that will push internally to assure a successful project.
**Casey Ackman**  
**Vice President of Implementation**

For the last 15 years Casey has honed his skills on implementing new projects. Having implemented over 8,000 sites including: Michaels (1,100 sites), LA Fitness (500 sites), Big Lots (1,200 sites), 24 Hour Fitness (300 sites) and Tuesday Morning (500 sites), Casey is able to identify risk factors before they are present to prevent disruption to the project timeline. His professionalism and approach to the implementation of a project ensures a well-developed and accurate implementation plan.

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**Zach Barlowe**  
**Install Manager**

Zach manages and trains our team of Field Commissioners who are ultimately responsible for the hardware installation and start-up of the FlashParking equipment. Zach is also responsible for selecting and managing our sub-contractor base across the country who provide the installation labor to meet his timelines and milestones. Zach has several years working in the field implementing low and high voltage controls solutions within various environments and industries. Zach is the first line of support for our commissioners and installers in the field when they require support.

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**Jeff Vinecombe**  
**Vice President Client Services**

Jeff has led Customer Success, Onboarding, and Support teams for over 10 years. Jeff will oversee all software configuration projects alongside the onboarding team to ensure FlashParking solutions are configured correctly prior to installation.
Dannika FiFi
Vice President of Operations

Dannika is responsible for managing the customer experience post installation and serves as a trusted advisor with focus on maximizing product benefits and value. Dannika previously served as Senior Support Manager at Q2ebanking, where she was responsible for creating and leading Premier Support for mega tier financial institutions. Prior to her FinTech experience, she served as the Premier Services Manager for the energy management branch of Siemens BT. Dannika holds a master’s degree in Technical Communication from Texas State University and a bachelor’s degree in Business Management from Sam Houston State University.

Allison Noblitt
Director of Training

Allison began with FlashParking in 2012, after having been a managing editor for a local Tech magazine. Her proficiency for attention to detail and granular understanding of how things come together made her a natural for training on the Flash systems. Since, Allison has earned the esteem of her customers who recognize the extent of her knowledge. She will be a recurring presence onsite for ongoing training. Knowing how to best utilize the system is key to success, therefore training will be emphasized and repeated as necessary for everyone’s success.

John Durham
Support Manager

John has managed support teams of up to 30 agents and has a keen understanding for the impact of quick resolution and clear communication. With his extensive experience and support, our installation team knows that they are in good hands and will receive speedy responses to ensure a timely installation. John will participate in Project calls to safeguard the installation process and keep the Support Team in the know of every phase, to be able to assist when needed.
WADE BETTISWORTH
Vice President, Government and Municipality Sales at FlashParking

Experience
Senior Vice President, Amano McGann, Inc., Roseville, MN (7/13 – 1/20)
  o  Vice President, Western Region, Branch Sales & Operations (7/13 – 3/15)
  o  Vice President, Western Region, Branch Sales & Operations and Dealer Sales (3/15 – 9/17)
  o  Vice President, National Sales, Branch & Dealer Channels (9/17 – 10/18)
  o  Vice President, National Sales, Dealer, Metric & Security Business Units (10/18 – 7/19)
  o  Senior Vice President, Indirect & Dealer Sales and Operations, North America (7/19 – 1/20)

Regional Sales Manager, Southwest, Genetec USA, Inc., Montreal, Canada (4/12 – 7/13)
Western Region Director, T2 Systems, Inc., Indianapolis, IN (4/10 – 3/12)
Western Region Director, Western USA, Redflex Traffic Systems, Inc., Phoenix, AZ (2/06 – 4/10)
Sales Director, Western Region, Parkeon Inc. (formerly Schlumberger), Moorestown, NJ (1/97 – 2/06)

Education
California State University, Northridge, CA. Major: Business Administration. Concentration: Marketing. Master of Business Administration degree

California State University, Chico, CA. Major: Business Administration. Concentration: Management. Bachelor of Science degree
JIM DUFON
Vice President, Government Projects at FlashParking

**Specialties:** Mobile applications, payments and banking, Sales, Business Development and Account Management

**Experience**

FlashParking
Vice President Government Projects
March 2015 - Present (5 years 1 month)

FlashParking
Vice President - Western Region
February 2015 - Present (5 years 2 months)

Parkeon
Vice President-Sales
April 2010 - February 2015 (4 years 11 months)
Parkeon is both the U.S. and global leader in multi-space parking meters. We provide the most reliable equipment in the industry and we have integrated it with many industry leading technologies like LPR, mobile payments and wayfinding.

MakingMenu
Co-Founder and Vice President-Sales
August 2011 - 2013 (2 years)
Let MakingMenu setup your restaurant menu, location and business information. No need to hire a website developer or designer. Using a variety of MakingMenu mobile templates, you can get elegant looking mobile website launched within 48 hours.

Steelbox Enterprises
Business Development
August 2009 - April 2010 (9 months)
I created Steelbox Enterprises, Inc. to provide sales, business development and account management support to organizations that need some assistance but are not in the position to hire full time staff. SEI is currently working on several very exciting projects in the financial services and technical services industries.

MPOWER LABS
Director-US Business Development
September 2007 - 2009 (2 years)

ETRADE FINANCIAL
Senior Manager-ATM Division
2000 - 2003 (3 years)

Sapphire Mobile Systems, Inc.
Exec VP-Sales
January 2006 - August 2007 (1 year 8 months)

Card Capture Services
Sales
1997 - 2000 (3 years)

TRM Corporation
Vice President
August 2003 - December 2005 (2 years 5 months)

**Education**

Baylor University - Hankamer School of Business
BBA, Management/Marketing · (1986 - 1990)
ELIZABETH YOUNG
Vice President, Strategic Solutions at FlashParking

Experience

FlashParking, Solutions Director  FlashParking, Director of Customer Experience
January 2019 - Present  September 2017 - Present

ParkingSoft LLC, Vice President Customer Experience
June 2016 - August 2017 (1 year 3 months)
As the customer advocate, my primary responsibility is to safeguard the understanding of our customer needs, to execute the implementation of their PARCS and to cultivate an empathetic support environment. To accomplish this requires a team with commitment, passion, fortitude; and a leader to guide them, never losing sight of the Customer Experience goal for excellence. To advance this goal I continue to guide my team to achieve the following

Premium Parking, Vice President of Sales and Marketing
May 2013 - May 2016 (3 years 1 month)
Premium Parking manages parking for Hotels, Commercial Buildings, Surface Lots, Retail Centers and Event Venues. We provide our clients with upgraded revenue control systems, cleaner facilities and improved customer service. By operating within our base operating principals and paying attention to each operational and marketing detail, we deliver higher revenue and profits to our clients

Park N Fly Corporation, Revenue and Access Control Engineer
October 2011 - November 2012 (1 year 2 months)
Lead system engineer for 17 locations nationwide. Reported daily regarding the system status and revenue collections daily.

Innovative Parking Concepts, LLC, Project Manager/Service Manager
October 2007 - October 2011 (4 years 1 month)
Provided program/project management governance, guidance and oversight to support the successful completion of projects.

ParkNet Group, Secretary/Treasurer
2008 - 2010 (3 years)
I organized meetings for our network of distributors across the US. The goal of these meetings was to collaborate and share both our success' and failures in the parking industry. I was also responsible to bill and process payments for the group.

Sentry Control Systems, New System Engineer and Trainer
1997 - 2006 (10 years)
Setting up new system, helping the customer understand their new system, finding out of the box solutions

Amano McGann, Inc.
Parking Support
1996 - 1996 (1 year)
Provided support for the vendors and technical support. My position grew to include system commissioning and training.
**Joseph “Casey” Ackman, PMP**  
Vice President of Implementation

**EXPERIENCE**  
FlashParking, Vice President, Implementation  
2016-Present  
- Responsible for the Implementation team which consists of Project Managers and Field Commissioners.  
- Developed a team of PMs responsible for the execution of every FlashParking PARCS contract  
- Developed a team of Field Commissioners responsible for managing the onsite physical installation of the FlashParking equipment  
- Created a scalable Implementation process that allows for deployment of multiple ongoing projects spread across the country  
- Technical Resource for the sales team to assist with quoting labor and specifying hardware

Siemens Building Technologies / Retail and Commercial Systems Division  
2007-2016  
- Manager Project National Operations  
- Program Manager/Project Manager  
- Commissioner

Tweeter Home Entertainment Group  
2001-2006  
- General Manager  
- Field Supervisor  
- Custom Installer: “Crew Chief”  
  - “Installer of the Year” for Southwestern region in 2003

**Additional post-graduation employment**  
Tanknology- Austin, TX January 1999 - July 2000

TEKsystems- Austin, TX July 2000 – August 2001

**Education**  
PMP certified- ID #2892936  
Member of National PMI organization  
Member of Austin PMI chapter  
NEXT- Siemens Austin, TX chapter Secretary  
  - Organization created to develop Siemens emerging talent within

BS in Geography and minor in Engineering Technology from Texas State University- San Marcos, TX

Advocate and practice a healthy living life-style  
- Finisher in 2012 Austin Marathon  
- Finisher in 2013 New York Marathon  
- Finisher in 2014 Chicago Marathon
Zach Barlowe
Installation Manager at FlashParking

Experience
FlashParking, Installation Manager
January 2020 - Present (4 months)

Siemens, Client Services Manager
March 2017 - January 2020 (2 years 11 months)

Senior Service Representative
March 2010 - March 2017 (7 years 1 month)

AG Development Group, Director of Acquisitions
September 2004 - September 2009 (5 years 1 month)
Dannika Fifi
Vice President of Operations at FlashParking

Dannika Fifi joined the FlashParking team in 2018 and currently serves as VP of Client Services. She is responsible for managing the customer experience post installation including Support and Training, and serves as a trusted advisor with focus on maximizing product benefits and value. Dannika previously served as Senior Support Manager at Q2ebanking, where she was responsible for creating and leading Premier Support for mega tier financial institutions. Prior to her FinTech experience, she served as the Premier Services Manager for the energy management branch of Siemens BT. Dannika holds a Master’s Degree in Technical Communication from Texas State University and a Bachelor’s Degree in Business Management from Sam Houston State University.

Experience
FlashParking, Vice President Client Services
October 2019 - Present

Director Of Client Services
December 2018 - October 2019 (11 months)

Q2ebanking, Customer Support Manager III
December 2015 - November 2018 (3 years)
Oversee premier team responsible for application support for Top 25 Financial Institutions with up to $80 billion in assets. Deliver custom service level agreements through metric-driven, high performing team. Act as escalation point and customer advocate for Premier clients. Redesigned case distribution tool from Round Robin to smart weighting Queues.

Siemens, Managed Services Manager
June 2007 - December 2015 (8 years 7 months)
One of youngest professionals in the Austin region of the company to be recruited to serve as key point of accountability for the Managed Services Department, customer experience and high-performing team environment. Main point of contact for major accounts interfacing with corporate level operations and management. Assist implementation team to ensure overall standards and compliance goals are met. Improved techniques used by existing client service representatives for overall client satisfaction. Identified equipment that needs attention for replacement or preventative and predictive maintenance. Analysis of Energy Management System Data. Validation, software configuration & testing for new and retrofit installations.

Education
Texas State University
Master’s degree, Technical Communication · (2013 - 2015)

Sam Houston State University
Bachelor of Business Administration - BBA, Business Administration and Management, General · (2001 - 2004)
Allison Shreckengast
Director of Training at FlashParking

Specialties: customer training, technical product expertise, customer service, development of training materials, copy editing, user interface, marketing, organizational skills, strategic marketing, teaching, newsletter production, e-marketing campaigns

Experience
FlashParking, Training Manager
January 2017 - Present
- Manage external / internal product training program
- Develop training materials
- Assist in customer implementation process
- Conduct product orientation sessions with new customers

FlashParking, Customer Support Lead
June 2014 - Present
- Lead support team
- Manage customer training
- Create and update support documents
- Create and send customer newsletter

The Austin Phoenix, Managing Editor
November 2012 - January 2015 (2 years 3 months)

Jellifi, Account Manager
January 2014 - April 2014 (4 months)

The Children's Courtyard, Lead Teacher, Early Preschool
March 2012 - November 2013 (1 year 9 months)

Victoria Kindergarten (China), English Teacher
October 2010 - July 2011 (10 months)

Kumon, Teaching Assistant
July 2009 - May 2010 (11 months)

Southwestern University, Writing Center Consultant
January 2009 - May 2010 (1 year 5 months)

Publications & Communications Inc., Marketing/Editorial Intern
May 2009 - July 2009 (3 months)

KPMG, Marketing Intern
May 2006 - July 2008 (2 years 3 months)
Summer months of 2006-2008

Education
Southwestern University
Bachelor of Arts, English; Literature · (2006 - 2010)

TEFL Institute
TEFL Professional Certification · (2011 - 2011)

Scottish Universities' International Summer School, Edinburgh, Scotland
British and Irish Literature · (2008 - 2008)
LOCATION OF OFFICE WHICH WILL BE PERFORMING WORK FOR CITY OF STOCKTON

FLASH’s headquarters is located in Austin, Texas.

All machines are assembled in the US to avoid long distance transportation to get finished product to our clients.

FIVE CLIENTS FOR WHOM YOUR BUSINESS CURRENTLY PROVIDES THE SAME SCOPE OF SERVICES

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<th>REFERENCE #1</th>
<th>REFERENCE #4</th>
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<tr>
<td><strong>Name of Business:</strong> City of Eugene</td>
<td><strong>Name of Business:</strong> 1000 Van Ness - LAZ Operated</td>
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<tr>
<td><strong>Location:</strong> Eugene, OR</td>
<td><strong>Location:</strong> 1000 Van Ness, San Francisco, CA 94109</td>
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<tr>
<td><strong>Contact Person:</strong> Travis Hargitt</td>
<td><strong>Contact Person:</strong> Mike Hewitt, LAZ, Dir. of Operations</td>
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<tr>
<td><strong>Phone:</strong> 541-682-5296</td>
<td><strong>Phone:</strong> (415) 317-5262</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:travis.l.hargitt@ci.eugene.or.us">travis.l.hargitt@ci.eugene.or.us</a></td>
<td><strong>Email:</strong> <a href="mailto:mihewitt@lazparking.com">mihewitt@lazparking.com</a></td>
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<td><strong>Name of Business:</strong> City of Las Vegas</td>
<td><strong>Name of Business:</strong> 225 W Santa Clara - LAZ Operated</td>
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<tr>
<td><strong>Location:</strong> Las Vegas, NV</td>
<td><strong>Location:</strong> 225 W Santa Clara, San Jose, CA 95113</td>
</tr>
<tr>
<td><strong>Contact Person:</strong> Brandy Stanley</td>
<td><strong>Contact Person:</strong> MJ Tantam, Property Manager</td>
</tr>
<tr>
<td><strong>Phone:</strong> (702) 229-6863</td>
<td><strong>at Harvest Properties</strong></td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:Brandly@lasvegasnevada.gov">Brandly@lasvegasnevada.gov</a></td>
<td><strong>Phone:</strong> (510) 594-2050</td>
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<td><strong>Project Budget:</strong> $1.7M</td>
<td><strong>Email:</strong> <a href="mailto:mtantam@harvestproperties.com">mtantam@harvestproperties.com</a></td>
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<th>REFERENCE #3</th>
<th>FLASH WOULD BE HAPPY TO PROVIDE ADDITIONAL REFERENCES UPON REQUEST.</th>
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<tr>
<td><strong>Name of Business:</strong> City of Tallahassee</td>
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<td><strong>Location:</strong> Tallahassee, FL</td>
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<tr>
<td><strong>Contact Person:</strong> Stacey Campbell</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> (850) 891-8712</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:sfacey.Campbell@talgov.com">sfacey.Campbell@talgov.com</a></td>
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TECHNOLOGY AND/OR DISTRIBUTION ALLIANCES AND PARTNERSHIPS

FlashParking does not utilize distributors, rather we maintain a direct relationship with our customers.

With our recent merger with Arrive, and our acquisitions of Parkonect, Parkit, ZipPark, Mountain Parking, and CSI, FlashParking’s 21st Century Service Model is poised to take on the future.

Arrive powers the last mile of mobility through smart parking solutions. It offers the only seamless mobility experience that predicts and recommends the best parking solution for any journey. Arrive powers smart parking and other connected mobility services through apps, websites, voice platforms, and in-dash integrations to hundreds of clients, including smart cities, automakers, fleets, venues, navigation, and voice platforms, as well as to its own ParkWhiz and BestParking consumer brands. Having merged with Arrive this year, we have now created the only end-to-end touchless digital mobility platform. We can now provide Arrive’s demand management platform facilitating consumer procurement, wayfinding, and digital payments for parking and related services. Together, we offer B2B and B2C seamless digital parking solutions and mobility technologies to increase operational efficiency for thousands of parking operations and provide frictionless, fully digital consumer parking and mobility experiences to millions of consumers. FLASH + Arrive combine to address both sides of the market by providing industry-leading touchless payment solutions and delivering the leading sources of digital parking demand in North America. The unique ability to deliver a white label or co-branded digital parking experience through a mobile app, in-car voice or touch interface, alongside on-site tap-to-pay signage—all in a single, integrated solution—is what the industry has been waiting for.
LIST ANY CURRENT OR PREVIOUS LEGAL ACTIONS AGAINST YOUR COMPANY OR ITS OFFICIALS IN THE PAST FIVE (5) YEARS. INCLUDE THE DATE(S) OF ACTION(S) AND RESOLUTION.

**Scientific Machine & Welding, Inc., v. FlashParking, Inc., Cause No. D-1-GN-19- 004816 in the 459th District Court of Travis, County, Texas.**

Scientific Machine & Welding, Inc. ("SMW") is a former vendor of FP that manufactured the sheet metal housing for the SmartStations. In the Spring of 2018, a dispute arose between SMW and FP in connection with FP's hiring of SMW's director of operations, Kevin Rose. Although Rose was not subject to a non-compete, SMW threatened to refuse to deliver FP's goods unless FP fired Rose. The parties resolved their differences when FP agreed to place an additional order with SMW for $1.2 million of UL compliant products. The parties worked together for several months without issue. However, when SMW lost the certification necessary to deliver goods that were UL compliant, FP sent SMW a letter canceling the contract. The next day, SMW sued Rose for theft of trade secrets (see summary of lawsuit below). About a year later, SMW filed this lawsuit against FP for breach of contract. Although SMW's damage model remained unclear throughout the suit, SMW was seeking, at a minimum, lost profits in connection with the $1.2 million contract that FP terminated. The court entered a take-nothing summary judgment against SMW on August 3, 2020. SMW is appealing this judgment to the Third Court of Appeals and its brief is currently due November 18, 2020. The appeal process is expected to take one to two years.

**Scientific Machine & Welding, Inc. v. Rose, Cause No. D-1-GN-18-005034 in the 419th District Court of Travis County, Texas.**

As is discussed above, Rose is a former employee of SMW who went to work for FP in the Spring of 2018. Although Rose did not have any non-compete obligations to SMW, SMW threatened to withhold FP's products unless SMW fired Rose. FP refused to agree to this proposal and eventually negotiated an agreement whereby FP placed an order for $1.2 million of UL compliant goods from SMW. However, when SMW lost the certification necessary to deliver goods that were UL compliant, FP sent SMW a letter canceling the contract. The next day, SMW sued Rose for theft of trade secrets and breach of contract seeking damages for the value of technical drawings allegedly taken by Rose and provided to FP, and for lost profits on the $1.2 million contract that FP terminated. The court entered a take-nothing summary judgment against SMW on October 26, 2020. It is expected that SMW will appeal this judgment to the Third Court of Appeals (its deadline to do so has not yet expired). An appeal of the judgment would be expected to take one to two years.

**Amano McGann, Inc. v. FlashParking, Thomas Dishman, Patrick Babb, Andrew Hennessey, and Brett Klavon, Cause No. 62-CV-20-4746 in the Second District Court of Ramsey County, Minnesota.**

Amano McGann, Inc. ("Amano") alleged that the Individual defendants breached the non-compete provisions within their Amano employment agreements by going to work for FP, and that FP tortiously interfered with these agreements by hiring them. This case was dismissed by the Court in FP’s favor.

**FlashParking, Inc., Andrew Hennessey, Thomas Dishman, Brett Klavon and Patrick Babb v. Amano McGann, Inc., Cause No. D-1-GN-20-004858 in the 419th District Court of Travis County, Texas.**

FP filed this case seeking a declaration that the employment agreement between Amano, Dishman, Klavon, and Babb are invalid because they are overly broad. The Court ruled in FP’s favor and dismissed Amano’s lawsuit. Amano is currently appealing this ruling. The appeal process is expected to take one to two years.
HAS YOUR FIRM OR ANY OF ITS CURRENT OFFICIALS EVER FILED FOR BANKRUPTCY PROTECTION?

No.

HAS YOUR FIRM OR ANY OF ITS CURRENT OFFICIALS EVER HAD TAX LIENS FILED IN ANY STATE OR FEDERALLY?

No.

HAS YOUR FIRM OR ANY OF ITS CURRENT OFFICIALS HAD ANY JUDGMENTS AGAINST IT BY ANY TAXING AUTHORITY WITHIN THE PAST TEN (10) YEARS?

No.

HAS YOUR FIRM BEEN FOUND GUILTY OF ANY PATENT OR TRADEMARK VIOLATIONS IN THE PAST TEN(10) YEARS? IF SO, PROVIDE COMPLETE DETAILS INCLUDING CASE NUMBER AND JURISDICTION.

No.

IN WHAT STATE AND YEAR IS YOUR FIRM INCORPORATED AND WHERE IS ITS HEADQUARTERS LOCATED?

FlashParking, Inc. is incorporated in the state of Delaware, as of 2011.

Our headquarters is at 3801 S. Capital of Texas HWY, Ste 250, Austin, Texas.

LIST ANY NAMES YOUR FIRM HAS PREVIOUSLY OPERATED UNDER SINCE BEGINNING OPERATIONS.

KleverLogic, Inc.
EVIDENCE OF TIMELINESS, EXPERTISE, AVAILABILITY OF STAFF

TIMELINESS
FlashParking installs 25-35 new systems each month, mainly replacing antiquated systems or installing at new construction sites. We are experienced working with general contractors, site management and engineering teams, to ensure a smooth installation. Our cloud-based system enables FlashParking to provide software updates, rate changes, real time reporting and maintain PCI compliance remotely. We are native to the cloud and therefore do not install servers on site which significantly reduces the implementation timeline. Since there are no servers to install, we are able to pre-configure our systems to the specific needs of the City of Stockton and can provide training prior to installing the equipment so the team operating the equipment is ready for revenue on day 1. FlashParking can install the new system at the City of Stockton in approx. 4-5 days. Communication is critical and needs to be well planned. From pre-install discovery to project kick off and through post installation wrap up, our well-trained staff are there and ready to lead communications every step of the way. FlashParking staff would remain on-site for 3-5 days to confirm the system is fully functional and to answer any additional questions that may arise. The installation can be started within 4-5 weeks of receiving a signed agreement and Purchase Order, which would easily meet the City’s required date of completion. We are a U.S. based company with main offices and manufacturing in Austin, TX, which means you are not waiting for overseas shipments.

EXPERTISE
FLASH’s project team has collectively managed, installed and commissioned over 10,000 installations in industries like parking, petroleum, and energy. Each bring a unique and influential perspective to establish a development, installation, implementation and client services plan designed to consider every phase of the project.

Our Implementation Team installs 25-35 new PARCS locations and adds 25-30 new valet locations every month. Utilizing a highly experienced team, being dedicated to customer service, and offering superior products and software enables us to continue scale without jeopardizing our customer’s satisfaction.

AVAILABILITY OF STAFF

3-Tier Approach
FlashParking provides a Tier 3 approach to municipalities, including a Regional Manager with local knowledge of your special needs and environmental requirements, as well as our experts in the area of municipalities & government entities. Our internal team of sales and government project experts, solutions analysts, project managers and commissioners work closely together and value strong communication. Should one of your assigned contacts become unavailable, the rest of the team who is still well versed in the requirements of the City’s project will be able to step in to assist.

Service
FlashParking would have an embedded FLASH-employed technician in the Stockton area to provide the City with the level of service that is required in the RFP.

Additionally, our proposed installation partners, Ideal Construction and Security Integrators would also provide additional support to our local technician as needed.
Section D

FLASH’s Proposed Work Plan
STATEMENT OF UNDERSTANDING

FlashParking has reviewed the RFP with the various teams that would be involved with the City and LAZ. These teams include our Solutions, Installations and Project Management teams, along with our local support vendor, Ideal Construction. Ideal Construction would assist our commissioner with the physical aspect of the installation, which represents approximately 15% of the total project.

SUBCONTRACTORS

Ideal Construction
2821 Atlantic Street, Concord, CA
Contact Name: Al Hernandez
Contact number: 925-988-9649
Nature of work being subcontracted: Installing Flash Parking equipment. Also able to provide service post install. Provide the team experience for all subcontractors

Security Integrators
Business Address: 1441 Ascot Ave., Rio Linda, CA
Contact Name: Roger Astle
Contact number and email: 916-439-3720 / ra.sii@sbcglobal.net
Nature of work being subcontracted: Would be servicing equipment. Currently services existing parking equipment as well as installed existing parking equipment. Would provide local support and service of Flash equipment post install.

TRANSITION PLAN

OVERVIEW

FlashParking has successfully completed challenging installations at high volume locations such as the Texas Medical Center (200 lanes in 44 days), T.F. Green Airport, City of Las Vegas, and Port of Miami to name a few. Our Implementation and Installation Teams have spent endless cycles on simplifying and optimizing the deployment process. Considering down time, flow and customer experience, our Flash team will have you back up and collecting revenue faster than anyone else.

Over the next couple of pages, we will outline our approach to development and deployment to building and deploying your custom enterprise solution from start to finish.

DEVELOPMENT & DEPLOYMENT OVERVIEW APPROACH

Sales: FlashParking’s sales/solutions engineering team works with the client to create a Theory of Operations document that identifies equipment/solution needs.
Pre-Install: There are two parts to this phase: Implementation and Onboarding. During Implementation, a Project Manager works closely with the client on installation planning, equipment purchasing, and solution training. During Onboarding, a specialist gathers info and key deliverables from the client to properly build out the backend of the solution. As the Implementation and Onboarding wrap up...it’s go time!

Install: During the installation, a commissioner oversees and manages the FlashParking’s operations team as they install the solution and communicate daily with key internal and external stakeholders to ensure a seamless, smooth roll out. Towards the end of the install, a FlashParking representative will connect with customer to schedule online and on-site training (if purchased).

Go Live: Systems are a go! Customers have the option of booking a Go Live Trainer to train during the initial Go Live phase. As the Go Live phase comes to an end, a transition kick-off call introduces the client to client services and account management teams.

Post-Install: Our support and training team are always a phone call away. Each team will provide providing assistance in training and support escalation ensuring that the client is getting the most value out of the FlashParking platform.

DEVELOPMENT & DEPLOYMENT DETAILED APPROACH

Sales/Solutions Engineering Phase

Our Sales and Solutions Engineering Team will work closely with stakeholders to plot and create the best solution to address operational needs and wants. Our Solutions Architect gathers site data to fill out a Theory of Operations (TOO) for each site and identifies equipment needed to complete the solution. The Sales Team will put together a comprehensive deal for review. Once contract is signed and 50% deposit is received, the Implementation phase kicks off.

Pre-Install Phase

Implementation: We will dedicate a seasoned Project Manager to handle all logistics related to the implementation phase to ensure a smooth transition. During this phase the Solutions Architect and the Project Manager collectively work together and set a weekly communication rhythm with internal and external stakeholders to discuss theory of operations and identify site-specific requirements and development needs.

Onboarding: An important part of the implementation phase is onboarding. For each venue, an Onboard Specialist creates an onboarding project in Task Ray with key milestones and deliverables prior to the installation, followed by a configuration kick-off call that informs client of next steps in customizing their FlashParking Solutions. The Onboard Specialist gathers and coordinates site-specific onboarding deliverables and identifies any development needs for the Development Team.

Pre-Install Training: We are proud to offer a tiered training that kicks-off with our Pre-install Trainer conducting a pre-install webinar. To help train the customer on how to use FlashParking solutions, the trainer lays out the Training Webinar agenda that includes reporting, validations, rate structures, monthly, and more. If additional help is needed, the trainer is available to do onsite Go Live training (if purchased) to address specific concerns. Towards the end of the Pre-Install Phase, a Commissioner is assigned to kick-off the Installation phase.
**Install Phase**

**Installation:** At the start of the Installation phase, your Project Manager will conduct an external kickoff call with internal and external stakeholders to discuss timeline and hardware installation requirements. Your Project Manager generates and maintains the installation schedule at both the portfolio and site-levels as well as oversees equipment testing. During the roll-out, your on-site Commissioner provides on-site service and support and oversees the testing plan.

**Testing Plan:** Our goal is to get your facility up and running as quickly, but as efficiently as possible. To accomplish this, we have structured different levels of testing and counter checks. This thorough and vigorous setup ensures that when your equipment is installed and turned on you are ready to start collecting revenue.

**Install/Go-live Training:** If purchased, your Go-Live Trainer, will provide onsite support during Go Live to assist with operational issues. Based on the complexity of a venue, the trainer remains onsite for a pre-defined period.

**Post-Install Phase**

**Post-Install Training:** FlashParking also provides commentary virtual training sessions. Property owners and site managers can book 1 hour, personalized session with our master trainers on their time by using our booking website. The training session can also be recorded so the information can be shared throughout management team. Our trainers can help with generating custom reports, managing validation accounts, implementing new software rules in your operation or onboarding a new team member. FlashParking committed to providing ongoing support to all our locations in effort to create the perfect customer parking experience.

Trainers are also available for additional in-person training (fee applicable).

**Support Team:** Once the project is live, FlashParking will deliver continuous 24/7 support to your location at no additional charge. This includes service calls to our support centers in Austin, TX and the Dominican Republic who can resolve software issues remotely. Follow up visits from our regional sales managers to share best practices for mix use properties with the local operations team.

Our proposal includes the complete installation, commissioning and go-live of new PARCS for the City's facilities.
## Scope of Work Compliance Matrix

### Technical Specifications

<table>
<thead>
<tr>
<th>RFP Text</th>
<th>Compliance Status</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The PARCS lane devices shall retain an active transaction file in the event that communication between the lane device and the host system is interrupted. If communication is interrupted and re-established, upon reestablishing communication, the information within the lane device shall be communicated to the host and the database at the host system will be updated for all transactions that have been processed.</td>
<td>Comply with Explanation</td>
<td>CC transactions are not stored if the device is offline in order to protect against fraud. Cellular backup is offered to maintain a 99.99% uptime so that offline storage is not necessary.</td>
</tr>
<tr>
<td>o Barrier Gates may be on-line to the hosted network and shall be capable of responding to remote &quot;Raise&quot;, &quot;Lower&quot;, &quot;Open Lane&quot; and &quot;Close Lane&quot; commands through a network device from a hosted network. A real-time status condition is required for all barrier gates.</td>
<td>Comply with Explanation</td>
<td>In order to get real time status of gate Gate Monitoring is required.</td>
</tr>
<tr>
<td>o Barrier Gates shall transmit status messages to the hosted network to indicate &quot;UP&quot; and &quot;DOWN&quot; status and gate malfunction or alarm condition.</td>
<td>Comply with Explanation</td>
<td>In order to get real time status of gate Gate Monitoring is required.</td>
</tr>
<tr>
<td>o If a Barrier Gate remains in the up position when there are no vehicles detected on the lane loops, the gate shall send an alarm signal to the hosted network.</td>
<td>Comply with Explanation</td>
<td>In order to get real time status of gate Gate Monitoring is required.</td>
</tr>
<tr>
<td>o If a Barrier Gate remains in the up position for more than sixty (60) seconds without completing a vehicle entry sequence, the gate shall send an alarm signal to the hosted network.</td>
<td>Comply with Explanation</td>
<td>In order to get real time status of gate Gate Monitoring is required.</td>
</tr>
<tr>
<td>o The Entry Control Station shall contain the following additional operating features:</td>
<td>Partly Compliant</td>
<td>No illuminated ticket slot.</td>
</tr>
<tr>
<td>a. Utilize visual instructions for parkers to understand the sequence to obtain a ticket.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Intuitive parker interface with a monitor/screen containing pictographs as necessary to assist the parker through the entry process.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. All static text shall be in English language with universal icons and graphics.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Integrated and on-line within the PARCS network utilizing TCP/IP networking.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. QR/barcode Reader for system validation, coupons, vouchers, ParkMobile APP, and for any future QR/barcode applications.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. EMV/ P2PE Credit Card readers with display integration for process functions. EMV reader to also provide for NFC payment options.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Illuminated ticket slot.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Back-Out Ticket:**

- If the vehicle backs out of the lane after a ticket has been issued, but the ticket remains in the transport opening of the Entry Control Station, the ticket transport shall immediately retract that ticket, void the ticket by encoding the QR/barcode, and print.
- "Retracted" or "B/O" on the face of the ticket.
- The Entry Control Station shall then transport the ticket to a bin located within the locked cabinet for storage of Retracted or Service tickets.
- A message shall be immediately transmitted to the hosted network, identifying the ticket number as a "Retracted Ticket." The message shall include the device ID number, date/time of the event, and transactional sequence number.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>We cannot retract a ticket. Ticket is a voided ticket in the portal</td>
<td></td>
</tr>
</tbody>
</table>

- The Exit Control Station shall include a programmable/recordable voice annunciation capable of automatically delivering audible message prompts at each step in the transaction process or in response to likely deviations.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>We can activate an audio file at the start of a transaction, not throughout. There is no plan to add this to the roadmap</td>
<td></td>
</tr>
</tbody>
</table>

- All payments made to a cardholders account are posted in real time and will make that card or cards available for entry or exit immediately.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requires Parkit, or other AR</td>
<td></td>
</tr>
</tbody>
</table>

- Proponent shall provide a turn-key IP intercom system that consists of a minimum of FOUR (4) host desk top intercom stations and an integrated microphone and speaker at each designated garage.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd party intercom</td>
<td></td>
</tr>
</tbody>
</table>

- It shall be possible that if one intercom is open, and a second call comes in, the Parking Manager shall be able to place the first call on hold and answer the second call.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd party intercom</td>
<td></td>
</tr>
</tbody>
</table>

- An electronic Journal shall provide hard-copy documentation of each transaction as it occurs.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requires Parkit, or other AR</td>
<td></td>
</tr>
</tbody>
</table>

- The fee structure shall be initially set up by the Proponent according to City requirements. The fee structure shall be locally programmable to facilitate change.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-programmed rates can be changed at any time from the app or portal.</td>
<td></td>
</tr>
</tbody>
</table>

- The Central Cashier Station shall automatically receive and store information from the hosted network and control commands issued from the hosted network, including periodic time synchronizations, Stolen Ticket / Back-Out Ticket lists and any other exception transaction lists processed.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>We do not report back on voided tickets, they are not allowed to be processed for exit</td>
<td></td>
</tr>
</tbody>
</table>

- Any shift can be suspended (with security access), without being fully closed, to allow another cashier to operate the Central Cashier Station under a separate shift.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>We do not support suspended shifts. It will accumulate multiple shift logon shift report.</td>
<td></td>
</tr>
</tbody>
</table>

- Up to six (6) incomplete shifts may be stored as suspended shifts on a Central Cashier Station, including any shift that may be open.
<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Suspended shifts are resumed by, pressing the Start Shift key, followed by insertion of the corresponding cashier ID and entry of the proper password for that ID as prompted by the Central Cashier Station display. Resumed shifts would then be closed normally. All suspended shifts are automatically closed at virtual midnight by the hosted network in order to close daily business records.</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>o Supervisor with proper authorizing password, shall be capable of closing any suspended shift but shall not be capable of resuming and operating a suspended shift.</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>o Exception Transactions</td>
<td>Partially Compliant</td>
</tr>
<tr>
<td>a. The Cashier Station shall be capable of processing the following exception transactions:</td>
<td>We do not support processing these types of transactions</td>
</tr>
<tr>
<td>a. Ability to issue refunds in cash, back on credit cards, or proximity cards.</td>
<td></td>
</tr>
<tr>
<td>b. Lost Ticket - Processed using substituted blank exception ticket stock.</td>
<td></td>
</tr>
<tr>
<td>c. Insufficient Funds - using original ticket or in combination with other transaction categories, including Lost Ticket.</td>
<td></td>
</tr>
<tr>
<td>d. Damaged Ticket - using substituted blank ticket.</td>
<td></td>
</tr>
<tr>
<td>e. Unreadable Ticket (encoding cannot be read properly) - using original customer ticket.</td>
<td></td>
</tr>
<tr>
<td>f. Blank Ticket (no encoding on ticket) - using original blank ticket.</td>
<td></td>
</tr>
<tr>
<td>g. Voided Tickets.</td>
<td></td>
</tr>
<tr>
<td>h. Illegal Tickets (Stolen, Back-Out or Foreign Tickets):</td>
<td></td>
</tr>
<tr>
<td>§ Foreign Tickets (Foreign or Swapped)</td>
<td></td>
</tr>
<tr>
<td>§ Stolen and Back-Out Tickets</td>
<td></td>
</tr>
<tr>
<td>§ Non-Revenue Badges</td>
<td></td>
</tr>
<tr>
<td>o The Cashier Station shall be capable of limiting the amount of a credit card transaction that can be processed when the cashier is unable to obtain an approval number due to a communication problem with the hosted network or credit card clearinghouse.</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>o The system shall be programmed to accept credit cards when a communication failure prevents real-time authorization of credit card charges.</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>CC transactions are not stored if the device is offline in order to protect against fraud. Cellular backup is offered to maintain a 99.99% uptime so that offline storage is not necessary.</td>
<td></td>
</tr>
<tr>
<td>CC transactions are not stored if the device is offline in order to protect against fraud. Cellular backup is offered to maintain a 99.99% uptime so that offline storage is not necessary.</td>
<td></td>
</tr>
<tr>
<td>Ongoing Condition</td>
<td>Compliance Requirement</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>When such option is engaged, all credit card transactions that pass the basic</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>validity check on the credit card number, shall be accepted by the revenue</td>
<td></td>
</tr>
<tr>
<td>control system as authorized transactions and allowed to process to completion.</td>
<td></td>
</tr>
<tr>
<td>System shall have the additional option of limiting the number of charges that</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>can be accepted under these conditions.</td>
<td></td>
</tr>
<tr>
<td>Any charges which exceed the designated limit will be rejected and the Central</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>Cashier Station shall display an &quot;OVER LIMIT&quot; message. The transaction shall be</td>
<td></td>
</tr>
<tr>
<td>completed as a normal transaction paid by another mode of payment.</td>
<td></td>
</tr>
<tr>
<td>Any credit card transactions not acknowledged or rejected by the credit card</td>
<td>Do Not Comply</td>
</tr>
<tr>
<td>clearinghouse during normal operations or as the result of the restoration</td>
<td></td>
</tr>
<tr>
<td>process after a communication failure, shall be available on a pre- formatted</td>
<td></td>
</tr>
<tr>
<td>report of un-reconciled credit card charges for a period specified by the</td>
<td></td>
</tr>
<tr>
<td>Operator when generating the report. The default period for the report shall be</td>
<td></td>
</tr>
<tr>
<td>the full accounting day of a selected date.</td>
<td></td>
</tr>
<tr>
<td>RFP Section</td>
<td>RFP Text</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The City of Stockton-hosted solution shall provide for the following:</td>
<td>o Solution shall provide The City of Stockton the capability to install and integrate the solution with existing systems and data (ex. Parkmobile, City website, etc.), and manage end-users and data.</td>
</tr>
<tr>
<td>Hosted Solution and PARCS Software</td>
<td>o The hosted solution shall: $ Report filters and printing options shall be made available as multiple reporting and storage formats such as HTML, WORD, EXCEL, PDF, CSV or Text, XML or image.</td>
</tr>
<tr>
<td>Hosted Solution and PARCS Software</td>
<td>o Incomplete credit card transactions.</td>
</tr>
</tbody>
</table>
REQUESTED CHANGES TO CONTRACT & TERMS & CONDITIONS

9.3 Exhibit 2 – Sample Contract

FlashParking has reviewed the sample contract provided by the city. The contract language is similar to other agreements that we have executed with other municipal clients. While no major provision changes to the sample contract were identified, we did note the following minor contract items that we would like to discuss with the city: 1) payment schedule; 2) provision for agreement relating to Software-as-a-Service (SaaS); and 3) assignability.

FlashParking has successfully negotiated these items with dozens of municipal entities and are confident that we can work through these items and reach a mutually agreeable contract with the City of Stockton.

Exhibit 5 – Insurance Requirements for Construction Contracts

Our insurance coverage includes a $1M auto policy. In responding to state and local RFPs, we have found this coverage limit to be typical and acceptable for municipalities. We would like to clarify this requirement and determine if our current auto limit can be accepted based on the proposed implementation plan for the City of Stockton.

In the event that the coverage limit cannot be reduced, we propose utilizing our $5M umbrella coverage to supplement our $1M auto policy in addressing the city’s requirement.
DISCLAIMERS

FlashPARCS Equipment
- Equipment orders are subject to a 50% deposit payment at time of signing to ensure timely delivery of project. FlashParking reserves the right to charge a cancellation fee of 20% of the total of the contract to be paid immediately at time of cancellation.
- The remaining 50% will be invoiced upon successful installation and commissioning of the FlashPARCS equipment, or within two months of equipment receipt by Customer if Customer delays the installation, whichever comes first.

Delivery Lead Time
- Smart Stations and Magnetic Barrier Gates delivered and installed on average within 3-4 weeks for standard installations of 10 units or less - from time of contract signature (contingent upon credit approval and good standing of existing accounts receivable).

Excludes orders with LED Barriers, Custom Wrapping for Smart Stations, LPR Cameras, AVI Readers or any other third-party equipment as these may have longer lead times from manufacturer.

Cash Machine
- Cash Machine can be delivered and installed on average within 6-8 weeks for standard installations of ten (10) units or less - from time of contract signature, and after 50% deposit payment is received.
- Bill acceptor manufacturer provides a limited warranty on its equipment that covers all mechanical and electrical components, but excludes parts subject to wear and tear, for a period of two years for parts and RTF (return to factory or authorized service center) labor warranty.

Standard Installation
- Internet connectivity and electricity is required and is to be provided by venue or parking operator.
- Installation quote is based on the information provided by client. All other requirements not provided by the client before installation are subject to review, and additional fees may be assessed to cover the work.
- Assumes a concrete surface on each lane, that the concrete is in good enough condition to install the saw cut loop, it has no major cracks and is not post tension construction. If the location is post tension construction then please inform install team during the kickoff process to send a concrete contractor to perform a surface penetration scan to ensure it is safe to make the cut for the loop, additional fees will apply.
- All work installation services to be performed during normal business hours, Monday through Friday, excluding holidays, by non-union labor.
- Reusing or running one ethernet cable from the network demarcation point to the FlashPARCS Smart Station Kiosk using existing pathway or conduit **
- Mounting FlashPARCS network kit with back-up LTE in each lot or garage (will be pre-configured prior to shipping)
- Removing old entry (ticket/spitter) or exit (exit verifier) machine
- Removing old gate (when applicable)
- Cutting, installing & calibrating new arming and safety loops
- Connecting both loops to the gate
- Bolting down the Smart Station kiosk (they immediately get their configuration from the cloud infrastructure upon powering-up)
- Bolting down gate
- Running 3 pairs of cables from the Smart Station Kiosk to gate for (a) gate vend, (b) arming loop detection, and (c) closing loop detection
- Clean up: placing old machine and gate in a designated area within the facility (Old Equipment disposal not included)
- Testing all components: getting a ticket, and every entry or exit method including real credit card payment transaction, microphone & speakers (placing a support call), barcode scanner, proximity card reader, Bluetooth access, vending gate and loop detection
- Extending or re-routing existing electrical power lines to new SmartStation Kiosk and gate **
** Not to exceed 15 feet
*** Old Equipment disposal not included in price

EXCLUSIONS:
- All utility company charges, deposits and fees if any; Repairs for unforeseen underground utilities that may become damaged during installation of underground conduits; Performance and Payment Bonds. All other requirements if any are extra and are subject to review; (All Permit and Inspections are a Pass Through - plus Service Fees if applicable).

LPR Cameras
LPR (License Plate Recognition) Cameras can be delivered and installed on average within 8-10 weeks for standard installations of ten (10) units or less - from time of contract signature, and after 50% deposit payment is received.

Gates
- Gates manufacturer provides a limited warranty on its barriers that covers all mechanical and electrical components, but excludes parts subject to wear and tear, for a period of two (2) years from the date of first use provided that the operating instructions have been complied with, no unauthorized servicing of machine components has taken place, and that no mechanical damage to the machines is evident.

FlashValet

FlashValet charges $ per each mobile payment. Or $mo for unlimited mobile payments (when applicable).

Order for FlashValet equipment, tickets, decals and texting number will be completed during kick-off call. These items will not be automatically ordered (when applicable). FlashValet equipment model and pricing is subject to change based on inventory availability.

For the FlashValet solution the Agreement will commence on the Effective Date and will continue for a period of (1) one month (the “Term”). After the initial term unless otherwise specified in the schedule, the Agreement will be automatically renewed on an monthly basis unless one party notifies the other party in writing at least thirty (30) days prior to the end of the current Term of its desire not to renew.

BILLING BEGINS UPON LOCATION GO-LIVE DATE, AND NO LATER THAN 30 DAYS AFTER SIGNING OF AGREEMENT. UNLESS OTHERWISE SPECIFIED BY CLIENT.

* For EMV transactions Client requires to open an account with Windcave. FlashParking is not responsible for Merchant and Gateway fees associated with EMV transactions.

* FlashPARCS Mobile Payments ($0.35 per mobile payment transaction).

* Onsite support available upon request. Fees and response time varies by region.

* All prices are exclusive of taxes, shipping, installation, electrical, or civil work, and any other item not specified in this quote unless otherwise clearly stated in the proposal.

* Merchant services related to the processing of credit card transactions must be sourced and paid for directly by the owner/parking operator. In addition, the following policy related to credit card gateway services applies:
  - Magnetic stripe readers (non-EMV): FlashParking uses USAePay as the gateway for magnetic stripe reader applications. The FlashParking software subscription fee includes gateway related charges for the first 5,000 magnetic stripe card reader-based payment transactions, per location/per month. FlashParking will bill at a rate of $49 per location for each additional 5,000 credit card transactions for those months where the gateway transaction volume allowance is exceeded.
  - Chip readers(EMV): FlashParking uses Windcave as the gateway for chip reader applications. Windcave requires a separate gateway agreement with the owner/parking operator. Payment gateway transaction fees apply and are payable directly to Windcave.
    https://www.windcave.com/

*FlashPARCS Mobile Payments ($0.35 per mobile payment transaction).
*Onsite support available upon request. Fees and response time varies by region.
* All prices are exclusive of taxes, shipping, installation, electrical or civil work, and any other item non specified in this quote unless otherwise clearly stated in the proposal.
FLASH APPROACH TO SCOPE OF WORK

CLOUD-BORN VS. CLOUD-BASED

Using the strength and technology of the Microsoft Azure platform, FlashParking has built PARCS for the here and now to the continuing evolution of Mobility Hubs. FlashParking was born in the cloud, which means that we have the most experience in the industry working in Azure cloud environment. Unlike other PARCS manufacturers, we do not push data to an on-site server that is connected to the cloud, we are truly in the cloud. Our equipment connects directly to the cloud via an Ethernet line. This means validations, rate pushes, on-line management, payments and reporting are done in real time. Just as a point of reference, today’s cloud supports Salesforce’s Customer Relationship Management (CRM) and the world of Micros Opera Point of Sale Systems. Today’s cloud is Fast, Powerful and Reliable giving your PARCS system the ability to exceed expectations for speed and adaptable design.
FlashParking's cloud-based platform has made it possible to strategically architect solutions to deliver everything from perfect parking at the site-level all the way up to connected mobility hubs for Smart Cities.

<table>
<thead>
<tr>
<th>STRATEGIC SOLUTIONS</th>
<th>CORE DIFFERENTIATORS</th>
<th>RESULTS &amp; IMPACT</th>
</tr>
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<tbody>
<tr>
<td><strong>1. PERFECTING THE PARKING EXPERIENCE AT THE SITE LEVEL</strong></td>
<td>These 3 Differentiators Drive All Our Solutions...</td>
<td><code>4.2 BILLION</code> Transactions Processed</td>
</tr>
<tr>
<td>FlashParking's industry-leading, future-ready infrastructure has perfected the parking experience at the site level (garages, surface lots, valet stands).</td>
<td><strong>Future-ready Infrastructure</strong></td>
<td><code>100+ MILLION</code> Vehicles Parked</td>
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<td><code>5.1 MILLION</code> Parkers per Month on Average</td>
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<td><code>5+ BILLION</code> Processed Annually</td>
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<td></td>
<td><code>3,000+</code> Customer Locations</td>
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| **2. DELIVERING EXCELLENCE ACROSS YOUR ENTERPRISE PORTFOLIO** | **Unrivaled Cloud Intelligence & Security** | “We chose FlashParking and LAZ Parking to not only help us modernize our facilities and deliver best-in-class parking experience for our patients, visitors, and employees but also to help TMC better respond to the evolving mobility ecosystem.” |
| While competitors retrofit outdated solutions, FlashParking’s “cloud-first” approach is delivering cost-efficiencies, easy upkeep, redundancies, and scalability for enterprise operations, from portfolio-wide down to the site-level. | | --Shawn W. Cloonan, COO, TMC |
| | | `44 days` 200-lane PARCS installation at Texas Medical Center—the world’s largest medical complex—in just 44 days! |
| | | `30,000` Parking Spaces |
| | | `39` Garages & Surface Lots |
| | | `10 million` People Served Annually |
| | | `61%` Drop in Support Calls |

| **3. CONNECTING MOBILITY HUBS FOR SMART CITIES** | **World-Class Customer Experience** | “As a business who has the ability to influence urban mobility significantly, it was imperative for us to work with a technology partner that could help us innovate to solve the growing congestion issues facing urban populations. Partnering with FlashParking will allow cities, like our hometown of Philadelphia, to benefit from the real-time data and business intelligence that can help win the war on congestion.” |
| As our operating partners manage, broker, and monetize the evolution of traditional parking assets (garages and lots), our technology layer is the only solution that can enable new transactions via a secure, real-time engine, with frictionless movement of all vehicle types. At scale, with the right demand-side data via consumer app integrations, FlashParking’s connected MobilityHub represents a practical solution to urban congestion, facilitating an efficient mobility ecosystem. | | -- Robert Zuritsky |
| | | CEO of Parkway Corporation |
1. PERFECTING PARKING AT THE SITE LEVEL

FlashParking’s industry-leading parking technology platform has perfected the parking experience at the site level for garages, surface lots, and/or valet stands. Our three competitive differentiators—future-ready infrastructure, unrivaled intelligence and security, and world-class customer experiences—deliver unique features and benefits that position FlashParking as the best platform for your needs today and into the future.

<table>
<thead>
<tr>
<th>FEATURES</th>
<th>BENEFITS</th>
<th>VALUES (CORE DIFFERENTIATORS)</th>
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</thead>
</table>
| Plug-and-play, USB-Based System (PARCS) | □ Upgrade components individually as new technology emerges & gain new capabilities without replacing the entire machine  
□ Easy to perform DIY maintenance and replace components as needed & minimal downtime and no maintenance technician required |                                                                                                                                              |
| Built for the cloud platform            | □ Ability to scale operations up or down as needs change  
□ No on-site software programming required – kiosks are ready to use upon arrival  
□ Can mirror programming on any new kiosk  
□ Can adjust software configuration across system of kiosks  
□ Remote software updates performed automatically for zero downtime | FUTURE-READY INFRASTRUCTURE  
A forward-looking philosophy that reduces the long-term costs of updating with new technologies, upgrading as needs change, and driving innovation and industry leadership. |
| Direct business model                    | □ Unmatched installation times  
□ Direct sales  
□ Customization capabilities  
□ Collapsed supply chain allows for customer feedback to influence product development |                                                                                                                                              |
| Data analytics                           | □ Price dynamically based on supply and demand  
□ Data-based decision making and strategy  
□ Drive revenues  
□ Maximizes asset value |                                                                                                                                              |
| Cloud-based software                     | □ Anytime, anywhere access  
□ Unified platform across portfolio  
□ System-wide visibility |                                                                                                                                              |
| PCI DSS Level 1 Service Provider         | □ Ability to process over 300,000 credit card transactions each year safely and securely  
□ Reduced risk of a credit card data breach  
□ FlashParking assumes 99% of the responsibility in maintaining compliance | UNRIVALED CLOUD INTELLIGENCE & SECURITY  
Powerful business intelligence offers deep, broad ecosystem visibility that powers operational efficiency. |
<table>
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<th>FEATURES</th>
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<tbody>
<tr>
<td>Open API software</td>
<td>- Ability to interface with consumer-facing apps</td>
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<td></td>
<td>- Integrations with third-party products platforms, and services</td>
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<tr>
<td>PARCS and valet on one platform</td>
<td>- Seamless user experience</td>
<td></td>
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<tr>
<td></td>
<td>- Maximized space utilization</td>
<td></td>
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<tr>
<td></td>
<td>- Increased visibility reduces revenue leakage</td>
<td></td>
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<tr>
<td>Software development kit</td>
<td>- Empowers partners to connect FlashParking programs to existing or new apps</td>
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<tr>
<td>Cutting-edge user-facing technology</td>
<td>- Deliver innovative features today that will become expectations tomorrow (i.e. mobile payments, Bluetooth access)</td>
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<td></td>
<td>- Intuitive user interface for easy-of-use</td>
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<td></td>
<td>- Constantly exceeding expectations</td>
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<tr>
<td></td>
<td>- Increased customer loyalty</td>
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**WORLD-CLASS CUSTOMER EXPERIENCE**
Deliver benefits of innovative technologies to delight users, drive loyalty, and stay ahead of competitors.
2. DELIVERING EXCELLENCE ACROSS AN ENTERPRISE PORTFOLIO

Threats of Enterprise Organizations

The current model of managing an entire asset portfolio of parking assets with multiple parking technology systems poses many threats to large enterprise organizations including:

1) Disparate, Non-cloud-based parking systems
2) No Real-time Visibility and Reporting
3) Exorbitant Compliance and Hardware Costs
4) Rigid, Antiquated Technology
5) A Rapidly Evolving Ecosystem.

All these threats dissipate when you unify your enterprise portfolio under a unified parking technology system.

The Industry’s Only Cloud-based Platform Delivers Enterprise Excellence

However, enterprise portfolios cannot operate on legacy infrastructure. On-premise servers, time-consuming maintenance, and unreliable hardware leaves parking assets isolated and costly. While competitors retrofit outdated solutions, FlashParking’s “cloud-first” platform is delivering cost-efficiencies, easy upkeep, redundancies, and unlimited scalability for large enterprises and smart cities. Our competitive differentiators allow us to deliver enterprise excellence via our:

Future-ready Infrastructure

- Extensible hardware
- Self-service USB-based components
- No special technician preventative maintenance requirements
- Networked mobility hubs – built for the cloud. Not hosted in the cloud.
- Standard open API framework allows for ease of integrations

Unrivaled Cloud Intelligence & Security

- Managed PCI compliance – The parking provider outsources 98% of the PCI duties to the Level 1 Service provider.
- Unified software package (surface/garage/valet on one platform)
- Business Intelligence with a 360-degree view of entire enterprise portfolios from single to multi-site view
- Yield management engine
- Mobile-first allows customers to manage entire operations from the palm of their hands

World-Class Customer Experiences

- Frictionless access via proprietary, patent-pending Bluetooth beacon technology
- An iOS and Android Software Development Kit allowing operations to embed frictionless access in consumer facing applications
3. CONNECTING MOBILITY HUBS FOR SMART CITIES

The Mobility Challenge

It is the threat presented by increasing urbanization, increasing vehicle miles traveled, and congestion within deteriorating infrastructures causing emissions and clutter to rise, productivity to drop, and public health concerns and costs to society as result. It is a challenge facing individuals, communities, and businesses like you.

The Solution

As the mobility ecosystem evolves to accommodate new market entrants like Transportation Network Companies (TNCs), eScooters, eBikes, UAV (drone) deliveries, electric vehicles, and self-driving cars, traditional parking assets will need to preemptively act to maintain their relevance. By networking traditional parking assets into the mobility ecosystem to serve a broader set of needs, operators and asset owners will be able to stake a sustainable position within the mobility ecosystem and establish mutually-beneficial business relationships—all while supporting societal welfare.

Turning Isolated Parking Assets into Connected Mobility Hubs

FlashParking’s platform delivers the mobility infrastructure our cities need to turn parking garages turn into connected mobility hubs that can support all these flashy mobility technologies. With the mobility infrastructure in place, asset owners and operators can manage these connected mobility hubs, actually offer scooters and autonomous vehicles a place to live, and ultimately have that real impact on congestion and emissions.
PROPOSED SOLUTION: FLASHPARCS

Overview

FlashParking offers the most advanced cloud-based PARCS solution for any venue type and size. From overnight hotel parking and monthly parking in office buildings to complex mixed-use developments that offer robust validations and event parking, FlashPARCS allows you to manage and maximize your operation from a desktop, tablet, or mobile phone.

With FlashPARCS you can expect:

- A single platform that offers 360-degree, holistic view of operations across an entire asset portfolio down to the individual site-level.
- Real-time, cloud-based intelligence to help deliver a superior, mobile-first customer experience.
- A robust electronic validation system that offers six different methods of validating.
- The ability to change rates and other key operational tasks from your mobile phone in real-time.
- Over 160 standard reports are available in the administrative portal with on-demand and scheduled reporting capabilities; our open API architecture can push data directly to Business Intelligence dashboards for ease-of-use and powerful analytics.
- Open API framework that offers seamless integrations with a variety of third-party applications, including: Hotel PMS systems, eParking Reservation systems, and more.
- Streamlined implementation and installation process managed by our own Installation team from end to end.
- Entry/Exit Smart Station is highly customizable. Whether it will be used to manage transients or monthlies, the software package is configured before shipment.
- All peripherals on the Smart Station are part of a plug-and-play (USB-based) system and can be swapped out in the existing machine as new technology emerges.
- A FlashCare Maintenance Kit contains replacements for major components so operators can quickly replace parts in a matter of minutes with minimal downtime.

Highly Configurable to Meet Your Needs

Managing access and revenue can be a complex endeavor when you’re handling multiple parker types and configuration needs. That is why we have an extensive list of additional features and functionalities available as configurable add-ons to ensure your PARCS solution meets your requirements and provides the services that matter to your parkers.

Display:

- **Multi-lingual module:** Smart Stations can be configured with multiple language options.
- **Display current rate on entry kiosk:** Display parking rates on entry kiosk
- **Digital rate display via monitor:** Display parking rates on digital display
- **Digital operations queue monitor:** Display equipment notification

Access & Revenue:

- **Access and Revenue Control:** Software allows for complex calculated rates, late fees, lost tickets, eValidations, and eParking Access.
- **Ticketless access via credit card and mobile number:** Instead of a paper ticket, transients can use a credit card or mobile number as their ticket.
- **Interactive Voice Recognition (IVR) System for Monthly Parkers:** Registered parkers can gain entry and exit in a parking facility by calling from their registered mobile phone, reducing call for help volumes.
- **Third-party access control module (AVI, LPR and others):** FlashParking offers integrations with a wide range of products; this module enables ongoing support for API integrations.
FlashParking mobile app module (BLE): Our mobile app provides access control for monthly parkers via Bluetooth access.

Payment:
- **Credit card (with EMV chip payment option):** EMV chips or Magstripes can be accepted by a secure credit card reader.
- **Cash acceptance module (BNR and Exact Change Only):** This module offers the ability for our Smart Stations to accept cash bills; there are two cash acceptance options: Bill Note Recycler machine or an Exact Change Only machine.
- **Handheld Mobile Cashier:** An ideal feature for events, payments processed by a mobile device will allow guests to pre-pay upon entry or post-pay at the exit.
- **Validations:** Secure access for customers, clients, and merchants to validate electronic or printed validations from any browser, or via Mobile App or via Text — for unlimited users and departments.
- **Pay-on-Foot/Vehicle Retrieval Kiosk:** Provide your guests with the ability to pay in advance as well as request their car from a standalone unit.

Management:
- **Online monthly parker module:** This module allows for auto online enrollment, auto-billing/invoicing, and credit card payment.
- **Validations (printed or electronic):** Secure access for customers, clients, and merchants to validate electronic or printed validations from any browser, or via mobile app or via text — for unlimited users and departments.
- **Analytics and business intelligence solutions:** Access smart, intuitive data analytics and reports to stay on top of your operations 24/7
- **Advance portal for customer service module:** This module includes advance functionality for remote management of parking facilities.
- **On-demand based pricing module:** This module allows for an operator of asset owner to optimize garage rates based upon garage occupancy.

Other Features:
- **Contract/Monthly parker management (via AVI, Prox, LPR, etc.):** Monthly parking can be simplified with technologies like Prox cards, Automatic Vehicle Identification (AVI), and License Plate Recognition (LPR) that reduce interaction with kiosks.
- **Third-party call center solution including Parker Video Intercom two-way video support:** FlashParking’s Smart Stations support call center options including Command, Umojo, and Parker Video Intercom two-way Intercoms for premium customer service offerings.
- **eParking Online Reservation modules:** FlashParking is integrated with all major eParking online reservation systems, allowing you to connect with the eParking vendor of your choice.
- **PARCS to valet:** Increase revenue and garage occupancy with the by seamlessly converting your transient parkers into valet parkers.
- **Access zones and access restrictions:** Restricted areas can be created with additional points of access, easily controlled by prox cards or guards, beyond the initial gate entry.
- **Reversible lanes:** Since our Smart Stations can be configured for entry or exit, lanes can be set-up to perform an entry or exit role at different times.
- **Enforcement Integration:** FlashParking through our open API sends data to Enforcement, after a parker has made an entry input on the Multi-Meter FlashParking kiosk configured as Pay by Plate or Pay by Space. Once
transaction is complete info is sent to Enforcement in real-time through API. Enforcement app will take over enforcement duties at this point.

SOFTWARE PLATFORM

With FlashParking's highly configurable cloud-based platform, built using Microsoft Azure Cloud Services, clients can capitalize on a dynamic, "future-proof" system, that will expand and support new capabilities as technology and customer demand evolves. We’ve essentially taken the cloud computing success seen in other industries and applied it to the parking industry to enable a more effective way of operating parking operations, improving the bottom line and delivering world class customer experiences.

HARDWARE

Overview

Our design brief for building hardware products to run the FlashParking platform was to create next generation PARCS equipment that would eliminate and minimize issues that legacy PARCS systems suffer from. All our Smart Station form factors combine all the essential elements needed to manage parking access and revenue control into a streamlined kiosk. The system is designed with the guiding principle of “fewer moving parts = less chance for a breakdown.” Replacing or upgrading individual components can be done in a matter of minutes in a USB-based, plug-and-play hardware system.

With our equipment manufactured and assembled in our production facility in the U.S. and a direct sales and installation model, we control the end-to-end process; thus, creating efficiencies, in sales, onboarding, installation, deployment, and training. Additionally, for enterprise and Smart City operations, FlashParking’s infrastructure is deployed rapidly, maintained easily, and delivers incredible value and cost efficiencies over time with future-ready architecture.

Products

Smart Stations: The Smart Station is a Bluetooth-enabled, cloud-based kiosk with flexible software configurations, seamless integrations, and easy DIY maintenance guarantees maximum uptime. Bringing all the essential elements needed to manage parking access and revenue control into a single elegant unit, our physical kiosk is identical for entry or exit, pay-on-foot, or multi-space kiosk. The software platform is simply configured prior to shipping making the installation process efficient.

- **Entry/Exit Smart Station:** The Entry/Exit kiosk is highly customizable to meet the unique demands of your facility. Whether it will be used to manage transient and/or monthlies, the software package is simply configured for each machine’s role in the venue. The Entry/Exit come standard with credit card reader, barcode scanner, ticket spitter, RFID reader, LCD display and IoT controller, and a Bluetooth technology reader. *(Entry/Exit Smart Station product sheet)*

- **Pay-on-Foot Smart Station:** The Pay-on-Foot Smart Station can be configured for PARCS, valet, or both. The POF Smart Station can be set up anywhere often in a garage or lobby as an additional payment station. For valet
operations, the Valet POF/Vehicle Retrieval Smart Station allows for guests to request their vehicle and pay. *(Pay-on-Foot Smart Station product sheet)*

- **Multi-Space Smart Station:** The Multi-Space Smart Station can be configured as either a Pay-&-Display, Pay-by-Plate, or Pay-by-Space kiosk. The flexible configuration ensures the best set up based on venue dynamics and customer experience demands. *(Multi-Space Smart Station product sheet)*

**Mini Smart Station:** A streamlined version of our full-sized, cloud-based Smart Station is available in the following configurations for eParking Reservations, Monthly Parkers, and PARCS kiosk. Monthly parker access via Bluetooth beacon technology, RFID/Prox card reader and features a scanner that reads QR and barcodes.

- **Level 1 – Monthly Mini Smart Station:** We know how important monthly and contract parkers are to your business; monthly are often the steady lifeblood of your operations. Your parking solution should be able to meet their demands. With that understanding, we developed our Monthly Parking Mini-Smart Station to harness the power of our cloud-based parking platform, provide state-of-the-art Bluetooth access with FlashBeacon, and read over 65 types of RFID/prox cards. The Monthly Parking Mini-Smart Station can stand on its own or can work with legacy PARCS equipment. *(Monthly Mini Smart Station product sheet)*

**Wall Mount Smart Station:** The Wall Mount Smart Station brings together all the functionality enjoyed in our full-sized Smart Station, but in a compact unit. This fully functional unit is perfect for tight spaces: it can be bolted onto a garage wall or mounted on a pedestal; It is also ideal for a venue looking for a pedestrian access kiosk. The Wall Mount Smart Station is available in the following configurations: Entry/Exit, Pay-on-Foot, Multi-Space Meter, Pedestrian Access, and/or as a Self-Validation machine. *(Wall Mount Smart Station product sheet)*

**Cash Acceptance:** The cash machine was designed as an add-on component to our Smart Station. It’s built to provide all the cash-handling ability of a human cashier with increased security and cash management benefits. FlashParking’s Cash Machine comes in two variations: exact change bill acceptor or Bill Note Recycler (BNR), which includes up to a 4-denomination recycling capability. *(Cash Machine with Bill Note Recycler product sheet)*

**Gates:** FlashParking is a proud partner with Magnetic, whose Access Barriers are both highly reliable and boast the fastest vend times. Magnetic’s Access Pro series barriers are optimized solutions for access control at car parks, residential buildings, company grounds, port facilities and other secured areas with lane widths up to 20 ft. At the heart of the Access series is the innovative MHTM drive that is distinguished by its energy efficiency, lack of maintenance and long service life; the Access series is designed for 10 million opening and closing cycles. *(Magnetic Gate product sheet)*

**Frictionless Access:** Frictionless access, a.k.a. automatic vehicle identification (AVI), is no longer a luxury—it is quickly becoming the standard for monthly parkers. Parkers want to be able to come and go without having to roll down their car window, which is why FlashParking offers full integrations with Tagmaster, TransCore, HTS’s License Plate Recognition (LPR) system, as well as our own proprietary Bluetooth access option. Depending upon your venue and operational needs we have a frictionless access option that will take your monthly parking to the next level.

**FlashBeacon: Bluetooth Beacon Technology:** All FlashParking Smart and Mini-Smart Stations come standard with FlashBeacon, our proprietary frictionless Bluetooth beacon technology. This technology is different the traditional Bluetooth technology available to speakers and mobile ready devices. The FlashParking Bluetooth beacon transmits a directional signal 8 FT in the direction of a single lane. The technology is designed to target the mobile device of the guest seated in the driver’s seat. The beacon works like an AVI scanner in the sense that it pulses a signal in the entrance or exit lane of the garage. It is constantly searching for the credentials of a tenant to be able to grant access. This process works like a traditional AVI windshield tag, but instead uses a mobile device. The parker would just need to download the FlashParking app to be able gain access to the garage via Bluetooth. It’s that simple. *(FlashBeacon product sheet)*
**LPR:** FlashVision, which is an industry leading LPR solution that utilizes Artificial Intelligence to improve license plate reads. In fact, we guarantee a conversion rate, of 95%, which exceeds the industry standards.

**Digital Signage:** FlashParking offers an assortment of digital monitors that help keep your customers informed in real-time. From a simple garage occupancy sign to an outdoor, dynamic digital rate sign, to a vehicle retrieval sign that keeps valet customers informed wait time for their car—our monitors can be set-up for both indoor and outdoor venues. Need a garage occupancy sign outdoors? No problem, all our monitors can be installed for indoor and outdoor purposes. Also, our digital rates signs can be hung horizontally as well as vertically for best user interaction.

**AUDIT AND REVENUE CONTROLS**

FlashParking is a technology company. Our cloud-based solution gives you complete control over your system. You can change a rate in seconds, shut down transient parkers so that you maintain room for monthly parkers or monitor your activity via our hundred plus reports.

**Audit Controls & Tools**

Everything that happens in the FlashPARCS system, whether at the kiosk, cashier or valet is electronically tracked and reported on. Additionally, every user has their own log in with a unique password, so their activity is tracked and controlled. Here are just a few of the many audit controls we have in place:

- Cashier controls – everything that happens in the system is tracked.
- Electronic journals – Yes, the cash machine keeps an electronic journal.
- System security – Alarms and unique locks are part of the system security.
- Separate locks for cashboxes – Yes, there are separate locks for the cashboxes on the BNR.
- Unique logins – Each user will have a unique login and passcodes, which are managed by the Admin.
- Alarms for unauthorized access – Yes, alarms sound if there is unauthorized access.
- Car presence required for transaction – Yes, a car must be present for a transaction to take place.

**FlashPARCS Management App**

Manage operations via phone or browser anytime, anywhere, including rate changes, credit card payments, electronic validations, and much more. Our FlashPARCS Management App will allow to monitor and manage operations in real-time, so they can make the best operation and business decisions possible.
REPORTING

Overview

With FlashCloud’s reporting suite operators and asset owners can access detailed reports anytime, anywhere via the FlashCloud for minute-by-minute insights on key performance indicators that enable operational efficiency and smart business strategies.

Our comprehensive Admin Portal houses a reporting suite that offers insight into key metrics and calculations like occupancy per hour, tickets issued, rates, transaction details, payments, validations, kiosk summaries, and monthly parking activity. Reports are available in PDF and XXLS formats and can be called on demand anytime, from anywhere, or schedule to arrive in your inbox routinely.

FlashPARCS has over 150 on-line reports that are available to any user via Administration Rights. These reports can be accessed through any connected device. Several reports can be scheduled to be delivered to an email address every day. The reports cover everything that happens via the FlashPARCS equipment, including Counts, General Totals, Detailed Transaction Reports, Card Holder Reports, etc. Examples of reports are available upon request.

Total Visibility

With over 150 reports to choose from, you’ll be equipped with intelligence on every facet of your operation. FlashParking’s integrated platform allows for combination reports that can merge PARCS and valet data into one seamless summary. Data points can also be pushed to other individuals or programs via API for total visibility.

Popular Recommended Reports Include

- **Location Summary**
  Not just for hotels, this comprehensive report provides an executive-level summary of tickets processed per price per kiosk. It also provides a payment summary broken down by tender type and includes a sub-report that provides the number of vehicles processed per fee.

- **Location Transaction Detail**
  For a closer look at transactions, details including ticket number, arrival, departure, duration, and payment information can be found in this report. At the end of the report is the total amount transacted as well as an average duration and coupon summary.

- **Contact Center Detail**
  This report provides information on support calls made through any kiosk in the system.

- **FlashPARCS Vend Exceptions**
  For details on each time the “vend” function was used in the mobile app or when the gate was vended via a support call, this report will provide the source of the command, the kiosk on which it was performed, the time, and any notes associated with the action.

- **Location Issued Ticket Detail**
  Run this report for a detailed list of all transient tickets that were issued for a selected time period per kiosk.
- **Occupancy Per Hour (PARCS)**
  This report provides the number of vehicles that entered and exited per hour, along with a running total and identifies the peak hours.

- **Electronic Payments**
  The Electronic Payments report provides details for each credit card transaction and breaks down subtotals per credit card type.

- **eValidation by Date and Validator**
  All electronic and printed validations are provided in this report alongside the duration of stay, discount amount (for billing back), and amount paid. Subtotals for the validation usage per validator are also included.

- **Kiosk Summary**
  Similar to the Location Summary Hotel, this report details transactions but separates them out by individual kiosk.

**Intelligent Decision Making**

Using data to make strategic business decisions will boost efficiency and revenue. For instance: tracking the patterns of transient and monthly parkers allows you to maximize occupancy and revenue by filling underutilized spaces; recognizing the average duration of a stay can inform pricing decisions as well as offer valuable customer data to your tenants. *(FlashParking Reports Overview)*

**PCI COMPLIANCE**

We are committed to delivering PCI DSS compliant technology that takes the burden away from you. As a PCI-DSS Level 1 Service Provider (the highest level of PCI compliance and cyber security available), we deliver a processing system that can handle millions of transactions daily in a reliable and safe environment. Today, we process over 5 million transactions per month through our 5,000 plus locations.

Our cloud-based platform means that there are no on-site servers to maintain. Adopting a cloud-based approach to your operations allows you to shift the burden of upkeep, maintenance, and compliance of the system to us, leaving you to focus on your core competencies.

In fact, we handle 98% of the PCI duties by taking on the technical burden, so you can stay focused on running your operation, not on fixing and updating machines. The result is instant and on-going complete PCI compliance. The means you don’t need to worry about not being compliant, requiring patches, paying for costly monthly or yearly updates or having a server go down. *(FlashParking’s PCI Approach; In-depth Encryption and Data Flow document; Letter of Attestation)*
PRE-INSTALL TRAINING
We are proud to offer a tiered training that kicks-off with our Pre-install Trainer conducting a pre-install webinar. To help train the customer on how to use FLASH solutions, the trainer lays out the Training Webinar agenda that includes reporting, validations, rate structures, monthlies, and more. If additional help is needed, the trainer is available to do onsite Go Live training (if purchased) to address specific concerns. Towards the end of the Pre-Install Phase, a Commissioner is assigned to kick-off the Installation phase.

We would also offer specialized training for Airport staff on how to process payments during the transition between the old and new equipment, using one of the methods below:

- Pre-programmed flat rates, averaging lengths of time
- Pushing customized rates to the new system via our Advanced Customer Service Portal and Airport-designated staff who would respond to calls via the kiosk “call button”
- Utilizing staff to manually process payments in-lane with handheld self-validators (which could be rented temporarily) and the Advanced Customer Service Portal.

POST-INSTALL TRAINING
FLASH also provides commentary virtual training sessions. Property owners and site managers can book 1 hour, personalized session with our master trainers on their time by using our booking website. The training session can also be recorded so the information can be shared throughout management team. Our trainers can help with generating custom reports, managing validation accounts, implementing new software rules in your operation or onboarding a new team member. FLASH committed to providing ongoing support to all our locations in effort to create the perfect customer parking experience. We have provided a sample training schedule below, for your review. Trainers are also available for additional in-person training (fee applicable).

<table>
<thead>
<tr>
<th>Date</th>
<th>Attendees</th>
<th>Training Needs Discovery</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preinstallation, post software configuration call</td>
<td>Management Team + FLASH Trainer</td>
<td>• Review specific products and features to be utilized&lt;br&gt;• Identify method of payments during transition&lt;br&gt;• Identify each party to be trained (e.g., parking operator, tenants, validators)&lt;br&gt;• Outline transition plan for monthly parkers and outstanding validations</td>
<td>• Basic reports&lt;br&gt;• Validations</td>
</tr>
<tr>
<td>Preinstallation Online Training Session 1</td>
<td>Management Team + FLASH Trainer</td>
<td>• Configuration check&lt;br&gt;• Admin system overview&lt;br&gt;• Managing monthly accounts</td>
<td></td>
</tr>
<tr>
<td>Preinstallation Online Training Session 2</td>
<td>Tenants/Validators + FLASH Trainer</td>
<td>• New visitor entry/exit process&lt;br&gt;• Ticket entry&lt;br&gt;• Credit card entry&lt;br&gt;• Mobile number entry</td>
<td>• Validation process&lt;br&gt;• Electronic validations&lt;br&gt;• Printed validations</td>
</tr>
<tr>
<td>Preinstallation Online Training Session 3</td>
<td>Add’l City staff + FLASH Trainer</td>
<td>• Processing Payments during equipment transition&lt;br&gt;• System Overview</td>
<td>• Cashier process&lt;br&gt;• Managing monthly accounts</td>
</tr>
<tr>
<td>Onsite Training (scheduled towards completion of installation)</td>
<td>All parties</td>
<td>• Ensure management team has clear understanding of system functions&lt;br&gt;• Schedule sessions with validators to review the process&lt;br&gt;• Walk through equipment functions and troubleshooting&lt;br&gt;• Assist with real-time parker needs (e.g., troubleshooting prox cards)</td>
<td></td>
</tr>
<tr>
<td>Post-Installation Online Training</td>
<td>Management Team + FLASH Trainer</td>
<td>• Address any immediate questions or concerns&lt;br&gt;• Check location health (outstanding ticket count, voided tickets, passback violations, etc.)&lt;br&gt;• Review reports</td>
<td></td>
</tr>
</tbody>
</table>

3601 S. Capital of Texas Highway, Suite 250, Austin, TX 78704 | (888) 737-7465 | www.flashparking.com
ONGOING SUPPORT AND TECHNICAL ASSISTANCE

POWERFUL SOFTWARE

The true power of any FlashParking solution is in its software, which is why we take a minimalist approach to hardware. Most new functionality – whether it be optional upgrades or mandatory security updates – can be added with simple over-the-air software configurations.

PLUG-AND-PLAY

All necessary hardware in our kiosks is connected via a USB-based, plug-and-play system in which components can be individually screwed in and out to be upgraded or updated as needed, without replacing the entire kiosk. Spare parts can be found in the FlashCare Maintenance Kit and switched out within minutes.

CLOUD SOLUTION

We run completely in the cloud which means that there are no expensive and failure-prone onsite servers. Since our client’s data is housed on the Microsoft Azure cloud servers, FlashParking can troubleshoot issues remotely and fix any backend issues without requiring someone to intervene onsite.

WARRANTY/MAINTENANCE OPTIONS

FlashParking unique PARCS approach which benefits from powerful software, plug-and-play components, and cloud solution; results in minimal service issues for our client’s when compared to legacy equipment solutions. In fact, in the past three months only 1% of our support calls required an on-site technician, all of which were completed within a day. We were initially asked by the Texas Medical Center (TMC) where we have some 225 lanes of equipment to provide an embedded technician. After gaining operating experience with our PARCS, TMC has indicated that they may rethink their need for an embedded technician based on the performance of our equipment.

During the warranty period, your staff will have 24/7 access to FlashParking’s Support Line, where calls can be escalated to a Level 2 Engineer. We will train you technical staff on servicing the kiosks for preventative maintenance. As part of our contract, we will supply your team with an inventory of parts. Should any part fail; with the assistance of our Support Line staff, your staff will remove the failed part, and insert the replacement component. FlashParking would have an embedded, FlashParking employed technician in the Stockton area to provide the City with the level of service that is required in the RFP.

Additionally, our proposed installation partners, Ideal Construction and Security Integrators, would also provide additional support to our local technician as needed.
Section F
Requested Submittals
RFP: Proposed PARCS operating system and file specifications and all software documentation including the Data Dictionary for all database files used in the system that shall contain identification and plain English descriptions of all databases, tables, records, fields, field attributes (type, length, permissible values, etc.), and relationships among data.

FLASH has included the following:
- FLASHCloud Data Sheet
- FlashBeacon
- Validations Overview
- Monthlies BLE & Forgotten Badge Overview
- Open API Connections Overview
- Additional software specifications would required a signed Non-Disclosure Agreement.

RFP: Proponent shall submit examples of all equipment faceplate layouts, graphics, pictograms, etc., including all static and programmable electronic display signage viewed by the patron during the transaction for approval by The City of Stockton prior to installation.

FLASH has included the following:
- FlashPARCS Solution Sheet
- FlashMotion
- Pay-On-Foot Smart Station Data Sheet
- Wall Mount Smart Station Data Sheet
- Monthly Mini Smart Station Data Sheet
- SignalTech Signage
- IP Displays

RFP: Shop drawings for review and approval for all field equipment prior to the manufacture or procurement of the equipment. Shop drawings shall be to scale and include accurate interior and exterior equipment dimensions, Vendor and City specific graphics and instructional language, cut out locations for electrical and communications connection points, and manufacturer cut sheets of all Proponent-supplied and third-party components incorporated in the various devices (including manufacturer, model number, etc.).

FLASH has included the following:
- Drawings & Diagrams
- FlashPARCS Manuals
- Component Summary
- Zebra
- Magnetic Access Gates
- Communication Diagrams
- Additional specifications would required a signed Non-Disclosure Agreement.

RFP: Sample set of reports that are fundamental and readily available with the PARCS as part of the Proposal. Proponent shall submit summary drawings of system components, their layout and description of why such component I recommended for this project.

FLASH has included the following:
- Top 10 Most Requested Reports
- Sample descriptions of our 300+ reports
- Product Data
- Component Cut Sheets

✓ RFP: Proponent shall provide submittals on materials and equipment, installation Plan and Schedule that includes networking, communication, transition plans.

FLASH has included the following:
- Product Data
- Installation Plan & Schedule
- Transition Plans
FLASHCLOUD
FLASHPARKING’S CLOUD-BASED PLATFORM

SAFE. SECURE. SMARTER.
An innovative cloud-based platform powers FlashParking’s entire line of solutions with maximum efficiency and key benefits.
OVERVIEW

From manufacturing and healthcare to service and hospitality industries, companies across the industry spectrum are undertaking “digital transformation” initiatives. Digital transformation, the fundamental shift in organizations to adopt and prioritize technology that opens new opportunities, is a key driver in gaining a competitive edge and meeting customer demands, while controlling costs and risk.

Cloud computing has become one of the most important technological innovations driving digital transformation. It has allowed businesses to run operations and scale more quickly, efficiently, and in a cost-effective manner. The Cloud has become the go-to computing platform across most industries, including transportation and parking.

Simply put, cloud computing is the delivery of computing services—servers, storage, databases, networking, software, analytics, and more—over the Internet (“the cloud”). Companies offering these computing services typically charge for cloud computing services based on usage, like being billed for water or electricity at home—but FlashParking includes cloud-based processing as a standard part of any system.

While many parking vendors are playing catch up to retrofit old solutions and cobble together cloud-based offerings, FlashParking purpose-built solutions from the ground up with a “Cloud-first” approach. We’ve essentially taken the cloud computing success seen in other industries and applied it to the parking industry to enable a better way to run parking operations and improve the bottom line.

FlashParking’s cloud-based software platform, built using Microsoft Azure Cloud Services, allows clients to capitalize on a dynamic, “future-proof” system, that will expand and support new capabilities as technology and customer demand evolves.
BENEFITS

Cost Efficiency
Onsite physical servers and the infrastructure to support them account for a significant expense to organizations. With the cloud, many of those expenses disappear, as no onsite servers are required. Computing allows cloud organizations to simply buy “resources” on virtual servers, accessed via a secure internet connection. The cloud also eliminates the need for onsite IT support to maintain physical infrastructure.

Scalability
Since the cloud requires no physical infrastructure, scaling resources up or down based on need is quick and easy. Scaling with FlashParking simply requires a purchase or reduction in cloud space, rather than purchasing and provisioning new physical servers.

Easy Upkeep
Adopting a cloud-based approach to your operations allows you to shift the burden of system upkeep and maintenance to the vendor. You can focus on your core competencies while the technical experts (the vendor) maintains the system. System updates and upgrades are done remotely with virtually ZERO downtime, so there is no need to shut down lanes during routine system updates. This is done on your behalf, behind the scenes, without disruption to your operations.

Redundancy
Cloud computing makes data backup, disaster recovery, and business continuity easier and less expensive because data, services, and resources can be mirrored at multiple redundant sites on the cloud provider’s infrastructure. A 4G/LTE back-up cellular network service for connectivity, redundancy also comes standard with FlashParking solutions, so you never have to fear an internet outage. If your primary internet line goes down, an automatic switch-over to the back-up cellular network occurs without skipping a beat.

Worry-free Compliance
As the only Level 1 Service Provider in the industry, you—the parking provider—can confidently outsource 99% of the PCI duties to us. We take on the technical burden so you can stay focused on running your operation, not on fixing and updating machines. The result is instant and ongoing complete PCI compliance. It’s that simple.

Safe, Secure Transactions
We purposely built the FlashParking platform to ensure safe and secure transactions every time. As soon as a customer swipes their credit card, the information stored on the card is encrypted at the head of their credit card reader and sent directly to the payment gateway. We never store credit card information on our system and all the data (such as transaction records) is stored in the Microsoft Azure cloud, which powers 99% of Fortune 500 companies.

KEY FEATURES

- Platform built on Microsoft Azure Cloud Services
- 90% of the fortune 500 companies trust their business to Microsoft Azure Cloud
- 24/7 phone and online support
- A 4G/LTE back-up cellular network service for redundancy
- Software updates/upgrades performed remotely by FlashParking engineers
- Load balancer to ensure software updates and patches are applied with virtually ZERO downtime
- Instant and ongoing PCI compliance
- Demand-based pricing capabilities
- Mobile-friendly parking rate changes
- Mobile-based parking asset management
- 3rd-party integration capabilities via API-based architecture

HEADQUARTERS
FlashParking
3801 S. Capital of Texas Highway, Suite 250
Austin, TX 78704

SALES
sales@flashparking.com
800.213.3706

SUPPORT
support@flashparking.com
888.737.7465
FLASHBEACON
FRICIONLESS BLUETOOTH TECHNOLOGY

Our proprietary Bluetooth beacon technology offers a modern frictionless access option for users. Users with the FlashParking mobile app can access garages and lots with the press of a button on their phone—a capability that entirely eliminates the need to roll down a window.
OVERVIEW

Modern Convenience
FlashBeacon is a proprietary patent-pending product developed by FlashParking that utilizes Bluetooth beacon technology to create a truly frictionless garage or lot access experience for monthly and transient users alike. As the only parking technology company in the industry who has a commercially viable frictionless Bluetooth access solution, FlashParking considers FlashBeacon as a core product that delivers the level of convenience that modern parkers seek in all aspects of their lives.

How it Works
Our Bluetooth Beacon is different from the Bluetooth that connects your mobile device to a speaker system. The speaker and phone both put out a signal in the shape of a dome to find one another and connect. Our Bluetooth Beacon is embedded at the top of the parking equipment. It pulses a directional signal in the shape of a cone, 8 ft, in the direction of the parking lane. The beacon searches for the Bluetooth-enabled mobile device with the FlashParking app specifically angled at the driver’s seat. Within seconds, the communication between the beacon and app are confirmed to grant access to the parking facility. Rolling down the window will become obsolete in smart facilities that team up with FlashParking.

INNOVATIVE USE CASES

Transient and Monthly Parkers works with
- Smart Station
- Mini-Smart Station

eParking Reservation works with
- Smart Station
- Mini-Smart Station

SDK Kit
- Embed FlashParking in custom apps
FEATURES

Frictionless Monthly and Transient Parking
For monthly parkers, the straightforward Bluetooth access process simply involves opening the FlashParking app, pressing a button, and immediately being permitted access in seconds. Without the need to roll down a window, scan a prox card, or wait for gates to vend, the convenience of Bluetooth access saves valuable time and effort for the parkers who use your parking facilities each day. FlashParking will roll out a frictionless transient feature in the FlashParking app later this year.

Watch Frictionless Bluetooth Access in Action
https://vimeo.com/340763243

Frictionless eParking Reservations
FlashParking has partnered with SpotHero and Arrive to offer comprehensive eParking reservation and access services. Users of these consumer-facing apps can utilize Bluetooth Beacon technology when they reserve spaces at garages with FlashParking solutions. After making a parking reservation on their phone ahead of time, these parkers will arrive at the designated garage and be permitted access once their phone connects to the Smart Station at the entry point.

Software Development Kit
With our unique software development kit, any consumer-facing app—like SpotHero, Arrive, EVgo—or properties can also integrate FlashBeacon into their proprietary mobile app. Upon arriving at a FlashParking-equipped garage or lot after pre-reserving a space, users of a FlashBeacon-enabled program can gain access to a FlashParking-equipped garage through the respective mobile app. The frictionless nature of this transaction is a strong differentiator against traditional competitors and has the power to drive significant traffic to enabled garages and lots.
FlashParking Mobile App
Our intuitive mobile app, available for iOS and Android devices, allows parkers to gain access to garages quickly and conveniently. Connecting directly to mobile payment options and other critical settings, the FlashParking app is a readily available means of communicating and interacting with parkers.

Smart Station/Mini-Smart Station
Both the FlashParking Full & Mini Smart Stations come equipped with Bluetooth beacon technology, which means that customers can opt to take advantage of the technology at any time.
MONTHLY PARKERS USE FLASHBEACON AT

Texas Medical Center
Thousands of monthly parkers at Texas Medical Center (TMC) use FlashBeacon technology each day to gain access to garages and lots. Utilizing this technology not only makes their parking experience more convenient, but also contributes to reducing congestion on critical internal roads by reducing the time it takes to get in and out of garages.

The City of Las Vegas
Monthly parkers in downtown Las Vegas also utilize our innovative Bluetooth beacon technology to enter and exit city garages. Largely employees of the municipality, these users interact with our technology to simplify their commutes and streamline the parking process.
FlashParking’s Flexible and Easy-to-Use Validation Platform is the Smart Way to Validate

Our web-based validation system powered by the FlashParking platform provides operators and asset owners an intelligent way to validate parking from any connected device with three different validation types: electronic, printed, and text-based.

1. **Electronic Validations** are unique in that customers do not have to take any action for the validation to be processed; the validator simply accesses their FlashParking portal to perform the validation. The validator manually enters the customer’s ticket number, sets the validation price, and then confirms the validation. The new, validated rate will then be automatically applied to the customer’s ticket.

2. **Printed Validations** are a straightforward way for parking operators to serve visitors of the variety of different businesses it’s garage or lot serves. With no need for special paper, individual and bulk barcode validations can be printed out Avery labels. Parkers can apply the validation to the back of their ticket that can be scanned at an exit or pay-on-foot kiosk after the original ticket. The validated amount will immediately be deducted from the user’s balance.

3. **Validating by Text** is a convenient option for users as it eliminates the need for customers to keep track of printed validations and doesn’t require validators to log into the portal each time. Validators’ phone numbers first need to be added to the Admin Portal in order to gain validation capabilities. Pre-approved validators can send a customer’s ticket number to a specific phone number associated with the location. The validator will then receive confirmation that the customer ticket has been validated.

**Validators and Managing User Rights**
FlashParking’s validation system allows you to offer different validations for different validators. The operator uses a unique user name/password to access the revenue control system to create validations and manage user rights for each validator.

**Flexible to Meet Your Unique Venue Needs**
Our exceptionally flexible validation system can provide multiple scenarios for validations. It can calculate the remaining balance if the parker exceeds the validated time and request payment, therefore allowing you to capture additional revenue.
Hardware

Self-Validator Mini-Smart Station
Perfect for busy retail storefronts or office buildings, our Self Validating Mini-Smart Station enables parks to validate their parking without asking for assistance. To learn more, CLICK HERE.

Validation Wall Mount Station
Ideal for venues with tight spaces, the Wall Mount Smart Station configured a self-validator can be bolted to a wall or mounted to a pedestal. To learn more, CLICK HERE.

To learn more about the various capabilities of FlashParking’s software, please visit: https://www.flashparking.com/flashparks/
Simplified Access is Within Reach

Parkway is committed to delivering simplified, mobile-first parking access to all our valued monthly parkers.

With our new parking technology partner, FlashParking, rolling down your window to tap your RFID card will become a thing of the past. Forgot your badge? Never worry again with FlashParking's alternative access options. Here's what you can expect:

**Frictionless Bluetooth Access**

All monthly parkers will be issued an RFID badge; however, monthly parkers also have the option of downloading the FlashParking app for frictionless Bluetooth access.

To gain access to the garage without rolling down your window, all you have to do is tap the “Open Gate” button in the FlashParking app. This simple action sends a signal from your mobile device to the newly installed parking equipment, which tells the gate to open automatically. Follow these steps to activate your frictionless Bluetooth access:

**Set-up Steps**

**Step 1.** Download the FlashParking app from either the iTunes or Play storefronts

**Step 2.** Open the app and enter your credentials including name, vehicle type, and license plate

**Step 3.** Leave the FlashParking app running in the Background

**Bluetooth Access Steps**

**Step 1.** Pull up to the parking kiosk and open the FlashParking app to the home screen

**Step 2.** Tap the “Enter Garage” button (notice the “Open Gate” button and a back-up barcode)

**Step 3.** Tap the “Open Gate” button and the gate will open automatically
No problem. FlashParking offers multiple access options, including:

**Option 1: Designated Access Code**

Every monthly parker account is assigned a designated access code. In the event, you forget your credential, press "Other Access Options" on the parking kiosk screen, then press "I have an Access Code." Then simply enter your designated access code upon entry and exit to open the gate.

**Option 2: Interactive Voice Recognition (IVR)**

Forget both your badge and access PIN code? No, problem. Simply push the “Other Access Options” button followed by the “I have a Monthly Parking Account” button. Call the phone number and input an access code displayed on the kiosk screen. The parking system will recognize your cell phone number and grant you access to the garage. Repeat same steps upon exit.

**Option 3: Bluetooth + Back-up Barcode**

If you’re already utilizing FlashParking’s Bluetooth access option, you can pull up the FlashParking app and scan the back-up barcode (located on the “Enter Garage” screen to gain access upon entry and exit) on the kiosk’s barcode scanner.

If you have any questions on how to set-up and/or use the above-mentioned functionalities, don't hesitate to contact your office management.
FlashParking’s technology allows for multi-site APIs:

- Standard open API framework allows for ease of integrations
- Multi-lingual | Multi-currency | Multi-control for ease of international deployments
- Customized solutions unique to venue and/or parking operator
Your Total Revenue Access Control Solution

FlashPARCS is an enterprise level PARCS solution that provides real-time visibility over gated parking operations at class A office buildings, hotels, hospitals, airports and venues that have both valet and garage options.

FlashPARCS is also part of the FlashParking’s fully integrated parking ecosystem, which delivers a unified platform for all our solutions:

➤ **FlashValet** (valet and event parking)
➤ **FlashMobile** (mobile payments)

So no matter what your parking needs are, we have you covered!

---

### 1 Machine for ALL Your Needs
- Entry | Exit | Pay on Foot | Pay & Display
- Pay by Space | Pay by Plate

### Award-Winning Platform
Named “100 Most Brilliant Companies” by Inc. Magazine.

### Self-Serve Maintenance
All Components are part of a plug-and-play (USB-based) system.

### PCI-DSS Level 1 Service Provider
We are compliant, which means the majority of the burden for staying compliant lies with us.

### FlashPARCS Emergency Kit
Kit includes major replacement parts, minimizes downtime and reduces your maintenance cost.

### Seamless Integrations
Integrated with top hotel PMS, online parking reservation, legacy PARCS system, and more.

### Cash Acceptance
FlashPARCS offers two types of cash options:
- Cash Recycler and Exact Change Only.

### Real-time Business Intelligence
Access to over 100+ reports accessible via phone, tablet, or browser.

### Monthly Parker Module
The module offers an array of access options; guests can create and manage account online.

### All Across the U.S.
Our Smart Stations are up and running all across the U.S.
Why You’ll Love Us

- One platform for ALL Your Parking Needs – Valet, Gated, Monthly, Event, Mobile Payments, and More
- Runs on a Reliable, Award-winning Platform
- Real-time Visibility over Operations
- On-demand and Scheduled Reports
- Seamless integrations with Hotel PMS, Online Parking Reservations, Electronic Validations and More
- Fast Deployment
- On-Screen Advertising
- Changes Rates from Mobile Phone in Real-time

Why Your Guests Will Love Us

- Numerous Options to Gain Entry and Exit: AVI, LPR, Prox/RFID Cards, Bluetooth Technology, Credit Cards, Mobile Phone or Paper Ticket
- Intuitive and Easy-to-Use
- Convenient Payment Options – Credit Card, Mobile Payment, or Pay on Foot
- Integrated with Online Parking Reservation Systems
- Cash Acceptance Options
- Member – VIP Parker Program
- Electronic Online and Printed Validations

Real-time Access to Data from Anywhere, at Anytime

Core Benefits

- View operations in real-time via phone or browser
- Access to over a 100+ Business intelligence and analytic reports
- Automated and fully customizable reporting
- Visibility and control over revenue, including: accepting and tracking credit card payments, online parking reservations, and electronic validations
FLASHMOTION
Create a touchless entry experience with a motion-activated sensor for ticket dispensing

OVERVIEW
FlashMotion, an integrated motion sensor in the kiosk, is designed to eliminate the need for parkers to touch and tap screens when they pull up to entry kiosks. All that is required is a swift wave of the hand for a ticket to be issued.

FlashParking’s simplified hardware design and system architecture allows for easy integrations with off the shelf components, which helps future-proof your investment.

HOW IT WORKS
FlashMotion sensors can be installed discreetly on the face of existing FlashParking entry kiosks. When parkers pull up to an entry kiosk with a FlashMotion sensor, they will simply wave their hand in front of the machine to trigger the ticket dispenser.

To watch FlashMotion in action, click here.

BENEFITS
✓ Contactless
  When used in conjunction with mobile payments, FlashMotion is part of an end-to-end contactless parking experience that fits today’s consumer demands.

✓ Convenient
  Motion-activated goods and services are second nature to consumers today, so being prompted to wave rather than tap is a simple transition that makes the entire interaction feel safer.

✓ Safe
  Minimizing device contact helps ensure the safety and health of consumers and operator employees.

INVESTMENT
• FlashMotion embedded sensor: $150.00 per unit
• Installation: Cost is based on the number of units installed per location

READY TO GO TOUCHLESS WITH FLASHMOTION?
Talk to your FlashParking account representative or reach out to sales@flashparking.com to learn more about our suite of SAFEpark or SAFEvalet solutions.
SAFE. SECURE. SMARTER.
Bluetooth-enabled, cloud-based pay-on-foot kiosk features flexible software configurations, seamless integrations, and cash acceptance options with best-in-class bill acceptance and recycler.
OVERVIEW

Smart Design
Our Pay-on-Foot (POF) Smart Station combines the essential PARCS and valet payment components in a single elegant unit, which can be paired with our unique cash acceptance machine.

Flexible Configurations
The Pay-on-Foot Smart Station can be configured for PARCS, valet, or both. The POF Smart Station can be set up anywhere often in a garage or lobby as an additional payment station. For valet operations, the Valet POF/Vehicle Retrieval Smart Station allows for guests to request their vehicle and pay.

Cash Acceptance Friendly
In addition to credit card payments, we offer cash acceptance options for both the POF and the Valet POF/Vehicle Retrieval Smart Station. Our cash machines offer two options: an exact change only machine or a bill note recycler (BNR) machine that boasts a four-denomination bill recycler, which eliminates the need to empty and re-fill the machine quite as often.

PAY-ON-FOOT COMPONENTS

1. Interactive touch-screen display
2. Credit card reader (for payments and access)
3. Ticket/receipt dispenser (pull-tear mechanism)
4. Barcode scanner (mobile and barcodes)
5. Integrated intercom (video, mic, and speaker)
6. Prox/RFID card reader
7. Exact Change or BNR cash machine pairing

USB-based Components
Just like the Entry/Exit Smart Station, all peripherals on the POF Smart Station are part of a plug-and-play (USB-based) system and can be swapped out in the existing machine as new technology emerges.

Easy Maintenance
Our unique FlashCare Maintenance Kit contains replacements for all major components so operators can quickly replace parts in a matter of minutes with minimal downtime.
BENEFITS

**Total Reliability**
The FlashParking platform runs on the Microsoft Azure Cloud Platform, which today powers 90% of Fortune 500 companies. We provide comprehensive access to monitor and manage all your properties from a single back-end portal via mobile, tablet or desktop.

**Improved Security**
All cash transactions are optimized and simplified by a single device. Reconciled funds are accounted for electronically and stored in a single locked cashbox. The BNR facilitates a closed-loop cash system, allowing facilities to simplify the cash management process and increase profitability.

**Headache-free Bill Acceptance and Recycler**
Manage operations like rate changes, credit card payments, eParking reservations, and electronic validations in real-time via phone or browser.

**Extreme Weather Rated**
The Smart Stations are UL Certified to withstand all extreme weather conditions.

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**Worry-free Compliance**
With FlashParking, you—the parking provider—outsource 98% of the PCI duties to us, the only Level 1 Service Provider in the industry. The result is instant and ongoing complete PCI compliance. It’s that simple!

---

"What we’ve seen with Flash has been really remarkable. It’s been one of the only solutions we’ve ever installed, and not had one service or support call 6 months down the road."

Ryan Hunt
President for Premier Parking

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STANDARD FEATURES

The Pay-on-Foot Smart Station has an extensive list of feature choices to build out the perfect solution for each venue.

- Intercom capabilities to initiate a help call with touchscreen activated Voice over IP (VoIP) two-way intercom system
- 4G/LTE back-up network service
- Bluetooth beacon technology embedded in all Smart Stations
- Robust, real-time reporting suite with on-demand and scheduled reports and dashboards
- Ongoing PCI compliant software updates and general software patches Mobile app module (for managing parking operations in the palm of your hand) Dual-side bill scanning optimizing recognition
- Self-centering transport guides automatically align bills even when fed at an angle
- Single hardware platform to reduce support and operation costs
- Accepts, stacks, and outputs cash
- Escrows bills to deliver same cash back to customers
- Pays out in bundles of up to 15 bank notes
- Lockable, removable, and durable cashbox
- Electronic memory to record cash loading recycling units
- 24/7 phone and online support
## Optional Features

### Display
- Multi-lingual module
- Display current rate on entry kiosk
- Digital rate display via a monitor

### Payment
- Credit card (with EMV Chip Payment option)
- Cash acceptance module
- Web-based validation: secure access for customers, clients, and merchants to validate online or pre-printed validations

### Open API Platform with Several Integrations
- Payment platforms and gateways (USAAPay and Payment Express)
- Third-party call center solutions including Parker Two Way Video Intercom System
- Analytics and Business Intelligence (BI) Solutions

## Specs

### Measurements
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<tr>
<th>Dimension</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>16&quot;w x 12&quot;d x 55&quot;h</td>
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<td>Weight</td>
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<td>Color</td>
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<tr>
<td>Locks</td>
<td>Yes</td>
</tr>
<tr>
<td>Wrapping</td>
<td>Yes, customized wrapping available</td>
</tr>
</tbody>
</table>

### Electrical
| Voltage         | 120V                         |
| Current Consumption | ~8.5 amps max               |
| Power Consumption     | ~1020 watts max              |

### Parker Hardware Capabilities
| Operating Temperature | -20° to +140° F               |
| Humidity              | 15-95% RH noncondensing      |
| Agency Certifications | UL 60950-1/CSA C22.2 N. 60950-1, and UL 60950-22 Outdoor Use |
| Rating                | UL 60950-22 under NEMA 250-2008 |

### Additional Info
- Bluetooth Functionality: Yes
- Multi-lingual: Ethernet/RJ45 with 4G/LTE back up
- Communication Options FlashCare: Yes (a kit with all major peripheral components available)
- Maintenance Kit: Yes

## Headquarters
FlashParking
3801 S. Capital of Texas Highway, Suite 250
Austin, TX 78704

## Sales
sales@flashparking.com
800.213.3706

## Support
support@flashparking.com
888.737.7465
SAFE. SECURE. SMARTER.
A Bluetooth-enabled, cloud-based Wall Mount kiosk with flexible software configurations, seamless integrations, and easy DIY maintenance guarantees maximum uptime.
OVERVIEW

Smart Design
Our Wall Mount Smart Station assembles all the functionality enjoyed in our full-sized Smart Station, but in a compact unit. This fully-functional unit, perfect for tight spaces, can be bolted on to a garage wall or mounted on a pedestal.

Customizable
The Wall Mount Smart Station is available in the following configurations: entry/exit, pay-on-foot, multi-space meter, pedestrian access, valet pay-on-foot/retrieval, and/or as a self-validation machine. Whether the Wall Mount is used to manage transients or monthlies, the software is simply configured to meet the needs of the venue.

Future-proof Platform
The cloud-based software platform that powers the logic in all of our Smart Stations was purposely built to run in the cloud, offering enhanced scalability, redundancy, and most importantly—since no on-site servers are needed—maintenance and system upkeep. Cloud-based software also allows for easy system reconfiguration as technology and venue needs evolve.

No Fuss Updates
FlashParking handles all software updates remotely with virtually ZERO downtime, allowing clients to focus on running their operations, and not maintaining servers or dealing with data security risks.

WALL MOUNT COMPONENTS

1. Interactive touch-screen display
2. Credit card reader (for payments and access)
3. Ticket/receipt dispenser (pull-tear mechanism)
4. Barcode scanner (mobile and barcodes)
5. Prox/RFD card reader
6. Integrated intercom (video, mic, and speaker)

USB-based Components
Just like the full-sized Smart Station, all peripherals on the Wall Mount Smart Station are part of a plug-and-play (USB-based) system and can be swapped out with replacement parts.

Easy Maintenance
Our unique FlashCare Maintenance Kit contains replacements for all the major components, so operators can quickly replace parts in a matter of minutes with minimal downtime.
**BENEFITS**

**Total Reliability**
The FlashParking platform runs on the Microsoft Azure Cloud Platform, which today powers 90% of Fortune 500 companies. We provide comprehensive access to monitor and manage all your properties from a single back-end portal via mobile, tablet or desktop.

**Real-time Decision Making**
Manage operations like rate changes, credit card payments, eParking reservations, and electronic validations in real-time via phone or browser.

**Worry-free Compliance**
With FlashParking, you—the parking provider—outsource 90% of the PCI duties to us, the only Level 1 Service Provider in the industry. The result is instant and ongoing complete PCI compliance. It's that simple!

**Extreme Weather Rated**
The Smart Stations are UL Certified to withstand all extreme weather conditions and aluminum built to withstand corrosion.

**Tiny Footprint — Endless Uses**
The Wall Mount Smart Station simplifies parking equipment installation for those situations where there’s not enough space to deploy the standard Smart Station. This form factor can also be configured as an entry, exit, pay-on-foot, pedestrian access, valet pay-on-foot/retrieval, and/or self-validation kiosk.

“They really have everything that we need. Whether it’s a garage that has 25 spaces or a garage that has 1000 spaces in it, their platform is very customizable to meet our needs.”

— Ross Severy
Director of Operations, Hospitality Parking

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**STANDARD FEATURES**

The Wall Mount Smart Station has an extensive list of feature choices to build out the perfect solution for each venue.

- Access via barcoded tickets, RFID/Prox card reader, and a barcode scanner
- Contract parking management (monthly parking) with restrictions and zones
- Intercom capabilities to initiate a help call with touch-screen activated VOICE over IP (VoIP) two-way intercom system
- 4G/LTE back up network service
- Bluetooth technology embedded in all Smart Stations
- Robust, real-time reporting suite with on-demand and scheduled reports and dashboards
- 24/7 phone and online support
- Ongoing PCI compliant software updates and general software patches
- Mobile app module (for managing parking operations in the palm of your hand)
**OPTIONAL FEATURES**

**Display**
- Multi-lingual module
- Display current rate on entry kiosk
- Digital rate display via a monitor

**Payment**
- Credit card (with EMV chip payment option)
- Cash acceptance module
- Web-based validation: secure access for customers, clients, and merchants to validate online or pre-printed

**Management**
- Online monthly parker module
- Validations (printed and electronic)
- Cash acceptance module
- Analytics and business intelligence (BI) solutions

**ACCESS**
- Ticketless access via credit card or mobile number
- Monthly parkers entry/exit access via mobile phone interactive voice response (IVR) system
- Bluetooth RFID technology to allow monthly parker mobile phone access and connected car integration for monthly and transient access
- Intra-party access control module (AVI, LPR, and others)
- FlashParking mobile app module (BLE)
- Long term pass/overnight hotel module

**Open API Platform with Several Integrations**
- Payment platforms and gateways (USAePay and Payment Express)
- Hotel PMS including Micros Opera, Lightspeed Galaxy, Infor and more
- eParking solutions including SpotHero/Parking Panda, ParkWhiz, Ticketmaster, off-airport parking and more
- AVI readers (Tagmaster and Transcore) and LPR camera systems
- Third-party call center solution including Parker Video Intercom two-way video support

**MEASUREMENTS**

<table>
<thead>
<tr>
<th>Dimension</th>
<th>19&quot;w x 8.5&quot;d x 25.5&quot;h</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>61 lbs</td>
</tr>
<tr>
<td>Color</td>
<td>White</td>
</tr>
<tr>
<td>Locks</td>
<td>Yes</td>
</tr>
<tr>
<td>Wrapping</td>
<td>Yes, customized wrapping available</td>
</tr>
</tbody>
</table>

**ELECTRICAL**

<table>
<thead>
<tr>
<th>Voltage</th>
<th>120V</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Consumption</td>
<td>~8.0 amps max</td>
</tr>
<tr>
<td>Power Consumption</td>
<td>~10.2 watts max</td>
</tr>
</tbody>
</table>

**PARCS HARDWARE CAPABILITIES**

<table>
<thead>
<tr>
<th>Operating Temperature</th>
<th>-20° to +140° F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humidity</td>
<td>15-95% rH noncondensing</td>
</tr>
<tr>
<td>Agency Certifications</td>
<td>UL 60950-1/CSA C22.2 N, 60950-1, and UL 60950-22 Outdoor Use</td>
</tr>
<tr>
<td>Rating</td>
<td>UL 60950-22 under NEMA 250-2008</td>
</tr>
</tbody>
</table>

**ADDITIONAL INFO**

| Multi-lingual                  | Yes, up to 8 languages |
| Communication Options          | Ethernet/IEEE 802.11n with 4G/LTE back-up |
| FlashCare Maintenance Kit      | Yes (a kit with all major peripheral components available) |

---

**HEADQUARTERS**
FlashParking
7821 S. Capital of Texas Highway, Suite 200
Austin, TX 78704

**SALES**
sales@flashparking.com
800.213.3700

**SUPPORT**
support@flashparking.com
888.757.4005
MONTHLY PARKING MINI-SMART STATION

SAFE. SECURE. SMARTER.
A streamlined version of our full-sized, cloud-based Smart Station provides monthly parker access via Bluetooth beacon technology and an RFID/Prox card reader.
OVERVIEW

Savvy Monthly Parking Solution

We know how important monthly and contract parkers are to your business; monthlies are often the steady lifeblood of your operations. Your parking solution should be able to meet their demands. With that understanding, we developed our Monthly Parking Mini-Smart Station to harness the power of our cloud-based parking platform, provide state-of-the-art Bluetooth access with FlashBeacon, and read over 65 types of RFID/prox cards. The Monthly Parking MiniSmart Station can stand on its own or can work with legacy PARCS equipment.

Key features include: Bluetooth beacon technology, a controller, a relay board, an LCD display, an intercom, and an RFID/Prox card reader.

Innovative Technology

Bluetooth beacon is the latest technology in Automatic Vehicle Identification (AVI). Our patent-pending Bluetooth beacon technology, FlashBeacon, is embedded in all our products, including our monthly parking Mini-Smart Station. Upon choosing to turn on Bluetooth access, parkers can easily download the FlashParking Mobile app and interact with the Station’s Bluetooth beacon to provide automatic access. This means rolling down the window to tap their prox card will become a thing of the past!

Simplified Deployment

Our system can be configured for over 65 different types of RFID cards that monthly parkers use. This capability simplifies deployment as we can configure your current cards rather than requiring you to issue new cards. Upon entry or exit, parkers can simply tap the prox card reader located on the kiosk and be on their way.

Built-in Fail-Safes

We all know that even the best monthly parkers will sometimes forget their prox cards. With our system, all active monthly parkers can call a number on the kiosk screen with their cell phone. The system will recognize their registered cell phone number via caller-id lookup and automatically grant access without human intervention. This is one example of how our system helps minimize support calls.

BLUETOOTH BEACON TECHNOLOGY FAQ

FlashParking’s Innovative Bluetooth beacon technology makes monthly parking easy and frictionless

What is it?

Using FlashParking’s Bluetooth beacon technology, monthly parkers or residents can tap a button in the FlashParking app to open the gate.

How does it work?

Monthly parkers or residents pull-up to the entry Mini-Smart Station as they normally do. Next, parkers tap the “Open Gate” button (pictured right) within the FlashParking app to open the gate. Once the “Open Gate” button has been pushed, the FlashParking app emits a BLE signal that is read by FlashParking’s Mini-Smart Station. Within approximately 3-5 seconds, the Mini-Smart Station will send a relay signal to vend the gate. The same process takes place upon exit.

What if the gate doesn’t open?

The monthly parker or resident might not be close enough to the gate. If moving closer doesn’t work, the customer can use their RFID card as a back-up or use the intercom to ask for help.
BENEFITS

**Total Reliability**
The FlashParking platform runs on Microsoft Azure cloud-platform, which today powers 90% of Fortune 500 companies. We provide comprehensive access to monitor and manage properties from a single back-end portal via mobile, tablet or desktop.

**Worry-free Compliance**
With FlashParking, you—the parking provider—outsource 98% of the PCI duties to us, the only Level 1 Service Provider in the industry. The result is instant and on-going complete PCI compliance. It’s that simple!

**Real-time Decision Making**
Manage operations like rate changes, credit card payments, eParking reservations, and electronic validations in real-time via phone or browser.

**USD-based Components**
All peripherals on the Mini-Smart Station are part of a plug-and-play (USB-based) system and can be swapped out in the existing machine as new technology emerges.

**Easy Maintenance**
Our unique FlashCare Maintenance Kit for the Mini-Smart Station contains replacements for all the major components so operators can quickly replace parts in a matter of minutes with minimal downtime.

**Assembled in the U.S.**
Our Mini-Smart Stations is manufactured in Austin, TX, minimizing shipping time and increasing speed of deployment.

**Extending Your Brand**
The standard shell of the Mini-Smart Station comes in a powder-coated silver, properties looking to extend their brand in the parking facility can wrap their Mini-Smart Stations in a design of their choosing.

STANDARD FEATURES

The Monthly Parking Mini Smart Station has an extensive list of feature choices to build out the perfect solution for each venue.

- Intercom capabilities to initiate a help call with touch-screen activated Voice over IP (VoIP) 2-way intercom system
- Available 4G/LTE back-up network service
- Bluetooth Beacon technology embedded in all Mini-Smart Stations
- Robust, real-time reporting suite with on-demand and scheduled reports and dashboards
- Mobile app module (for managing parking operations in the palm of your hand)
- Ongoing PCI compliant software updates and general software patches
- 24/7 phone and online support
- Extend-by-phone service provides expiry reminders and the ability to add time via mobile phone
- Ability to pay for parking or add time using any pay station in the system
OPTIONAL FEATURES

Display
- Multi-lingual module
- Display current rate
- Digital rate display via a monitor
- Onscreen kiosk banner advertising

Payment
- Credit card (with EMV chip payment option)
- Web-based validations: secure access for customers, clients, merchants to validate online, pre-print, or self-validate

Open API Platform with Several Integrations
- Payment platforms and gateways (USApay and Payment Express)
- Third-party call center solutions including Parker Video Intercom, two-way video support
- Analytics and business intelligence (BI) solutions

“Innovation is part of our DNA, and for us when we are looking for a solution, we are looking for partners who are also innovative. A partner who will help us win clients, win customers, and create a better experience, and FlashParking had done that for us.”

Robert DeBurro
Executive Vice President, LAC Parking

SPECS

MEASUREMENTS

Dimensions 7”w x 7”d x 55”h
Weight approx. 38 lbs
Color Industrial Gray
Lock Yes
Wrapping Yes, customized wrapping available

ELECTRICAL

Voltage 120V
Current Consumption approx. ~8.0 amps max
Power Consumption approx. ~1020 watts max

PARCS HARDWARE CAPABILITIES

Operating Temperature -10° to +140° F
Humidity 15-95% rh noncondensing
Agency Certifications UL 60950-1/CSA C22.2 N. 60950-1, and UL 60950-22 Outdoor Use
Rating UL 60950-22 under NEMA 250-2008

ADDITIONAL INFO

Bluetooth Functionality Yes
Multi-lingual Yes
Communication Options Ethernet/HiJ45 with 4G/LTE back-up
FlashCare Maintenance Kit Yes (a kit with major peripheral components available)
PRODUCT ID: 5898
Outdoor Blank-out LED Direct-view Sign

MODEL
TCL718GR-220

DIMENSIONS
7” H x 18” W x 2.5” D (est. 5.118 lbs)

CLASS
CLASS: TCL Series.
Control Method: Switch (not included) or external relay.

CONSTRUCTION
Cabinet: 2-piece, corrosion resistant, extruded all-weather frame, 2.5” deep.
Face Material: 1/8” impact resistant, smoke-tinted polycarbonate (S108)
Finish: Duraodic Bronze

ELECTRICAL
Input Voltage: 120-277 VAC
UL/cUL Listed: Listed for wet locations

MESSAGE
Illumination: Super bright direct view LEDs. Message blanks out when off.
Sign Messages: See message table below

NOTE: Other LED colors, voltages, cabinet sizes, styles, and colors available.

<table>
<thead>
<tr>
<th>MESSAGE</th>
<th>LED/COLOR</th>
<th>HEIGHT</th>
<th>AMPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPEN</td>
<td>Wide Angle Green Oval</td>
<td>3.5”</td>
<td>0.94</td>
</tr>
<tr>
<td>FULL</td>
<td>Wide Angle Red Oval</td>
<td>3.5”</td>
<td>0.94</td>
</tr>
</tbody>
</table>

NOTE: Above messages are independently controlled.
IPLED32X96RGB4-MI
(Stainless Steel)

Specifications

LEDs: Array 32x96; 3072 pixels; Tricolor, R/G/B; Dot Pitch of 4MM.
Processor: ARM A8 at 1GHz; Memory: 1GB SDRAM; uSD Memory card: 2GB Min.
OS: Embedded Compact CE 7.0

Mechanicals
Length: 26"
Height: 11"
Depth: 3.5"
Weight: 10 lbs

Environmental
Operating Temperature:
-34°C ~65°C or -30°F ~ 150°F ambient.
Relative Humidity:
upto 90% non-condensing.
Ethernet Isolation:
1500VAC min per IEEE 802.3.
Enclosure:

Power Requirements
Input - 95 ~ 260VAC at 50 ~ 60Hz.
Power Consumption:
75W maximum
20W typical
Inrush - cold start (est):
18A @ 115VAC
36A @ 230VAC

Electrical
Ethernet - RJ45 - 10/100Mb Cat5.
USB 2.0 - Host - Type A connector.
Audio - 3.5mm Stereo Jack - 3 conductor.
Power Input:
Conduit Cutout
Display Features

Remote ‘snapshot’
Not where you can see your display, no problem. View exactly what is on the display no matter where you are. The sign generates an instant copy of what is being displayed and sends it right to your browser.

Integrated 10/100 Ethernet
This is the core of our technology which allows for superior ease of use and integration in conjunction with the unit’s built in web-server. TCP/IP enabled out of the box. Use built-in support for DHCP and NTP to aid in your ease of configuration.

Direct PLC Interfaces
Connect to standard based PLC’s including: Ethernet/IP™, Modbus/TCP, Melsec(Mitsubishi), FINS (OMRON), and OPC.

Browser based interface
Ease of use exemplified. Manage your display from a simple web-browser anywhere - any time. Send messages, check status, and manage thresholds, layouts, remote or local data fields all from web pages hosted on the sign. No software to install and no custom programming needed.

Live message elements
Insert data into any message. You can have real-time data and see it update dynamically on the display. Any message may contain static or scrolling text, live data, database elements, clocks, bit-mapped graphics or any combination therein.

Data thresholds
Set thresholds on your data to change your message color or state to bring impact to an event.

Server-free solution
With easy web-based interfaces and easy to program XML data structures, no longer do you need middleware or any additional hardware to accumulate data saving you time, money and resources.

Conditions/Program Logic
Program logic can be tied to variables on the sign. As data is changed "Program logic" can be used to Activate/Deactivate Messages, Layouts, Thresholds, Commands or even update other variables on the sign.

Dynamic sign layouts
Schedule any number of layouts with our Playlist manager. Show real-time data, statistics, company news, safety information, or general messages in their own unique layout to get the impact you want. The Playlist manager allows you to schedule the times and order - it is all under your control.

Fonts, graphics and effects
Use any of the 44 built-in text or graphics fonts to build your message. Add pizazz using the built-in entry and exit effects.
**Specifications**

**Internals**
- LEDs: Array 32x64, 2048 pixels; full color, R/G/B; Dot Pitch of 10MM.
- Processor: ARM A8 at 1GHz; Memory: 1GB SDRAM; uSD Memory card: 2GB Min.

**Electrical**
- Ethernet: RJ45 - 10/100Mb Cat5.
- USB 2.0 - Host - Type A connector.
- Audio - 3.5mm Stereo Jack - 3 conductor.
- Case: 1" Knockout opening.
- Power Input:
  - Conduit Cutout.
  - Wago Lever Nuts

**Environmental**
- Operating Temperature:
  - -34°C ~ 65°C ambient.
  - -30°F ~ 150°F ambient.
- Relative Humidity:
  - upto 90 % non-condensing.
- Ethernet Isolation:
  - 1500VAC min per IEEE 802.3.
- Enclosure:
  - PTFE gasketed.
  - Weather-sealed enclosure.

**Power Requirements**
- Input: 95 ~ 260VAC at 50 ~ 60Hz.
- Power Consumption:
  - 100W maximum
  - 40W typical

**Mechanicals**
- Length: 25.2"(635.8mm)
- Height: 12.6"(319.9mm)
- Depth: 4"(101.6mm)
- Weight: 12 lbs est. (kg).
Display Features

**Remote ‘snapshot’**
Not where you can see your display, no problem. View exactly what is on the display no matter where you are. The sign generates an instant copy of what is being displayed and sends it right to your browser.

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Schedule any number of layouts with our Playlist manager. Show real-time data, statistics, company news, safety information, or general messages in their own unique layout to get the impact you want. The Playlist manager allows you to schedule the times and order - it is all under your control.

**Fonts, graphics and effects**
Use any of the 44 built-in text or graphics fonts to build your message. Add pizazz using the built-in entry and exit effects.

**Simple Integration/Open Interface**
Use simple standard XML syntax and constructs to send data to the display. No proprietary protocols, syntaxes, or languages to learn. Any XML capable application like MS Excel or SQL Server or programming language like Perl, VB, or C# can easily update or elements on the sign.
**ISLAND MOUNTING NOTES FOR ENTRY OR EXIT LANES**

1. DISTANCE BETWEEN MIDDLE OF KIOSK AND GATE ARM MINIMUM 12" TO AVOID LONG CARS HITTING GATE ARM WHEN PULLING UP TO THE KIOSK.
2. ISLAND HEIGHT MAX 8" TO MAKE KIOSK SCREEN AT THE CORRECT COMPLIANT HEIGHT.
   - IF ISLAND IS LESS THAN 8 INCHES, KIOSK BASE WILL NEED TO BE RAISED THE APPROPRIATE INCHES AND WILL REQUIRE MORTAR AROUND THE KIOSK BASE.
3. KIOSK BASE WILL BE MOUNTED 1" FROM EDGE OF THE CURB
4. KIOSK BASE CONTAINS A 6" X 2" HOLE CUTOUT FOR PLACING OR ROUTING CONDUIT TO COME FROM UNDERNEATH THE KIOSK, SEE BASE MEASUREMENTS.
5. ISLAND WIDTH REQUIRES MINIMUM 2' WIDE FOR INLINE GATE/KIOSK/BOLLARD PLACEMENTS.
6. ISLAND LENGTH MINIMUM 16' 3" TO ALLOW FOR PLACEMENT OF KIOSKS, GATES AND BOLLARDS INLINE BUT STILL MEETING MINIMUM DISTANCE REQUIREMENTS.
7. BOLLARDS TO BE PLACED TO PROTECT THE KIOSKS AND GATES IN THE DRIVING DIRECTION.
### CABLE SCHEDULE

<table>
<thead>
<tr>
<th>LINE PATTERN</th>
<th>DETAILS</th>
<th>CONDUIT REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>HIGH VOLTAGE POWER SUPPLY FROM CLOSEST SOURCE. 120V, 20 AMP CIRCUIT FOR EXIT KIOSK AND EXIT GATE WITH CUTOFF BREAKER.</td>
<td>2&quot; CONDUIT FROM MIDDLE OF EXIT KIOSK BASE TO MIDDLE OF EXIT GATE, COMMUNICATION CABLE BETWEEN KIOSK AND GATE.</td>
</tr>
<tr>
<td>4.</td>
<td>HIGH VOLTAGE POWER SUPPLY FROM CLOSEST SOURCE. 120V, 20 AMP CIRCUIT FOR ENTRY KIOSK AND ENTRY GATE WITH CUTOFF BREAKER.</td>
<td>2&quot; CONDUIT FROM MIDDLE OF EXIT KIOSK BASE TO MIDDLE OF EXIT GATE, COMMUNICATION CABLE BETWEEN KIOSK AND GATE.</td>
</tr>
<tr>
<td>5.</td>
<td>NETWORK ETHERNET CABLE TO EACH KIOSK. CAT 5 CABLE - NEEDS TO BE ABLE TO BE ROUTED TO NETWORK EQUIPMENT CLOSET.</td>
<td>2&quot; CONDUIT FROM MIDDLE OF EXIT KIOSK BASE TO MIDDLE OF EXIT GATE, COMMUNICATION CABLE BETWEEN KIOSK AND GATE.</td>
</tr>
<tr>
<td>6.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NOTES

1. FOR HIGH VOLTAGE POWER, EACH KIOSK/GATE PAIR REQUIRE THEIR OWN 20 AMP, 120V CIRCUIT TO POWER BOTH THE KIOSK AND THE GATE. THE CIRCUIT NEEDS TO HAVE ITS OWN SHUTOFF BREAKER. IN THE ABOVE DRAWING, IT WILL REQUIRE 2 CIRCUITS - ONE FOR EACH KIOSK/GATE PAIR.

2. ETHERNET NETWORK CABLE WILL BE ROUTED TO EACH KIOSK FOR INTERNET ACCESS. IT IS NECESSARY TO ENSURE THE ETHERNET RUNS FROM THE BUILDING TO THE ISLAND ARE NO LONGER THAN 300 FT.

3. MIDDLE OF GATE: WHERE CONDUITS POP UP FROM THE CONCRETE MEASURES AT 1 FT FROM THE EDGE OF THE ISLAND WIDTH AND 1 FT FROM THE EDGE OF THE ISLAND LENGTH. THIS APPLIES FROM BOTH ENDS OF THE ISLAND.

4. MIDDLE OF KIOSK BASE: WHERE CONDUIT POP UP FROM THE CONCRETE MEASURES AT 18" FROM EDGE OF ISLAND WIDTH AND 3' 7" FROM THE EDGE OF THE ISLAND LENGTH. THIS APPLIES FROM BOTH ENDS OF THE ISLAND.
**16' 6" ISLAND LOOP PLACEMENTS**

**LOOP PLACEMENT NOTES**

1. Loops normally 2 X 6 but can also be 3 X 6, so adjust as needed. Diagram shows 2 X 6 loops.
2. Arming loops need to be 18" from the edge of the curb, and the top of the arming loop starts in the middle of the kiosk base.
3. Closing loops need to be 18" from the middle of the gate; ideally, the closing loops are 6" past the gate arm.
4. Make sure that 1 vehicle can not be on both the arming and closing loop at the same time.
5. Mark your loops and get the placement markings approved by Vehelogic before cutting the loops to make sure no adjustments are needed.
6. These are the loop leads that are sawcut into the pavement, run under the pavement and come up under the gate. Ideally, these loop wires will run inside a conduit that comes from the bottom of the island and under the gate.
**CONDUIT LEGEND**

<table>
<thead>
<tr>
<th>DESIGNATION</th>
<th>MINIMUM Ø</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1</td>
<td>¾&quot;</td>
<td>Power - 20 Amp 120 VAC Circuit From Source</td>
</tr>
<tr>
<td>C2</td>
<td>¾&quot;</td>
<td>Data - CATS From Demarcation</td>
</tr>
<tr>
<td>C3</td>
<td>¾&quot;</td>
<td>Power - Shared 20A Circuit Between PAROS</td>
</tr>
<tr>
<td>C4</td>
<td>¾&quot;</td>
<td>Low Voltage - Smear From Base Of Curb For Loop Lead</td>
</tr>
<tr>
<td>C5</td>
<td>¾&quot;</td>
<td>Low Voltage - 16/18 Solid Copper, Combs Between PAROS</td>
</tr>
<tr>
<td>C6</td>
<td>¾&quot;</td>
<td>Data - CATS From Camera To Controller</td>
</tr>
</tbody>
</table>

**TYPICAL FLASHVISION REQUIRED CONDUITS**

**NOTES:**
1. Assumes 6" Curb Height and Level at Centerline of Devices, Do Not Exceed 6" or Below 6" From Grade to Top of Curb.
2. All Vehicle Loops Provided by Flash to Be Pre-Formed 3" x 4" x 1" Deep in Grade to Respective Conduit Sweeps. Both Armig & Safety Loop Detectors Are Found in The Barrier Gate.
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How to Add New Users

1. Select the **Users** tab in the left menu of the Admin Portal [https://portal.flashvalet.com](https://portal.flashvalet.com).

2. Select **Add New**.

![FlashParking Sales]

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3. Enter the user information and include an Email Address for the username.

4. Select User Type to manage the new user’s access to the FlashValet App.

<table>
<thead>
<tr>
<th>User Types</th>
<th>Log in to Location</th>
<th>Log in to Garage (Garage Mode)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispatcher</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Garage Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Garage and Dispatcher</td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>
5. Select Roles to manage the new user’s access to the FlashValet Portal.

![Roles Selection]

<table>
<thead>
<tr>
<th>Roles</th>
<th>Location Manager</th>
<th>Monthly Accounts FlashValet</th>
<th>Accounting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Accounts</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Operations</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payroll</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Reports Only</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time And Attendance</td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>
Support Portal

Topics:

- Accepting a Call
- Transient Tickets
- Monthly Parkers
- FlashPass
- Overnight Hotel Passes

Accept a Call

1. Answer incoming call via phone system, noting the Caller ID on the phone.
2. Accept the call with the Lane Name that corresponds with the Caller ID from the call queue.

NOTE: Once the call is accepted, it will no longer be in the queue for other agents to see.

<table>
<thead>
<tr>
<th>Company</th>
<th>Location</th>
<th>Created</th>
<th>Time Zone</th>
<th>Kiosk Number</th>
<th>Lane Name</th>
<th>Accept</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Acceptance</td>
<td>Training-TMC</td>
<td>16 Aug 2018 11:05 AM</td>
<td>Central Standard Time</td>
<td>8</td>
<td>G10 Entry</td>
<td>Accept</td>
</tr>
<tr>
<td>User Acceptance</td>
<td>Training-TMC</td>
<td>16 Aug 2018 10:50 AM</td>
<td>Central Standard Time</td>
<td>20</td>
<td>G1 Basement Exit</td>
<td>Accept</td>
</tr>
</tbody>
</table>
Transient Tickets

Search for a Ticket

1. **Input details** provided by customer into the search fields.
2. Hit **Search** and select the ticket to view details and take an action.
Take an Action

- Push a new price to the kiosk.
- Verify ticket information (price, amount paid, etc.).
- Push a Lost Ticket to the kiosk.

NOTE: If the ticket has already been paid, the price cannot be changed. Select Open Gate to allow the customer to exit without paying additional fee.

*Release Call* takes no action and releases the call back to the call queue for other agents to view/accept.

*Open Gate* vends the gate, completes a ticket, and closes a call; system will require a reason to open the gate.

*Close Call* ends the call. The system will require a reason to close the call.
Monthly Parkers

Search for an Account

1. Input **monthly account details** (tag number = prox card number, ID Card = barcoded ID card).
2. Select **Search**.
3. **Link** account to call.
Take an Action

*Details Tab*

- Check the parker’s profile.
- **Send Ticket** to an entry kiosk when a parker misplaces their prox card.
Activity Tab

- View account activity.
- Reset to Neutral (will be disabled if call is from an exit kiosk and the monthly has an active ticket).
- Load Active Ticket (If last action was an entry, select this option to simulate scanning the monthly card on exit and vend the gate).

*Release Call* takes no action and releases the call back to the call queue for other agents to view/accept.
*Open Gate* vends the gate, completes a ticket, and closes a call; system will require a reason to open the gate.
*Close Call* ends the call. The system will require a reason to close the call.
FlashPass

Search for a Pass

1. Input transaction details to search for a pass.

2. Select a pass to view activity and take an action.

[Image of FlashPass search interface with transaction details and options to open or close gate]
Take an Action

- Send Ticket to reprint a pass at kiosk.
- View Balance.
- Refund Pass (only available if pass has not yet been used).

*Release Call* takes no action and releases the call back to the call queue for other agents to view/accept.

*Open Gate* vends the gate, completes a ticket, and closes a call; system will require a reason to open the gate.

*Close Call* ends the call. The system will require a reason to close the call.
Overnight Hotel Passes

Search for an Account

1. Input **overnight guest details** (name, room number).

2. Hit **Search** and select overnight guest record.
Take an Action

- View pass activity.
- Reset to Neutral.
- Load Active Ticket (If last action was an entry, select this option to simulate scanning the barcode on exit and vend the gate.) Use this option if guest left pass in their room, for example.

*Release Call* takes no action and releases the call back to the call queue for other agents to view/accept.

*Open Gate* vends the gate, completes a ticket, and closes a call; system will require a reason to open the gate.

*Close Call* ends the call. The system will require a reason to close the call.
How to Add Support Agents

1. Log into the Admin Portal with the Support Portal username and password.
2. Select the Users tab > Add New.
3. Input agent details (NOTE: select Administrator flag to allow this agent access to create additional support agents).
4. Select Save.
Prepaid Validations

Topics:

Add a Prepaid Validation Account
Load Funds
View Transaction History
Process Prepaid Validations

Add Prepaid Validation Account


2. Select Add New.

3. Input master account holder details (NOTE: this email address and password will be used by all individuals within this organization to log into the validation portal to process validations).

4. Click Save.

5. Check off the Prepaid Validations flag > Save.
6. Select the **Locations** tab on left menu > Select location.

7. Select the **Validators** tab on the top menu > **Add New**.

8. Input **individual validator** details (NOTE: These are the individual validator users within the organization. All validators will log into the validation portal with the master account holder username/password created in **Step 3**. Then, each will enter their PIN. The PIN is sent via email or SMS when you select **Save**).

9. Select **Can Validate** to provide access to validate.

10. Select **Can Print Validation** to provide access to print barcoded validations.

11. Select **Validation Accounts** tab on left menu.

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12. Find and select the account that was created in Step 5.

13. Select Validation Prices to allow to this validation account > Save.

Load Funds


2. Click on the validation account to add funds.

3. Select the Load Funds tab.
4. Input Payment Method, Amount, Reference, Date, and Notes.

5. Select Continue.

6. Click OK when confirmation window appears.

View Transaction History


2. Click on the validation account to review transaction history.
Process Prepaid Validations

Processing validations for prepaid validation accounts is the same as processing validations with postpaid accounts, with the exception of the balance.

NOTE:

- The value of validations generated (both electronic and printed) cannot exceed the Current Prepaid Balance
- For printed validations, the value is deducted from the Current Prepaid Balance immediately. If the Print button is selected and the batch of validations cannot be printed (printer out of ink, pop-up blocker in browser prevented batch from appearing, etc), the validator needs to contact the Validation Department to have the batch voided.
- Prepaid validation accounts will only have access to dollar discount amount validation prices (example: prepaid validation accounts cannot have access to an "all day" discount that is variable depending on the visitor’s duration; it must be a predetermined dollar discount amount)
Postpaid Validations

Topics:

Add a Validation Account
Process Validations Electronically
Validation Reports

Add a Validation Account


2. Select Add New.

3. Input master account holder details (NOTE: this email address and password will be used by all individuals within this organization to log into the validation portal to process validations).

4. Click Save.
5. Select the Locations tab on left menu > Select location.

6. Select the Validators tab on the top menu > Add New.

7. Input individual validators’ details (NOTE: These are the individual validator users within the organization. All validators will log into the validation portal with the master account holder username/password created in Step 3. Then, each will enter their PIN. The PIN is sent via email or SMS when you select Save).

8. Select Can Validate to provide access to validate.

9. Select Can Print Validation to provide access to print barcoded validations.

10. Select Validation Accounts tab on left menu.

11. Find and select the account that was created in Step 3.
12. Select Validation Prices to allow to this validation account > Save.

Process Validations Electronically

1. Log into the Validation Portal [https://v.flashvalet.com](https://v.flashvalet.com) with master validation account holder username and password.

2. Enter your PIN.

3. Enter the Ticket Number and select the Find Ticket (If your visitor entered with their credit card, enter the last 4 digits here. If they entered with their mobile number, enter the 10-digit phone number.).

4. Select a Validation Price from the drop-down menu.

5. Click Validate.
Print Individual and Bulk Validations

Print all validations on standard 7.5” x 11” computer paper or on Avery 5963 or 5160 mailing labels. Remember to disable browser pop-up blockers to allow the validation barcodes to generate.

Individual Validation:

6. Select the Validation Price from the drop-down menu.
7. Click the first Print button.

Bulk Validation:

1. Select the Validation Price.
2. Select Bulk Type: Avery Label 5963 or 5160.
3. Enter the Number to Print and click Print.
4. Wait for the system to generate a PDF of the validations in a separate tab.
Validation Report

The **eValidation Detail by Date, Dept, and Validator (XLS)** report details each ticket that has been validated, broken down by individual **validator** and grouped by **department**, with **subtotals** for each department and a **grand total** of all validations.

The **Discount** column displays the amount to be billed back.

```
<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Arrival</th>
<th>Departure</th>
<th>Duration</th>
<th>Exit Keel</th>
<th>Facility</th>
<th>Customer</th>
<th>Description</th>
<th>Full Price</th>
<th>Full Amount</th>
<th>Paid Amount</th>
<th>Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe</td>
<td>10/12/2022</td>
<td>09/10/18 04:54 PM</td>
<td>1 hrs 51 min</td>
<td>Garage 1 Lower Exit</td>
<td>Parking Garage 01</td>
<td>Full Day Validation</td>
<td>$12 Off</td>
<td>$12.00</td>
<td>$12.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>John Smith</td>
<td>10/11/2000</td>
<td>09/10/18 07:35 AM</td>
<td>1 hrs 25 min</td>
<td>Garage 2 Main Exit</td>
<td>Parking Garage 02</td>
<td>$8.00</td>
<td>$8.00</td>
<td>$8.00</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Doe</td>
<td>10/10/2022</td>
<td>09/10/18 08:32 AM</td>
<td>5 hrs 4 min</td>
<td>Garage 2 Exit Exit</td>
<td>Parking Garage 02</td>
<td>$6 Off</td>
<td>$6.00</td>
<td>$6.00</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sam Jones</td>
<td>10/11/2027</td>
<td>09/10/18 07:35 AM</td>
<td>6 hrs 17 min</td>
<td>Garage 2 West Exit</td>
<td>Parking Garage 02</td>
<td>Full 1 Day Validation</td>
<td>$12 Off</td>
<td>$12.00</td>
<td>$12.00</td>
<td>$0.00</td>
<td></td>
</tr>
</tbody>
</table>
```

<table>
<thead>
<tr>
<th>Total Records</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>92</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Validation Expiration Dates


2. Select Validators tab from top menu.

3. Select validator to set expiration times.

4. Set Default Expiry Days and Maximum Expiry Days. (NOTE: this will be limited to the location level expiry days that are set.)
Manage Profiles

Manage profiles with the Access Zones and Restrictions tabs in the Admin Portal.

Topics:

- Modify Profiles/Access Zones
- Modify Restrictions
- Add New Profiles

Modify Profiles/Access Zones


2. Select the Access Zones tab from the top menu (NOTE: All Access Zones have the same name as the Profiles, with “AZ” added to the end of it).

3. Set restrictions per facility.
<table>
<thead>
<tr>
<th>Logical Zone (facility) name</th>
<th>Zone Default</th>
<th>Kiosk Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAV Lot</td>
<td>Zone Default</td>
<td>LAVEG1S</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Default Access</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LAVEK1E</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Default Access</td>
</tr>
<tr>
<td>Lot M</td>
<td>Zone Default</td>
<td>MLOTSEG1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Default Access</td>
</tr>
<tr>
<td>Lot Meyer North</td>
<td>Zone Default</td>
<td>MLOTNE91</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Default Access</td>
</tr>
<tr>
<td>Lot Meyer South</td>
<td>Zone Default</td>
<td>MLOTSEG1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Default Access</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MLOTSEG2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Default Access</td>
</tr>
</tbody>
</table>

Zone Default: Set the default facility restriction here. If all kiosks in this facility have the same restriction rules, set each kiosk to “Default Access”
Modify Restrictions

1. Select the **Locations** tab in the left menu of the Admin Portal [https://portal.flashvalet.com](https://portal.flashvalet.com).

2. Select the **Restrictions** tab from the top menu.

3. Click on restriction to modify.

4. Select the time to modify or **Add New** allowed time.

5. Set the **allowed days** and times for the restriction and select **Save**.

![Restriction Form](image)

![Times Section](image)

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Add New Profiles

1. Ensure the profile name has been added to PARIS and the name matches exactly to the profile added in Flash.


3. Select the Profiles tab from the top menu.

4. Select Add New > Input profile name > Save.
Adjust Facility Counts and Status

Change Actual Count

Changing the actual count of the facility can be done after completing a manual audit/car count in a facility to maintain a more accurate occupancy. Updating the Actual Count in the portal will not automatically set the facility to full.

2. Select the Logical Zones tab from the top menu.
3. Select the logical zone to adjust count.
4. Input the number of vehicles counted during manual audit into the Actual Count field.

Change Facility Status

The facility status can be changed from the Admin Portal or the FlashValet App.

- **Open**: Facility open to all parkers.
- **Full**: Facility open only to monthly parkers (Kiosk presents message that the facility is full and instructs transient parkers to pull a ticket and exit the facility immediately).
- **Closed**: Facility open only to monthly parkers (kiosk presents message that the facility is closed for maintenance and instructs transient parkers to pull a ticket and exit the facility immediately).
- **Closed to All**: Facility closed to both transients and monthlies.
Access PIN/Codes

Access PIN/Codes are used to allow visitors into the facility by entering an assigned PIN access code.

Visitor Kiosk Flow

1. Visitor selects Other Options.
2. Visitor selects I have an Access Code and inputs the code.
3. Entry kiosk prints a ticket with a coupon price assigned to this Access Code.

Create Access/PIN Coupons

2. Select the Non-Burnable Coupons tab from the top menu.
3. Click Add New.
4. Input the **Coupon Name**.

5. Leave **Coupon Type** set to **None**.

6. Select **Price**.

7. Input 0 (zero) for both **Coupon Amount** and **Coupon Minutes**.

8. Set **Valid From** and **To** date/times to limit the validity of this Access PIN.

9. Input **Code** – must be 4 or 5 numeric digits.

10. Select **Save**.

11. Select **Non-Burnable Coupons** tab from top menu.

12. Find and select newly created coupon.

13. Select **Use Ticket Type** and **Is Hidden** for PARCS Transient.
Soft Closes and Free Exits

Topics:

- Soft Closes
- Free Exits
- How to Soft Close Tickets
- How to Grant Free Exits

Soft Closes

Monthly and transient tickets can be soft closed. When a ticket is soft closed, it is effectively removed from the Issued tab and soft closed out of the current vehicle count. For monthlies, this allows the next action to be an entry.

If a transient ticket is soft closed but the parker is still in the facility, when they scan their ticket on exit, the ticket will be reactivated and charge the appropriate amount based on their entire duration.

Soft closing in bulk can be done if there is an incident with an exit (broken gate, etc.) and many parkers have exited the facility without scanning out. Tickets are soft closed per Logical Zone.

Free Exits

Free exits only apply to monthly accounts. Granting a free exit to monthly accounts allows the parker’s next action to be an exit. If the monthly account does not need an exit (i.e., the account already has an entry record), then this action will not impact that account. Granting a free exit only applies to the monthly accounts whose next action is an exit and they do not have an entry before that.
How to Soft Close Tickets


2. Select the Clean Up Tickets tab.

3. Choose a Logical Zone.

4. Select Monthly Ticket Type and Issued Before Date.

5. Click Search.

6. Select the monthly tickets to soft close and click Soft Close Selected Tickets.

How to Grant Free Exits


2. Select Grant Free Exit to All Accounts.
Reports

Topics:

Location Summary Hotel
Location Trans Detail (XI.S)
Electronic Payments
Credit Card Settled Detail
Location Voids

Location Summary Hotel

This report provides an executive level summary of tickets processed per price per kiosk. The Location Summary Hotel can be pulled per logical zone and includes a payment summary with a credit card type breakdown. This report does not include the $0.35 convenience fee for mobile payments in the credit card total, but does break out the mobile payment transactions.

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Location Trans Detail (XLS)

This report displays the details of each transaction/ticket processed. This report does not include the $0.35 convenience fee for mobile payments. The fields included on this report are: Ticket Number, Arrival Kiosk, Paid Kiosk, Name, Arrival, Departure, Duration, Description (price name), Parked At Zone, Payment Type, Discount, Amount Paid, Validation #, Notes.

Electronic Payments

This report details every credit card transaction that has been processed, broken down by date and by card type. This report indicates which transactions are mobile payments and includes the $0.35 convenience fee in the totals.

Credit Card Settled Detail

This report separates all of the credit card payments that have settled from any credit card payments that have not settled. Typically, credit card payments settle shortly after your operating window the following day. The settlement time of each transaction depends on the issuing bank of the credit card used and can vary between 1 – 7 business days before settling. This report groups transactions by card type and shows the last four digits of the card used, the transaction reference, the ticket number, date/time processed, date/time settled, and the amount charged, including $0.35 mobile payment fees.

Location Voids

This report indicates any tickets that have been voided, including monthlies. Tickets are voided if the closing loop in the entry lane is not triggered. For example, you have a visitor pull up to the entry kiosk and pull a ticket, then back out of the lane. Voids can also occur if vehicles leave the arming loop and take more than 5 seconds to reach the closing loop. If there are an excessive number of voids for a particular kiosk, this could indicate a faulty closing loop.
Email Alerts

The FlashPARCS system will automatically send an email to a specified list of recipients in four instances:

1. Low Paper – When the system detects the roll of receipt/ticket paper is low on a kiosk, we’ll send an email alert that includes the vendor information for reordering paper.

2. Cash
   - Low cash in recycler: If an individual recycler is low on bills, an alert will be emailed identifying the particular bill.
   - Full: If the cash box is full and needs to be emptied, an alert will be emailed.

3. Disconnect – When the system does not detect an internet connection for 3 minutes this alert will be sent out. The back-up cellular modem should activate within 2 minutes, so this disconnect alert is designed to go out if the attempt to connect to the back-up line fails.

4. Refunds – An email alert is sent out immediately after a refund is processed.
Maintenance

Topics:

Compressed Air Duster
Water
Credit Card Cleaner
Resetting Loops
Inspecting for Skimmers
Supplies

Compressed Air Duster
Use a compressed air duster periodically to ensure the components inside each kiosk are clean and free of dust that may gather over time.

Water
Use a damp cloth (no soap/chemicals) to wipe down the screen and outside components to clear dirt that may have gathered and to ensure the touch screen maintains appropriate sensitivity.

Credit Card Cleaner
To keep the magnetic heads of the credit card readers clean and free of debris, use cleaning cards (such as these) in the credit card reader regularly.

Resetting Loops
We recommend resetting the loops periodically. Before resetting the loops, please be sure the lanes are clear of vehicles.

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Inspecting for Skimmers

Inspect the credit card readers once a week for credit card skimmers. A skimmer is a type of malicious hardware that can be installed in the credit card reader that record the data off the card’s magnetic stripe.

To determine if a skimmer is attached to the card reader, wiggle the card reader to shake loose a skimmer if present.

Supplies

The only supply that is required to be replenished is the receipt paper. When the receipt paper is low, the system will automatically send an email alert to any attendants/managers that are on the list to receive these alerts. This email will include specifics on the paper needed as well as vendor information for submitting a reorder.
Kiosk Screen Flows

Topics:

- Entry Flows
- Exit Flows
- Pay-on-Foot Flows

Entry Flows

Transient Options

- Get a Ticket > printed ticket

Transient Ticketless Options

- Insert credit card
- Other Access Options > I want to enter my mobile phone # as my ticket

Monthly Options

- Scan prox card or barcoded ID card
- Other Access Options > I have a monthly parking account (monthly IVR access)
Figure 1: Beginning Screen (loop not yet activated)

Figure 2: Other Access Options, Get a Ticket, or scan prox card or barcoded ID card

Figure 3: I want to enter my mobile # as my ticket, I have a monthly parking account (monthly parker IVR access)

Figure 4: Transient parker mobile number entry
Figure 5: Transient parker mobile number entry confirmation

Figure 7: Monthly parker IVR access

Figure 6: Enter Facility
Exit Flows

Transient Options
- Scan ticket > Payment screen
- Ticketless options:
  - Insert credit card > Payment screen
  - Other Access Options > I entered my mobile phone # as my ticket > Mobile number entry > Payment screen
  - Lost Ticket > Payment screen

Monthly Options
- Scan prox card or barcoded ID card
- Other Access Options > I have a monthly parking account (monthly IVR access)

Figure 8: I have a monthly parking account (monthly IVR access), I entered my mobile # as my ticket

Figure 9: Insert credit card, Other Options, Lost Ticket
Figure 10: Payment Screen

Figure 11: Transient parker mobile number entry

Figure 12: Payment Screen with validation

Figure 13: Print Receipt/Exit Facility
Pay-on-Foot Flows

Transient Options:
Pay for Parking > insert credit card, scan ticket, Lost Ticket, or Other Options (transient mobile phone entry) > Payment Screen

FlashPass Options:
Buy a ValuePass > Select Amount > Payment Screen

Figure 17: Pay-on-Foot Beginning Screen
Figure 16: Insert credit card, scan ticket, Lost Ticket, or Other Options (transient mobile phone entry)
Figure 15: Payment Screen
Figure 14: ValuePass > Select Amount
## Glossary

<table>
<thead>
<tr>
<th>Access Zone</th>
<th>Access Zones are the facilities or combination of facilities that monthly parkers have access to.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Count</td>
<td>The actual count is the number of vehicles actually present in the facility. This number can be updated in the Admin Portal after conducting a manual vehicle audit.</td>
</tr>
<tr>
<td>Admin Portal</td>
<td>The Admin Portal URL is <a href="https://portal.flashvalet.com">https://portal.flashvalet.com</a>. This web-based portal is used by the parking management team to manage the facility. This portal allows users to create validators and validation prices, search for and refund tickets, set monthlies to neutral in bulk, and more.</td>
</tr>
<tr>
<td>FlashPass</td>
<td>A FlashPass is a reusable barcoded ticket that is purchased at a pay-on-foot. These passes are loaded with bonus values (pay $ for a pass with a value of $, for example). A visitor can enter the facility and pull a ticket, visit a pay-on-foot and purchase a FlashPass, then exit the facility by scanning their original entry ticket, then scanning their FlashPass when on the payment screen (same as if it was a validation), and the pass will be applied to their parking. The next time they arrive at the facility, instead of pulling an entry ticket, they’ll scan their FlashPass to open the gate. Then, they’ll scan their pass on exit and the value for their duration will be deducted from their FlashPass balance. With the FlashPass, the daily maximum charge is $$. Visitors with a FlashPass can enter/exit the facility an unlimited number of times and maintain the maximum daily charge.</td>
</tr>
</tbody>
</table>
Kiosk

Kiosks are the individual devices in each lane: entry, exit, pay-on-foot. Some kiosks have limited components (monthly access only for example will not have credit card readers), and others will work in conjunction with a cash machine (pay-on-foots).

Logical Zone

A logical zone is a facility; it is made up of several entry and exit kiosks and includes pay-on-foot kiosks.

Postpaid Validation Account

Postpaid validation accounts have no restrictions on validation price structure or limitations on quantity for processing validations. These accounts are set up on a bill-back structure. The bill-back amount per validation account will show in the eValidation Detail by Date, Dept, and Validator report in the Discounts column. The discount is calculated based on the duration of the visitor’s ticket. For example, if a ticket is given an “All Day” validation but the visitor only stays two hours, the validation account will only be billed back two hours for that validation.

Prepaid Validation Account

A prepaid validation account must have funds loaded in order to process validations. Funds can be loaded by an Admin Portal user and can be processed in cash, check, or credit card. To process a credit card transaction, the card must first be saved on file under the Validation Account details. For prepaid validation accounts, the current balance will always be displayed at the top of the validation portal. The validator can only generate (electronically or printed) validations up to the value of the current balance. Prepaid validation accounts can only validate dollar-off validation prices; they cannot validate time-off validation prices.
**Profile**
A profile is comprised of a combination of restrictions and access zones. Profiles are linked to monthly accounts through PARIS to determine a parker’s day/time and facility access.

**Restriction**
Restrictions are the time and days set that a monthly parker has access to. For example, a restriction labeled “M-F 0:00-23:59” allows profiles with this restriction to access the facility all day Monday through Friday.

**Support Agent**
A support agent is a user that has access to the Support Portal for answering intercom calls from the kiosks.

**Support Portal**
The support portal URL is https://s.flashvalet.com. This web-based portal is used by call center agents to remotely interact with parkers that call through the intercom on the kiosks. Through the support portal, you can push a rate to a kiosk, set a monthly account to neutral, search and push a FlashPass to a kiosk, view monthly parking account activity and more.

**Validation Portal**
The validation portal URL is https://v.flashvalet.com. This web-based portal is used by validators to process electronic and printed validations.
<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>MANUFACTURER</th>
<th>PART NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>BARCODE/QR READERS</td>
<td>ZEBRA</td>
<td>DS457 – DL20009</td>
</tr>
<tr>
<td>GATES</td>
<td>MAGNETIC</td>
<td>RAL 2000</td>
</tr>
<tr>
<td>COMMUNICATION NETWORK COMPONENTS</td>
<td>NETGEAR LTE MODEM</td>
<td>LB1121</td>
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<tr>
<td>ENTRY/EXIT STATIONS</td>
<td>FLASHPARCS</td>
<td>FP161255</td>
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<tr>
<td>POF STATIONS</td>
<td>FLASHPARCS</td>
<td>FP161255POF</td>
</tr>
<tr>
<td>EMV READERS</td>
<td>WINDCAVE</td>
<td>SCR200</td>
</tr>
<tr>
<td>LOT FULL SIGNS</td>
<td>SIGNALTECH</td>
<td>5898</td>
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<td>AVI READERS</td>
<td>TAGMASTER</td>
<td>XT5</td>
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<tr>
<td>PROXIMITY CARD READER</td>
<td>RFIDeas</td>
<td>RDR-805W1AKU-C72</td>
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<tr>
<td>SERVERS</td>
<td>N/A SAAS</td>
<td>N/A</td>
</tr>
<tr>
<td>SOFTWARE APPLICATION &amp; VERSION</td>
<td>FLASHPARVCS</td>
<td>VERSION 2.1 4.0</td>
</tr>
<tr>
<td>LOOPS</td>
<td>BD LOOPS</td>
<td>SC 24-20</td>
</tr>
</tbody>
</table>
ZEBA DS457 SERIES

NEXT-GENERATION FIXED MOUNT IMAGER

GET HANDS-FREE CONVENIENCE AND EXTRAORDINARY SCANNING SPEED ON ANY BAR CODE ON ANY SURFACE

Enable high-volume hands-free scanning from the retail POS and airport boarding gate to the manufacturing production line with the Zebra DS457. With comprehensive data capture, your workers can scan virtually any bar code including 1-D, 2-D and direct part marks. No matter what type of bar code is presented, or whether it is printed on a paper label, etched into a product or displayed on a mobile phone screen, breakthrough digital imaging technology delivers extraordinary scanning speed. The tiny footprint fits in the most space constrained areas. Workers can choose presentation or trigger-activated mode, providing the flexibility for a wide variety of applications. And while the DS457 can be integrated into a wide variety of products, its sleek design is just as at home in customer-facing areas, such as a retail counter.

TRUE BEST-IN-CLASS PERFORMANCE ON ALL BAR CODES

With stunning performance on virtually every bar code 1-D and 2-D plus direct part marks your workers can capture bar codes as fast as they can present items for scanning. There is never a need to pause between scans, protecting productivity.

FITS IN THE SMALLEST OF SPACES

The tiny DS457 is ideal where a zero or minimal footprint is required. At just 1.15 in. H x 2.3 in. L x 2.44 in. W (2.92 cm H x 5.84 cm L x 6.2 cm W), this device can be mounted just about anywhere attached to the register or under the counter for a true zero footprint on the retail cashwrap to a space-constrained manufacturing cell or airport gate.

SCAN BAR CODES ON PRACTICALLY ANY SURFACE INCLUDING MOBILE PHONE DISPLAYS

Your customers are rapidly adopting mobile bar codes electronic versions of tickets, boarding passes and loyalty cards that can be carried right in the mobile phone. Since the DS457 can read bar codes on mobile phone and computer displays, you’re ready for this next generation bar code, protecting customer convenience, customer service quality and employee productivity.

FLEXIBLE AND EASY TO INTEGRATE

The DS457 can be used as a standalone scanner or integrated into the most space-constrained products to bring world-class scanning performance to mobile computers, handheld scanners, self-service kiosks, medical and diagnostic instruments, lottery terminals and more. Integration into your product designs is easy there is no optical, mechanical or electrical engineering required. And in the event you already have a Zebra Miniscan deployed today, the common interface allows you to simply swap scanners to cost-effectively boost scanning performance and quality no re-tooling or redesign of the installation area are required.

USERS ARE UP AND RUNNING IN MINUTES

Full omni-directional scanning eliminates the need to precisely align bar code and imager. A unique aiming pattern with a bright central dot ensures quick, accurate scanning even in the brightest lighting. The result is a highly intuitive scanning function that increases worker productivity, virtually eliminating the need and cost associated with training.

FEATURES

Four models to meet any data capture need
SR (Standard Range) designed for 1-D/2-D intensive applications with medium to large bar codes
HD (High Density) for the tiny and dense codes common in manufacturing
DL (Driver’s License parsing) ideal for 1-D/2-D applications that require the capture of U.S. driver’s license ID information
DP (Direct Part Marks) for rapid capture of every type of direct part mark, including dot peen, laser etch, chemical etch, inkjet, mold, cast and thermal spray; capture marks on virtually any surface, including metal, rubber, plastic and glass

Scans any bar code on paper, mobile phones and computer displays
Scans virtually any bar code on any medium; supports the mobile bar codes your customers are embracing

Comprehensive data capture 1-D, 2-D, and DPM codes, driver’s license parsing, still images, video and OCR
Diverse series that can meet any fixed mount hands-free scanning need

Powerful 624 MHz processor, fast sensor shutter speed and patent pending fastpulse illumination
FOUR MODELS TO MEET ANY APPLICATION NEED

No matter what type of bar codes you need to capture, there is a model that will meet your needs.

**DS457-SR:** Combination 1-D and 2-D bar code scanning. This standard range model is designed to meet the needs of a wide variety of applications, offering the largest working range possible on the largest variety of bar codes.

**DS457-HD:** Optimized for comprehensive 2-D bar code capture. We took the DS457-SR Standard Range model and optimized the focus functionality to accommodate the very tiny and dense 2-D bar codes frequently found in manufacturing. Electronic manufacturers can ensure the right part is used at the right time on the production line. And pharmaceutical manufacturers can track product as it is produced and packaged to meet track and trace regulations.

**DS457-DL:** Combination 1-D and 2-D bar code scanning plus driver's license parsing. We added driver's license parsing to the DS457-SR Standard Range model to enable the instant decoding of the bar coded information on any state driver's license in the U.S. as well as other national ID documents to support a wide variety of value-added applications. At the retail POS, the DS457-DL allows effortless auto-population of credit and loyalty cards, as well as easy and error-proof age verification.

**DS457-DP:** Comprehensive support for 1-D and 2-D bar codes plus direct part marks. This powerful model starts with the high-density scanning capability of the DS457-HD, and adds new algorithms that ensure easy reading of any direct part marks. Workers can easily capture even the most challenging direct part marks, including low-contrast marks printed on black plastic, black rubber, steel and cast-iron.

WORLD CLASS SUPPORT FOR MAXIMUM UPTIME

For true service peace of mind, our Service from the Start Advance Exchange Support program offers next-business-day device replacement to keep your DS457 imagers up and running. And since built-in Comprehensive Coverage includes normal wear and tear as well as accidental damage to internal and external components, unforeseen repair expenses are practically eliminated. The result is an extraordinary lifecycle, extraordinary uptime’s and a truly outstanding ROI.

Put the Zebra DS457 to work in your organization today.

For more information, please visit us on the web at [www.zebra.com/ds457](http://www.zebra.com/ds457) or access our global contact directory at [www.zebra.com/contact](http://www.zebra.com/contact)

<table>
<thead>
<tr>
<th>SPECIFICATIONS CHART</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHYSICAL CHARACTERISTICS</strong></td>
</tr>
<tr>
<td>Dimensions</td>
</tr>
<tr>
<td>Weight</td>
</tr>
<tr>
<td>Power</td>
</tr>
<tr>
<td>Models</td>
</tr>
</tbody>
</table>

| **USER ENVIRONMENT** |
| Operating Temp. | -4° to 122°F / -20° to 50°C* (NOTE: Laser aimer disabled above 113°F / 45°C) |
| Storage Temp. | -40° F to 158° F / -40° to 70°C |
| Humidity | Operating: 65% RH, non-condensing at 50°C; Storage: 85% RH, non-condensing at 70°C |
| Sealing | IP54 |
| Drop Specification | Withstands multiple 30 in./78 cm drops to concrete |
| Ambient Light | Total darkness to 9000 ft. candles (90,900 Lux) |
| Programmable Parameters | Power mode, trigger mode, beeper tone, session time, focus control, |

**PERFORMANCE CHARACTERISTICS**

Delivers extraordinary scanning speed on all bar codes; increases throughput and productivity.

Tiny footprint

Fits almost anywhere; enables 'invisible' under the counter installation.

Sleek design

Suitable for design conscious retail stores and other customer-facing areas.

Mounting accessories

Easily mount wherever needed* on cash registers, under counters and more.

Omni-directional scanning

No need to align bar code and scanner; improves ergonomics and user comfort.

Unique aiming pattern

Bright central dot ensures quick, accurate scanning * even in bright sunlight.

Scan trigger

Can be used in either presentation mode for hands-free scanning or on-demand scanning via integrated scan trigger.

Supports 123Scan² configuration tool

Enables rapid and easy customized set-up through a free, wizard-based PC software tool.

Compatible with SSI and SNAPi command interfaces

Expands application flexibility with fast, simple communication plus support for advanced features between imager and host.

Optional software developer kit (SDK)

Provides familiar Microsoft® Windows 2000 and XP platform support for rapid development of applications that integrate easily into the customer environment.
**DS457 SERIES DECODE ZONE (TYPICAL)**

### Sensor Resolution
752 (H) x 480 (V) gray scale

### Imager Field of View
- **DS457 SR and DL**: 39.6° horizontal, 25.7° vertical
- **DS457 HD and DP**: 38.4° horizontal, 24.9° vertical

### Aiming Element
655 ± 10 nm (VLD)

### Illumination Element
625 ± 5 nm (LED)

### Minimum Print Contrast
Minimum 25% absolute dark/light reflectance

### SYMBOLOGY DECODE CAPABILITY

#### 1-D
- All major 1-D bar codes

#### 2-D
- PDF417, DataMatrix, QR Code, Aztec, Composite Codes and MaxiCode

#### Postal
- US Postnet, US Planet, UK Postal, Australian Postal, Japan Postal

### Image File Formats
BMP, TIFF, JPG

### INTERFACES

#### Interfaces
- 9-pin male D-sub - USB (full speed) and TTL level RS232 with RTS and CTS

### REGULATORY

#### Electrical Safety
ETL, VDE, CETL, EN60950, Ctick, VCCI

#### Laser Classification
Intended for use in CDRH Class II/IEC 825 Class I devices

#### EMI/RFI
FCC Part 15 Class B, ICES-003 Class B, CISPR22 Class B

#### Environmental
RoHS compliant

### WARRANTY
Subject to the terms of Zebra’s hardware warranty statement, the DS457 is warranted against defects in workmanship and materials for a period of 3 years from the date of shipment. For the complete Zebra hardware product warranty statement, go to: http://www.zebra.com/warranty

### RECOMMENDED SERVICES

#### Customer Services
Service from the Start Advance Exchange Support

* See integration guide

### MARKETS AND APPLICATIONS

#### Retail
- POS, ID verification, mobile coupons and loyalty card scanning, auto-fill of credit and loyalty card applications

#### Manufacturing
- Error proofing on clean conveyors in electronic manufacturing, track and trace in pharmaceutical manufacturing

#### Travel and Transportation
- Scanning of mobile and paper-based boarding passes and tickets at airports, train stations and bus terminals

#### Security
- Access control at border crossings, military bases and more

#### OEM
- Integrate into a broad range of devices, from self-service kiosks to medical instruments

### Depth of Field

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>English</strong></td>
<td><strong>Metric</strong></td>
</tr>
<tr>
<td>Code 39 - 3 mil</td>
<td>Not Tested</td>
<td>1.2” - 4.8”</td>
</tr>
<tr>
<td>Code 39 - 5 mil</td>
<td>1.3” - 8.1”</td>
<td>3.3 - 20.6 cm</td>
</tr>
<tr>
<td>Code 39 - 20 mil</td>
<td>1.8” - 16.5”</td>
<td>4.6 - 41.9 cm</td>
</tr>
<tr>
<td>UPC - 13 mil</td>
<td>1.5” - 15.3”</td>
<td>3.8 - 38.9 cm</td>
</tr>
<tr>
<td>Datamatrix - 4 mil</td>
<td>Not Tested</td>
<td>1.6” - 3.0”</td>
</tr>
<tr>
<td>Code</td>
<td>Thickness</td>
<td>Min - Max Range</td>
</tr>
<tr>
<td>------------</td>
<td>-----------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Datamatrix</td>
<td>5 mil</td>
<td>Not Tested</td>
</tr>
<tr>
<td></td>
<td>7.5 mil</td>
<td>2.0&quot; - 6.0&quot;</td>
</tr>
<tr>
<td></td>
<td>10 mil</td>
<td>1.5&quot; - 8.4&quot;</td>
</tr>
<tr>
<td></td>
<td>15 mil</td>
<td>1.6&quot; - 10.9&quot;</td>
</tr>
<tr>
<td>QR Code</td>
<td>5 mil</td>
<td>Not Tested</td>
</tr>
<tr>
<td></td>
<td>7.5 mil</td>
<td>2.1&quot; - 5.1&quot;</td>
</tr>
<tr>
<td></td>
<td>10 mil</td>
<td>1.5&quot; - 7.0&quot;</td>
</tr>
<tr>
<td>PDF417</td>
<td>4 mil</td>
<td>Not Tested</td>
</tr>
<tr>
<td></td>
<td>6.67 mil</td>
<td>1.8&quot; - 7.1&quot;</td>
</tr>
<tr>
<td></td>
<td>10 mil</td>
<td>1.2&quot; - 10.2&quot;</td>
</tr>
<tr>
<td></td>
<td>15 mil</td>
<td>1.5&quot; - 13.0&quot;</td>
</tr>
</tbody>
</table>

Far end ranges will be reduced in motion enhancement modes.
For access control
The Access Pro series barriers from Magnetic are optimized solutions for access control at car parks, company grounds, residential buildings, port facilities and other secured areas with lane widths up to 20 ft. Compared to the Access Pro-L, The Access Pro-H includes a taller cabinet, with more room for accessories, and a straight MicroBoom arm. Combine the Access Pro-H with the optional barrier arm skirt (with or without climb-over prevention) to effectively stop intruders from crawling under and/or climbing over the barrier.

At the heart of the Access series is the innovative MHTM™ drive that is distinguished by its energy efficiency, lack of maintenance and long service life – the Access series is designed for 1 million opening and closing cycles. The Access Pro-L and Access Pro-H are characterized by a high level of functionality and offer expansion potentials with plug-in modules and exclusive accessories. Magnetic quality lies not just in the detail, but is also easily recognizable thanks to its stylish design. The Access series has already been awarded two design prizes.

Low operating costs
With arm lengths up to 20 ft the Access Pro series is perfectly suited for a wide variety of applications. Thanks to their high energy efficiency, extremely long service lives, and simple maintenance, barriers from Magnetic are particularly cost-effective – an investment that will certainly pay off.

Innovative drive technology
The MHTM™ drive unit is maintenance-free, energy-efficient and quiet. The high torque guarantees best possible operation even under extreme weather conditions.

Legal security
Magnetic vehicular lift barriers have always been UL 325 approved. UL 325 ensures that our product guards against entrapment, fire, and electrical shock.

Easy access to components
Two simple steps: control systems and the drive unit are easily reached by removing the top cover and front plate. This increases user-friendliness and accelerates commissioning and service.

MAGNETIC AUTOCONTROL
www.magnetic-access.com/usa

ACCESS PARKING TOLL TRAFFIC
### Access

**Access barrier**

- High level of functionality for numerous applications
- High security with optional barrier arm skirts
- Very low operating costs thanks to efficient and long-lived MHTM™ drive
- Ease-of-use and optimum accessibility thanks to well thought-out design
- Acclaimed design: German Design Award 2014 and Red Dot Design Award 2012
- Designed for 10 million opening and closing cycles

### Technical data

<table>
<thead>
<tr>
<th>Feature</th>
<th>Access Pro-L</th>
<th>Access Pro-H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barrier width</td>
<td>Max. 20 ft</td>
<td>Max. 20 ft</td>
</tr>
<tr>
<td>Opening/closing time</td>
<td>4.0 s</td>
<td>4.0 s</td>
</tr>
<tr>
<td>Power consumption</td>
<td>Max. 25 W</td>
<td>Max. 25 W</td>
</tr>
<tr>
<td>Drive technology</td>
<td>MHTM™</td>
<td>MHTM™</td>
</tr>
<tr>
<td>Voltage</td>
<td>85–264 VAC, 60/60 Hz</td>
<td>85–264 VAC, 50/50 Hz</td>
</tr>
<tr>
<td>Duty cycle</td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Housing dimensions (L x W x H)</td>
<td>12.4 x 14.2 x 36.0 in</td>
<td>12.4 x 14.2 x 36.0 in</td>
</tr>
<tr>
<td>Enclosure rating</td>
<td>IP 64</td>
<td>IP 64</td>
</tr>
<tr>
<td>Temperature range</td>
<td>-22 to +131 °F</td>
<td>-22 to +131 °F</td>
</tr>
<tr>
<td>Weight without barrier arm</td>
<td>88.2 lb</td>
<td>97 lb</td>
</tr>
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</table>

### Options

<table>
<thead>
<tr>
<th>Feature</th>
<th>Access Pro-L</th>
<th>Access Pro-H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special colors</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Standard barrier arm skirt</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Barrier arm skirt with climb-over prevention (height = 51 in)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Barrier arm skirt with climb-over prevention (height = 70 in)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Barrier arm extension set</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Pendulum support*</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Support post*</td>
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<td>✓</td>
</tr>
<tr>
<td>Barrier arm presence sensor</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Barrier arm lock</td>
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<td>✓</td>
</tr>
<tr>
<td>Barrier arm illumination, red**</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>LED strips, red/green***</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Warning lights</td>
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<td>✓</td>
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<tr>
<td>Hood lights</td>
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<td>✓</td>
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<tr>
<td>Key-operated switch</td>
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<td>Radio module</td>
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<td>Ethernet module</td>
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<td>RS485 module</td>
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<td>CAN module (counting)</td>
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<tr>
<td>Second detector module</td>
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<td>✓</td>
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<tr>
<td>GSM module</td>
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<td>✓</td>
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<tr>
<td>Photoelectric light barrier</td>
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<td>✓</td>
</tr>
<tr>
<td>Battery backup</td>
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<td>✓</td>
</tr>
<tr>
<td>Heater</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

* Barrier arms over 15 feet must use a pendulum support or support post
** Can only be used on back of barrier arm when used with climb-over protection
*** Cannot be used with standard barrier arm skirt

MAGNETIC AUTOCONTROL

www.magnetic-access.com/usa
**Standard barrier colors**

<table>
<thead>
<tr>
<th>Color</th>
<th>Code</th>
<th>Similar to RAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange</td>
<td>RAL 2000</td>
<td></td>
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<tr>
<td>Light Grey</td>
<td>RAL 9006</td>
<td></td>
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<tr>
<td>Dark Grey</td>
<td>RAL 9007</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>RAL 9010</td>
<td></td>
</tr>
</tbody>
</table>

**Standard door color**

<table>
<thead>
<tr>
<th>Color</th>
<th>Code</th>
<th>Similar to RAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black-Grey</td>
<td>Anthracite</td>
<td>7021</td>
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</tbody>
</table>

**Dimensional drawings**

---

**Access Pro-L with VarioBoom**

![Dimensional drawing of Access Pro-L with VarioBoom]

---

**Access Pro-H with standard barrier arm skirt**

![Dimensional drawing of Access Pro-H with standard barrier arm skirt]

---

*Complete dimensional drawings are available on request.*
Magnetic stands for pioneering products – in every way. Our access control systems for vehicles or pedestrians clear the way for thousands of people every day – at car parks, toll gates, stations, airports and in buildings. Our technology is also pioneering, however: with innovative drives, intelligent control systems and well thought-out details it provides maximum safety and longevity. Are you also on the path to Magnetic?

**Vehicle barriers**
- Access barriers
- Parking barriers
- Toll barriers
- Traffic barriers
- Special barriers

**Pedestrian gates**
- Turnstiles
- Swing gates
- Tripod gates
- Retractable gates
- Wing gates

**Terminals**
- Cars
- Trucks

---

**Germany**
MAGNETIC AUTOCONTROL GMBH
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MAGNETIC AUTOCONTROL
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Complications of obtaining PCI DSS Compliance

You can achieve PCI compliance in various ways, in the parking industry you normally have two:

1. A PA DSS certified application or system. This means that this system is capable of achieving PCI compliance if you follow the hundreds of guidelines and on-going maintenance that is required by PCI. This type of system will be hosted on-site and it is the parking provider’s responsibility to ensure the system is maintained properly to achieve PA DSS compliance. Simply put, the burden lies on the parking operator to maintain PCI compliance.

2. A PCI DSS, Level 1 Service Provider such as FlashParking. In this case the Service Provider takes on the majority of the burden of maintaining compliance. This reduces your PCI scope significantly.

Meeting these requirements demands executing over 250 specific tasks, as well as documenting your process to do those tasks as well as documenting that they have been completed. Finally, you have to be audited. This is an annual certification, meaning every 365 days this process begins again.

There are 12 requirements for meeting the PCI DSS, broken into 6 groups:

**Build and Maintain a Secure Network**

**Requirement 1:** Install and maintain a firewall configuration to protect cardholder data

**Requirement 2:** Do not use vendor-supplied defaults for system passwords and other security parameters

**Protect Cardholder Data**

**Requirement 3:** Protect stored cardholder data

**Requirement 4:** Encrypt transmission of cardholder data across open, public networks

**Maintain a Vulnerability Management Program**

**Requirement 5:** Use and regularly update anti-virus software

**Requirement 6:** Develop and maintain secure systems and applications

**Implement Strong Access Control Measures**

**Requirement 7:** Restrict access to cardholder data by business need-to-know

**Requirement 8:** Assign a unique ID to each person with computer access

**Requirement 9:** Restrict physical access to cardholder data

**Regularly Monitor and Test Networks**

**Requirement 10:** Track and monitor all access to network resources and cardholder data

**Requirement 11:** Regularly test security systems and processes

** Maintain an Information Security Policy**

**Requirement 12:** Maintain a policy that addresses information security
**FlashParking**

**FlashParking Client Portal** (Accessed via the web)

**Internet**

**Azure load balancer**

**Microsoft Azure**

**FlashValet Mobile App**

**Firewall**

**Primary Internet** (Provided by Client)

**Cellular LTE backup internet** (Provided by FlashParking)

**FlashParking Entry Kiosk**

**FlashParking Exit Kiosk**

**Bandwidth Requirements**

- 5 Mbps Upload
- 5 Mbps Download

If a location exceeds 5 total kiosks, the bandwidth required will increase by 1 Mbps up/down per kiosk
Encryption and Data Flow Diagram

FlashParking

Windcave

USAePay
Magnetic Head (Point to Point Validated Solution) – SCR200E

All credit card sensitive data will be encrypted at the point of swipe in the magnetic head using DUKPT (3DES-112, AES-128, AES-256 encryption algorithms). Only our gateway partner, WindCave has the keys to decrypt the sensitive data. This solution is also a PCI DSS - P2PE validated. Optional items: BFR contactless antenna for NFC payments and the SKP200E for pin entry.
Magnetic Head (End to End) Encryption – MP200

All credit card sensitive data will be encrypted at the point of swipe in the magnetic head or CHIP insert using DUKPT (3DES-112, AES-128, AES-256 encryption algorithms). Only our gateway partner USAePay has the keys to decrypt the sensitive data.
The MP200 connects to an Apple iOS device via paired Bluetooth connection.

The MP200 uses Bluetooth encryption as follows: Encryption Mode 2 and Security Mode 4 - this means encryption is required for all traffic between the MP200 and the Apple iOS device.

Summary of Bluetooth encryption: (for more details please visit: https://nvlpubs.nist.gov/nistpubs/legacy/sp/nistspecialpublication800-121r1.pdf)

The encryption key provided to the encryption algorithm is produced using an internal key generator (KG). The KG produces stream cipher keys based on the 128-bit link key, which is a secret that is held in the Bluetooth devices; a 128-bit random number (EN_RAND); and the 96-bit ACO value. The ACO is produced during the authentication procedure, as shown in Figure 3-4. The Bluetooth encryption procedure is based on a stream cipher, E0. A key stream output is exclusive-OREd with the payload bits and sent to the receiving device. This key stream is produced using a cryptographic algorithm based on linear feedback shift registers (LFSRs). The encryption function takes the following as inputs: the master device address (BD_ADDR), the 128-bit random number (EN_RAND), a slot number based on the piconet clock, and an encryption key, which when combined initialize the LFSRs before the transmission of each packet, if encryption is enabled. The slot number used in the stream cipher changes with each packet; the ciphering engine is also reinitialized with each packet while the other variables remain static.
1) Credit card reader hardware is purchased from the specified vendor.

2) Linea Pro devices are shipped directly to Spencer Technologies to complete the key injection process. For Spectrum Air, the key injection process is completed by IDTech. For MP200, POSPORTAL completes the key injection process at their own facility and ships direct. For the SCR200 those are injected directly by WindCave. All servicers utilized are certified key injection facilities.

3) The completed units are shipped to the FlashParking assembly line, or direct to the customer site as appropriate.

*POSPORTAL, IDTech and Spencer Technologies exchange encryption keys directly with USAePAY.
*Windcave is a P2PE Validated Solution, therefore they manage all encryption keys.
Each device sends "card data" directly to the gateway without storing or transmitting via our servers / backend platform.
Card Swiped with SCR200E

1. Card swiped
   - Not stored in our servers
   - Not transmitted by our servers
   - Data directly transmitted from device to the gateway in an encrypted format

2. PCI Compliant Level 1 Gateway
   - Data transmitted in compliance with PCI DSS
   - PCI DSS Level 1 certified gateway
   - Card Holder Data Encrypted
   - SSL Encryption (TLS1.2)
   - Standard Security procedures
   - DUKPT (3DES-112, AES-128, AES-256 encryption algorithms)

3. Credit Card Network

FlashParking Platform
- No Card Data
- No Sensitive Data
- No Card Data transmitted
- Tokens are used for refunds

All on the Cloud
How to Pull a Report

1. Log into portal.flashvalet.com
2. Select Reports tab on top left
3. Scroll down to select the desired report
4. Select the desired time/date range to run the report
5. Select Submit

Recommended Reports

<table>
<thead>
<tr>
<th>Location Summary Hotel</th>
<th>FlashPARCS Vend Exceptions</th>
<th>Electronic Payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Trans Detail</td>
<td>Location Issued Ticket Detail (xls)</td>
<td>eValidation by Date and Validator</td>
</tr>
<tr>
<td>Contact Center Detail</td>
<td>Occupancy Per Hour (PARCS)</td>
<td>Kiosk Summary</td>
</tr>
</tbody>
</table>

Location Summary Hotel

This report provides an executive-level summary of tickets processed per price per kiosk. It also provides a payment summary broken down by tender type and includes a sub-report that provides the number of vehicles processed per fee.
Location Trans Detail

This report is ideal for viewing each transaction in detail—including ticket number, arrival, departure, duration, and payment information. At the end of the report is the total amount transacted as well as an average duration and coupon summary.

<table>
<thead>
<tr>
<th>Ticket</th>
<th>Name</th>
<th>Arrival</th>
<th>Departure</th>
<th>Duration</th>
<th>Description</th>
<th>Vehicle</th>
<th>Received By</th>
<th>Checked Out By</th>
<th>Payment Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>100077174</td>
<td></td>
<td>4/7 10:09 AM</td>
<td>4/7 10:23 AM</td>
<td>0 hrs 15 min</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100077175</td>
<td></td>
<td>4/7 10:23 AM</td>
<td>4/7 10:24 AM</td>
<td>0 hrs 0 min</td>
<td>Cheap Airport Parking</td>
<td>S Process</td>
<td></td>
<td>S Process</td>
<td>Voucher</td>
<td>$0.00</td>
</tr>
<tr>
<td>100077197</td>
<td></td>
<td>4/7 2:02 PM</td>
<td>4/7 2:02 PM</td>
<td>0 hrs 0 min</td>
<td>Cheap Airport Parking</td>
<td>S Process</td>
<td></td>
<td>S Process</td>
<td>Voucher</td>
<td>$0.00</td>
</tr>
<tr>
<td>100077198</td>
<td></td>
<td>4/7 2:02 PM</td>
<td>4/7 2:03 PM</td>
<td>0 hrs 1 min</td>
<td>Cheap Airport Parking</td>
<td>S Process</td>
<td></td>
<td>S Process</td>
<td>Voucher</td>
<td>$0.00</td>
</tr>
<tr>
<td>100077267</td>
<td></td>
<td>4/7 2:02 PM</td>
<td>4/7 2:03 PM</td>
<td>0 hrs 1 min</td>
<td>Cheap Airport Parking</td>
<td>S Process</td>
<td></td>
<td>S Process</td>
<td>Voucher</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Total Records: 162
Avg. Transient/Visitor Duration: 58 hrs 52 min
Avg. Overnight/Guest Duration: -

* Indicates coupons applied to ticket

Coupon Summary

<table>
<thead>
<tr>
<th>Ticket Number</th>
<th>Coupon Type</th>
<th>Type</th>
<th>Amount</th>
<th>Burned At</th>
</tr>
</thead>
<tbody>
<tr>
<td>100077537</td>
<td></td>
<td>$5.00</td>
<td>5/21/2017 03:11 pm</td>
<td></td>
</tr>
</tbody>
</table>
Contact Center Detail

This report provides details on all support calls from any kiosk.

FlashPARCS Vend Exceptions

This report details each time the “vend” option in the mobile app was used, as well as when the gate has been vended via a support call. Notes are required when vending through the app and will also appear on this report.

Location Issued Ticket Detail (xls)

This report provides a detailed list of all transient tickets that were issued for a selected time period per kiosk.
**eValidation by Date and Validator**

This report details all electronic and printed validations that are used, including the discount amount (for billing back). This report subtotals validation usage per validator.

<table>
<thead>
<tr>
<th>Ticket</th>
<th>Departure</th>
<th>Duration</th>
<th>Customer</th>
<th>Description</th>
<th>Full Price</th>
<th>Part Amount</th>
<th>Discount</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>560999</td>
<td>8/23 10:41 AM</td>
<td>9 hrs 12 min</td>
<td></td>
<td>SPA Full Comp</td>
<td>$45.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$45.00</td>
</tr>
<tr>
<td>569901</td>
<td>8/23 10:53 PM</td>
<td>2 hrs 18 min</td>
<td></td>
<td>SPA Full Comp</td>
<td>$45.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$45.00</td>
</tr>
<tr>
<td>569913</td>
<td>8/23 12:35 PM</td>
<td>4 hrs 33 min</td>
<td></td>
<td>SPA Full Comp</td>
<td>$45.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$45.00</td>
</tr>
</tbody>
</table>

**Sub Totals:**
- $115.00
- $0.00
- $115.00

**Kiosk Summary**

This report mimics the Location Summary Hotel, but is separated out by individual kiosk.

<table>
<thead>
<tr>
<th>POF 8 Lot 12</th>
<th>Vehicles</th>
<th>Fee</th>
<th>Discount</th>
<th>Total Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>POF 8 Lot 12</td>
<td>6</td>
<td>$2.00</td>
<td>$0.00</td>
<td>$12.00</td>
</tr>
<tr>
<td>POF 8 Lot 14</td>
<td>1</td>
<td>$2.00</td>
<td>$0.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>Totals:</td>
<td>7</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$26.00</td>
</tr>
</tbody>
</table>

**Payments**

- **Cash:** 3 vehicles, $0.00 variance, $6.00 refunds
- **Credit Card:** 4 vehicles, $6.00 variance, $14.00 refunds

**Credit Card Summary**

- **AMEX:** $0.00 variance, $4.00tips, $4.00 total refunds
- **MasterCard:** $0.00 variance, $2.00 tips, $2.00 total refunds
- **Visa:** $0.00 variance, $0.00 tips, $0.00 total refunds

**Customer Account Summary**

<table>
<thead>
<tr>
<th>Type</th>
<th>Balance</th>
<th>Payments</th>
<th>Partials</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Average Customer Retrieval Time:** Minutes

**Average Vehicle Price:** $2.00
**Occupancy Per Hour (PARCS)**

The Occupancy Per Hour (PARCS) report details the number of vehicles that entered and exited per hour, along with a running total at each hour. This report is only available in .xls format.

<table>
<thead>
<tr>
<th>Period</th>
<th>Entered</th>
<th>Exit</th>
<th>Running Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:00 am to 3:00 am</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>3:00 am to 4:00 am</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4:00 am to 6:00 am</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6:00 am to 7:00 am</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>7:00 am to 8:00 am</td>
<td>6</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>8:00 am to 9:00 am</td>
<td>140</td>
<td>30</td>
<td>312</td>
</tr>
<tr>
<td>9:00 am to 10:00 am</td>
<td>69</td>
<td>18</td>
<td>363</td>
</tr>
<tr>
<td>10:00 am to 11:00 am</td>
<td>37</td>
<td>28</td>
<td>372</td>
</tr>
<tr>
<td>11:00 am to 12:00 pm</td>
<td>38</td>
<td>41</td>
<td>369</td>
</tr>
<tr>
<td>12:00 pm to 1:00 pm</td>
<td>39</td>
<td>44</td>
<td>364</td>
</tr>
<tr>
<td>1:00 pm to 2:00 pm</td>
<td>38</td>
<td>21</td>
<td>381</td>
</tr>
<tr>
<td>2:00 pm to 3:00 pm</td>
<td>30</td>
<td>51</td>
<td>360</td>
</tr>
<tr>
<td>3:00 pm to 4:00 pm</td>
<td>10</td>
<td>57</td>
<td>313</td>
</tr>
<tr>
<td>4:00 pm to 5:00 pm</td>
<td>31</td>
<td>130</td>
<td>214</td>
</tr>
<tr>
<td>5:00 pm to 6:00 pm</td>
<td>25</td>
<td>132</td>
<td>107</td>
</tr>
<tr>
<td>6:00 pm to 7:00 pm</td>
<td>8</td>
<td>60</td>
<td>55</td>
</tr>
<tr>
<td>7:00 pm to 8:00 pm</td>
<td>13</td>
<td>27</td>
<td>41</td>
</tr>
<tr>
<td>8:00 pm to 9:00 pm</td>
<td>3</td>
<td>14</td>
<td>17</td>
</tr>
<tr>
<td>9:00 pm to 10:00 pm</td>
<td>4</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>10:00 pm to 11:00 pm</td>
<td>7</td>
<td>11</td>
<td>19</td>
</tr>
<tr>
<td>11:00 pm to 12:00 pm</td>
<td>3</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>12:00 am to 1:00 am</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1:00 am to 2:00 am</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>713</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>712</strong></td>
</tr>
</tbody>
</table>

**Electronic Payments**

This report provides details for each credit card transaction and breaks down subtotals per credit card type.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1652072380</td>
<td>$0.00</td>
</tr>
<tr>
<td>165207236423</td>
<td>$0.00</td>
</tr>
<tr>
<td>1652072399</td>
<td>$19.00</td>
</tr>
<tr>
<td>165207237401</td>
<td>$19.00</td>
</tr>
<tr>
<td>1652072380</td>
<td>$67.00</td>
</tr>
<tr>
<td></td>
<td>$57.00</td>
</tr>
</tbody>
</table>
Overview

With FlashCloud’s reporting suite operators and asset owners can access detailed reports anytime, anywhere via the FlashCloud for minute-by-minute insights on key performance indicators that enable operational efficiency and smart business strategies.

Our comprehensive Admin Portal houses a reporting suite that offers insight into key metrics and calculations like occupancy per hour, tickets issued, rates, transaction details, payments, validations, kiosk summaries, and monthly parking activity. Reports are available in PDF and XXLS formats and can be called on demand anytime, from anywhere, or schedule to arrive in your inbox routinely.

FlashPARCS has over 300 on-line reports that are available to any user via Administration Rights. These reports can be accessed through any connected device. Several reports can be scheduled to be delivered to an email address every day. The reports cover everything that happens via the FlashPARCS equipment, including Counts, General Totals, Detailed Transaction Reports, Card Holder Reports, etc. Examples of reports are available upon request.

With over 300 reports to choose from, you’ll be equipped with intelligence on every facet of your operation. FlashParking’s integrated platform allows for combination reports that can merge PARCS and valet data into one seamless summary. Data points can also be pushed to other individuals or programs via API for total visibility.

Popular Recommended Reports Include

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Shifts</td>
<td>All users currently signed in with an open shift, including shift start time.</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Arrivals With Pending Products (xls)</td>
<td>Check Olympia Reports</td>
<td>Valet</td>
</tr>
<tr>
<td>Report Name</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Average Duration And Revenue</td>
<td>Shows totals by entry type (credit card, mobile, ticket) and # of transactions per visitor</td>
<td>PARCS</td>
</tr>
<tr>
<td>Average Duration Per Price</td>
<td>Spreadsheet with number of tickets, the average duration, and average fee by price, with a group for each ticket type</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Average Duration Per Price (xls)</td>
<td>Shows number of tickets, the average duration, and average fee by price, with a group for each ticket type</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Cash Detail</td>
<td>Provides a spreadsheet showing all cash transactions and how all tickets/payments were processed.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Cash Machine Status</td>
<td>Snapshot of current cash box counts (phase 2 will include recycler note counts also)</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Company Settlement Summary by Month (xls)</td>
<td>Provides daily revenue total per location including breakdown with payment type</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Contact Center Detail</td>
<td>Shows details about each call processed through the Support Portal</td>
<td>PARCS</td>
</tr>
<tr>
<td>Contact Center Detail (xls)</td>
<td>Spreadsheet about each call processed through the support portal</td>
<td>PARCS</td>
</tr>
<tr>
<td>Credit Card Settled Detail</td>
<td>Provides a spreadsheet containing settled/unsettled tickets paid by credit card. List is arranged by credit card company and provides a subtotal per company as well as final total</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Credit Card Settled Detail (xls)</td>
<td>Provides a list containing settled/unsettled tickets paid by credit card. List is arranged by credit card company and provides a subtotal per company as well as final total</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Customer Account Load Detail</td>
<td>Provides a spreadsheet of load activity to the customer accounts for the Overnight with Customer Accounts ticket type</td>
<td>Valet</td>
</tr>
<tr>
<td>Customer Account Load Detail (xls)</td>
<td>Provides a list of load activity to the customer accounts for the Overnight with Customer Accounts ticket type</td>
<td>Valet</td>
</tr>
<tr>
<td>Customer Extra Features</td>
<td>Available to Monitor Users only. Shows features in use at every location.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Customer Tickets and Mobile Payments</td>
<td>Check Olympia Reports</td>
<td></td>
</tr>
<tr>
<td>Report Name</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Daily Vehicle Duration Chart (xls)</td>
<td>Shows the type of validation used and the amount of time in 30-minute increments with the number of vehicles in the garage (Check Olympia Reports)</td>
<td>PARCS</td>
</tr>
<tr>
<td>Discount Detail By Date And Price</td>
<td>Shows the exact ticket numbers that were connected to validations processed at the location separated by each validation used (Check Olympia Reports)</td>
<td>PARCS</td>
</tr>
<tr>
<td>Discount Report</td>
<td>Shows each validation that was used by with the total amount of vehicles each validation was used on. Separates them by day (Check Olympia Reports)</td>
<td>PARCS</td>
</tr>
<tr>
<td>Drop-Off</td>
<td>General showing of credit card totals and refunds that were processed along with Comps (Check Olympia Reports)</td>
<td>Valet</td>
</tr>
<tr>
<td>Financial Summary (xls)</td>
<td>Basic Financial Summary for consolidated PARCS and valet.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Flash Parcs Kiosk User Login Activity</td>
<td>Reports users who have logged into a kiosk.</td>
<td>PARCS</td>
</tr>
<tr>
<td>Flash Parcs Kiosk User Login Activity (xls)</td>
<td>Reports users who have logged into a kiosk.</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPARCS Kiosk Alerts History</td>
<td>Report of PARCS Kiosk Alerts.</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPARCS Kiosk Alerts History (xls)</td>
<td>Report of PARCS Kiosk Alerts.</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPARCS Kiosks Report</td>
<td>FlashPARCS Kiosks By Company And Location</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPARCS Kiosks Report (xls)</td>
<td>FlashPARCS Kiosks By Company And Location</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPARCS Vend Exceptions</td>
<td>FlashPARCS Vend Exceptions</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPass Active Report</td>
<td>Multi-use pass report</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPass Detail</td>
<td>Multi-use pass report</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPass Detail (xls)</td>
<td>Multi-use pass report</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPass Load Detail</td>
<td>Multi-use pass report</td>
<td>PARCS</td>
</tr>
<tr>
<td>FlashPass Load Detail (xls)</td>
<td>Multi-use pass report</td>
<td>PARCS</td>
</tr>
<tr>
<td>Garage Status</td>
<td>Provides a current spreadsheet of all active tickets within the garage.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Garage Status (xls)</td>
<td>The report provides a detailed view of active tickets for the location and where they’re checked in, also identifies if ticket has images.</td>
<td>PARCS &amp; Valet Recommended for Valet</td>
</tr>
<tr>
<td>Report Name</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Garage Status By DateTime</td>
<td>The report provides a detailed view of tickets with check-in/check-out times.</td>
<td>PARCS &amp; Valet Recommended for Valet</td>
</tr>
<tr>
<td>Garage Status By DateTime (xls)</td>
<td>The report provides a detailed view of tickets with check-in/check-out times.</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Garage Status Duration (xls)</td>
<td>The report provides a detailed view of tickets with check-in/check-out times, also identifies if ticket has images.</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Garage Status Monthly (xls)</td>
<td>This report provides a detailed view of monthly parker tickets with arrival date/time, also includes profile.</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Garage Status With Duration</td>
<td>Provides a current report of all active tickets within the garage.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Hot Cars</td>
<td>Provides a list of all current hot cars in the system.</td>
<td>Valet</td>
</tr>
<tr>
<td>Kiosk Revenue Summary By Month (xls)</td>
<td>Kiosk Revenue Summary By Month and broken down by day.</td>
<td>PARCS</td>
</tr>
<tr>
<td>Kiosk Summary</td>
<td>Provides a report per kiosk detailing all tickets that have been processed. Breakdown includes ticket type, vehicle count per ticket type, amount due, amount discounted, amount paid, and method of payment</td>
<td>PARCS</td>
</tr>
<tr>
<td>Kiosk Summary By Date and Time</td>
<td>Provides a report per kiosk detailing all tickets that have been processed. Breakdown includes ticket type, vehicle count per ticket type, amount due, amount discounted, amount paid, and method of payment</td>
<td>PARCS</td>
</tr>
<tr>
<td>Location Configuration Check</td>
<td>Provides a breakdown of basic location &amp; ticket details.</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Location Electronic Payments Detail</td>
<td>Provides a breakdown of mobile payments.</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Location Issued Ticket Detail</td>
<td>Ticket detail.</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Location Key Check-In Detail (xls)</td>
<td>Provides breakdown of how many tags have been created by Organization</td>
<td>PARCS &amp; Valet</td>
</tr>
<tr>
<td>Location Operational Summary</td>
<td>Combines common metrics for transient parking at PARCS locations, including revenue, credit card summary, validation usage, and general system activity such as ticket issuance and gate vending activity.</td>
<td>PARCS</td>
</tr>
<tr>
<td>Location Operational Summary (xls)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report Name</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Location Summary By Zone (xls)</td>
<td>Provides a tally of each method of payment used for all tickets pulled within the designated time frame</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Summary Detail</td>
<td>Payment Kiosk: Where the transaction takes place. If the ticket is electronically validated, the Payment Kiosk will be the name of the location.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Summary (H)</td>
<td>This report provides an executive-level summary of tickets processed per price per kiosk. It also provides a payment summary broken down by tender type and includes a sub-report that provides the number of vehicles processed per fee</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Summary (H) with DateTime</td>
<td>See above.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Ticket Activity By Hour</td>
<td>Type: Price name</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Trans Detail</td>
<td>Provides a detailed spreadsheet of each ticket processed within the requested time frame including details such as: tender type, duration of stay, method of entry and exit, and the name of the visitor.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Trans Detail (xls)</td>
<td>Provides a detailed spreadsheet of all tickets processed within designated time frame as well as activity and revenue collected.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Trans Detail By Date And Price</td>
<td>Provides a detailed list of all tickets processed within designated time frame as well as activity and revenue collected.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Trans Detail By Date And Price (xls)</td>
<td>See above.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Trans Detail By Date And Time</td>
<td>Provides a detailed list of all tickets processed within designated time frame as well as activity and revenue collected.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Trans Detail With Tax</td>
<td>Provides a detailed list of each ticket processed within the requested time frame including details such as: tender type, duration of stay, method of entry and exit, and the name of the visitor.</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Location Voids</td>
<td>Provides a list of all voided tickets within designated time frame</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Mobile Payment Summary</td>
<td>Provides a report of all tickets paid via mobile payment and provides a CC summary organized by CC Provider</td>
<td>PARCs &amp; Valet</td>
</tr>
<tr>
<td>Report Name</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Occupancy By Garage Group</td>
<td>Shows real-time occupancy by Logical Zone</td>
<td>PARCS</td>
</tr>
<tr>
<td>Occupancy Limit Report</td>
<td>Used for locations with Report Groups to show times in which a report group has exceeded its allowed capacity</td>
<td>PARCS</td>
</tr>
<tr>
<td>Occupancy Percentage Per Hour</td>
<td>Shows occupancy numbers, percent occupancy, and number of entries and exits that occurred for each hour of the day broken down by type of ticket (Transient, Monthly, Resident, Overnight). Includes filters to show occupancy of single monthly company or monthly department</td>
<td>PARCS</td>
</tr>
<tr>
<td>Overnight Summary</td>
<td>Right now report of overnight payments to be posted</td>
<td>Valet</td>
</tr>
<tr>
<td>Overnight Summary (xls)</td>
<td>Right now report of overnight payments to be posted</td>
<td>Valet</td>
</tr>
<tr>
<td>Overnight Vehicle Report (xls)</td>
<td>Overnight</td>
<td>Valet</td>
</tr>
<tr>
<td>PARCS And Valet Summary</td>
<td>Provides a numerical breakdown of how many parkers used PARCS versus Valet</td>
<td>PARC &amp; Valet</td>
</tr>
<tr>
<td>Ticket Activity Detail (xls)</td>
<td>Provides a detailed activity report for all tickets that have been processed within the inquired time frame.</td>
<td>PARC &amp; Valet</td>
</tr>
<tr>
<td>Tickets Issued By Price Per Hour (xls)</td>
<td>Provides a detailed report of all tickets that have been pulled within each hour of the day selected as well as a total amount of all issued tickets</td>
<td>PARC &amp; Valet</td>
</tr>
<tr>
<td>Tickets Paid By Price Per Hour (xls)</td>
<td>Provides a detailed report of all tickets that have been pulled within each hour of the day selected as well as a total amount of all issued tickets</td>
<td>PARC &amp; Valet</td>
</tr>
<tr>
<td>Valet Activity Report</td>
<td>Provides a report for all valet attendants detailing the cars they have parked and retrieved during their shift</td>
<td>Valet</td>
</tr>
<tr>
<td>Validation Detail</td>
<td>Provides a list of all validations used within the designated time frame</td>
<td>PARC &amp; Valet</td>
</tr>
<tr>
<td>Validation Report</td>
<td>Provides a brief list of all Validations issued.</td>
<td>PARC &amp; Valet</td>
</tr>
<tr>
<td>Vehicle Activity</td>
<td>Provides a list of Vehicles that have been valeted: arranged by Price Name</td>
<td>Valet</td>
</tr>
<tr>
<td>Vehicle And Revenue Percentages By Fee (xls)</td>
<td>Provides a breakout across the established fee structure to show revenue mix by each rate.</td>
<td>Valet</td>
</tr>
<tr>
<td>Report Name</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Vehicles Per Hour</td>
<td>Provides an hourly breakdown of how many cars were parked and retrieved within that hour.</td>
<td>Valet</td>
</tr>
<tr>
<td>Vehicles Per Hour (xls)</td>
<td>Provides an hourly breakdown of how many cars were parked and retrieved within that hour.</td>
<td>Valet</td>
</tr>
</tbody>
</table>
### Sample Project Schedule - FLASH Installation

The sample schedule below assumes the installation process would begin January 31, 2022. A formal schedule will be provided upon award.

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Assigned To</th>
<th>Start Date</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Ordering</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract Signed</td>
<td>Sales</td>
<td>1/31/2022</td>
<td>1/31/2022</td>
</tr>
<tr>
<td>Deposit Invoice Sent</td>
<td>Accounting</td>
<td>2/3/2022</td>
<td>2/3/2022</td>
</tr>
<tr>
<td>Deposit Paid</td>
<td>Accounting</td>
<td>2/18/2022</td>
<td>2/18/2022</td>
</tr>
<tr>
<td>Equipment Delivery Date</td>
<td>Flash PM</td>
<td>3/1/2022</td>
<td>3/1/2022</td>
</tr>
<tr>
<td>Weekly Conference Calls</td>
<td>Flash PM &amp; CoS Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kick Off &amp; Scheduling of Calls</td>
<td>Flash PM &amp; CoS Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installation &amp; Equipment Delivery Schedule</td>
<td>Reviewed between Flash Team &amp; CoS Team</td>
<td>2/18/2022</td>
<td>2/18/2022</td>
</tr>
<tr>
<td>Review Contract for Entity of Deposit (MID)</td>
<td>Reviewed between Flash Team &amp; CoS Team</td>
<td>2/18/2022</td>
<td>2/18/2022</td>
</tr>
<tr>
<td>Onboarding and Configuration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Onboarding Calls</td>
<td>Flash Team &amp; CoS Team</td>
<td>2/18/2022</td>
<td>3/7/2022</td>
</tr>
<tr>
<td>Rates, Monthly Parker, Validations, etc.</td>
<td>Flash Configuration Specialist &amp; CoS Team</td>
<td>2/18/2022</td>
<td>2/28/2022</td>
</tr>
<tr>
<td>Credit Card Setup</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide Location with Flash VAR Form</td>
<td>CoS Staff</td>
<td>2/18/2022</td>
<td>2/28/2022</td>
</tr>
<tr>
<td>CC Forms Provided to CC Set Up Dept</td>
<td>Configuration Specialist</td>
<td>2/28/2022</td>
<td>3/4/2022</td>
</tr>
<tr>
<td>Network Set Up</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client to Provide Internet</td>
<td>CoS Staff</td>
<td>3/1/2022</td>
<td>3/4/2022</td>
</tr>
<tr>
<td>Conduit Installation</td>
<td>Flash Installer</td>
<td>3/1/2022</td>
<td>3/6/2022</td>
</tr>
<tr>
<td>Low Voltage Cable Pulls</td>
<td>Flash Installer</td>
<td>3/1/2022</td>
<td>3/6/2022</td>
</tr>
<tr>
<td>Civil Work</td>
<td>Pre-Install / GC / Flash Installer</td>
<td>3/1/2022</td>
<td>3/6/2022</td>
</tr>
<tr>
<td>Conduit Installation</td>
<td>Pre-Install / GC / Flash Installer</td>
<td>3/1/2022</td>
<td>3/6/2022</td>
</tr>
<tr>
<td>Low Voltage Cable Pulls</td>
<td>Flash Installer</td>
<td>3/1/2022</td>
<td>3/6/2022</td>
</tr>
<tr>
<td>Installation</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Equipment Installation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Removal of Current Equipment</td>
<td>Scheduled systematically to reduce downtime</td>
<td>3/7/2022</td>
<td>TBD</td>
</tr>
<tr>
<td>Terminate Cabling</td>
<td>Flash Installation Team (CX + Installer)</td>
<td>3/7/2022</td>
<td>3/7/2022</td>
</tr>
<tr>
<td>Entry &amp; Exit (Equipment Boltdown)</td>
<td>Flash Installation Team (CX + Installer)</td>
<td>3/8/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Final Terminations</td>
<td>Flash Installation Team (CX + Installer)</td>
<td>3/8/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Testing All Lanes and Functionality</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
</tr>
<tr>
<td>HID Prox Cards</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
</tr>
<tr>
<td>Intercoms</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
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<tr>
<td>Barrier Gates</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
</tr>
<tr>
<td>Ticket Issuing</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
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<tr>
<td>Receipts</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
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<tr>
<td>Validations</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
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<tr>
<td>Loops</td>
<td>Flash CX</td>
<td>3/11/2022</td>
<td>3/11/2022</td>
</tr>
<tr>
<td>Training</td>
<td></td>
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<tr>
<td>Schedule Training</td>
<td>Flash PM</td>
<td>3/7/2022</td>
<td>3/7/2022</td>
</tr>
<tr>
<td>Assign Trainer</td>
<td>Flash PM</td>
<td>3/7/2022</td>
<td>3/7/2022</td>
</tr>
<tr>
<td>Set Training Date/ Time - Link to Flash</td>
<td>CoS Staff</td>
<td>3/7/2022</td>
<td>3/7/2022</td>
</tr>
<tr>
<td>Task</td>
<td>Responsible Team</td>
<td>Start Date</td>
<td>End Date</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------</td>
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</tr>
<tr>
<td>Setting up new users</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Assigning access levels</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Adding monthlies/employees</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Changing Passwords</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Creating Rates</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Creating Validations</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Online Validations</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Printing Validations</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
</tr>
<tr>
<td>Running Reports</td>
<td>Flash Training Team / Online or Onsite</td>
<td>3/10/2022</td>
<td>3/10/2022</td>
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<tr>
<td><strong>Lane Equipment Training</strong></td>
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<tr>
<td><strong>Deliver Keys and Manuals</strong></td>
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<tr>
<td><strong>Punch List</strong></td>
<td></td>
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</tr>
<tr>
<td>Punch List Item #1</td>
<td>Flash CX</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Punch List Item #2</td>
<td>Flash CX</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Punch List Item #3</td>
<td>Flash CX</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Acceptance Testing</td>
<td>Flash CX</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Asset Inventory Tagging</td>
<td>Flash CX</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Network Diagram</td>
<td>Flash CX</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Implementation Guide</td>
<td>Flash PM</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Final Walk Through</td>
<td>Flash CX</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Email / Post Installation Call</td>
<td>Flash PM</td>
<td>3/14/2022</td>
<td>3/17/2022</td>
</tr>
<tr>
<td>Final Invoice Sent</td>
<td>Flash PM</td>
<td>3/17/2022</td>
<td>3/17/2022</td>
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</tbody>
</table>
TRANSCITION OF SERVICES

Staff Related to the Transition of Services:
FlashParking will have a Project Manager lead the project who will be supported by an on-site Commissioner. Also, the Implementation team will be providing support.

Phase I - Removal and Disposal Plan
FlashParking installation crews will arrive each day at 7am and block off 1 entry or 1 exit lane. They will remove existing equipment within these lanes and place in an acceptable location onsite. The crews will install the new FlashParking equipment that day and haul the de-installed equipment off that evening. The de-installed equipment will be held at FlashParking’s warehouse until we are ready to take it to a local metal recycling center.

ii. Phase II - Installation Plan
See attached Sample Schedule.

- **Migrating Legacy Data:** FlashParking would request the City to export the legacy data into a formatted spreadsheet. FlashParking would then upload that data into our system.

- **Go Live:** Prior to going-live, FLASH will provide an on-site training team to provide extensive training with the City's stakeholders. At FLASH, we believe communication is a critical component to complete a successful installation, therefore FLASH will be in constant contact with the City staff. FLASH will install the new equipment with minimal disruption to the garage operations. We have provided a sample project plan and will complete a formal schedule upon award of the City contract.

iii. Phase III - Testing and Acceptance
The FLASH Commissioner will follow the FLASH Commissioning Document in testing all entry and exit methods and functionality in every lane. The commissioner will document these tests and include pictures. The Commissioner will then send his document to our Austin-based FLASH Support center and request a “Remote checkout”. A FLASH Support representative will contact the Commissioner and run through another round of remote testing while confirming the results.