Total Parking Management
Parking is only the start of your journey.

xerox ®

Total Parking Management
Meeting your needs and making parking painless in the process.

"Parking" is not just the time it takes to park, but the time it takes to deal with the process. We believe in making the process work—not only for our clients and their operations, but also for their customers. Innovation in technology gives us the tools we need to take parking to the next level—helping our clients streamline their operations and reaching management goals. After all, parking should be the start, not the end of your journey.

Four Parking Components

We believe there are four major components to a parking program that make it or break it.

- Customer Experience
- Street Operations
- System Support & Analytics
- Compliance

Our goal is to deliver intelligent parking solutions that not only optimize our client's parking programs but also deliver convenient solutions that will meet the needs of their customers and seamlessly integrate parking into their lives.

Customer Experience

Our goal is to make parking a non-event for drivers–where it's so easy and painless that it no longer becomes an issue. We provide alternative solutions to circling around looking for parking spaces and dealing with broken or coin-only meters that directly impact our client's customers. Reducing travel time mitigates congestion and improves air quality while keeping people happy and moving quickly from one destination to another.

We help improve the customer experience by delivering state-of-the-art parking meter technology, alternative payment solutions, parking guidance integration, and convenient ticket payment options. But we don't stop there. We conduct field studies based on the discipline of ethnography to show our clients how all relevant stakeholders interact with technologies and systems currently in place for parking. These studies help us and our clients improve parking management for all involved and help justify necessary changes and technologies.

Street Operations

As an operator with feet on the street or as a device integrator and maintenance provider, we help bring next-generation technology directly to the curbs and garages. We have integrated more handhelds, more meters, and more airport revenue control systems than anyone else in the U.S. We are also at the forefront of implementing sensors for occupancy detection, pay-by-mobile solutions, and other parking related emerging technologies. We use these advances in technology to take our clients to the next level in parking management–. reducing fraud with RFID and authentication services, managing boot-and-tow processes through the parking management system, and optimizing equipment and resources with appropriate technology.

When we combine these technologies with our proven strategies for efficiently managing programs and minimizing risk, it leads directly to powerful results for our clients–every time.

System Support & Analytics

Every parking operation generates a tremendous amount of data–everything from paid parking transactions to violation transactions. But parking agencies struggle in their attempt to synthesize this data and adjust their operation or technology delivery accordingly. With our hosted application, we manage parking data for large and small programs globally. We apply advanced business intelligence tools to mine the data for trends, variances, and other analytics. We present this data back to our customers with next-generation dashboard views and report options, which generate real time decision-making tools for managers. These tools help our clients handle critical performance data such as:

- Parking meter revenue, maintenance, and occupancy by city, area, block, and device.
- Enforcement metrics including hourly ticket issuance, payment and dismissal rates, accuracy, and collectability.

Improving productivity of the overall parking program is our primary goal, and we do this by providing real-time data to our clients and their customers. Our parking management tools help our clients manage resources. The Xerox Merge™ Parking Management System provides a single point of access to system occupancy, maintenance and collections status, enforcement requirements, financial performance and customer service response data. A single point access system reduces the time spent on finding information, trims operational costs, and boosts productivity.

Compliance

Our parking management program creates compliance through convenient payment options, efficient ticket issuance, and optimized collections. For the last 30 years, we have been enhancing service level, maximizing revenue, controlling costs, driving compliance, promoting turnover, and consequently mitigating traffic congestion. We provide the highest collection rate in the industry, giving our clients the assurance of maximized paid parking compliance and increased deterrence for parking violations.

Our eTIMS® and Compliance™ solutions allow us to provide a full-featured parking ticket processing systems that support all aspects of the parking ticket lifecycle. From database management and delinquent collections to legal notices, credit bureau reporting, and tax refund withholding. We make it easy to pay citations using pay-by-web, pay-by-phone, e-commerce payment kiosks, or in person.

We drive compliance while maximizing the turnover rate on spaces and optimizing availability by:

- Processing parking tickets from issuance to final collections.

- Implementing software for handhelds and photo enforcement to improve data accuracy, eliminate data capture costs, increase revenues and reduce hearing requests.

- Enhancing scofflaw identification using license plate recognition and vehicle registrations and driving privilege sanctions.

- Reviewing collection protocols including internal collection notices, legal notices, collection agency referrals, credit bureau reporting, and law firm referrals and litigation.

Experience and Qualifications:

- Offering parking management solutions for 30 U.S. jurisdictions and 88 U.K. cities and councils
- Market leader in parking for over 30 years

- 16 million parking tickets processed annually for our clients
- Systems integrator business model enabled by software

- Distribution partners in over 30 countries worldwide
- Support over 150,000 meters

Customer Experience
Reducing the time customers spend on parking.

The Gift of Time

We've all circled the block, "cruising" to find available parking, searched under our seats to find loose change for the meter, or found ourselves running late because parking turned into more of an ordeal that we had planned. But it doesn't need to be that difficult. We provide parking solutions that reduce the hassle of parking and make it easier on the motorists.

Not only do we want to implement cost-effective solutions that meet the needs of our clients, we want to ensure that customers receive the benefit most important to them: time.

30 Seconds is the New Minute

Time is unlike any resource. We are all granted the same fixed amount each day, regardless of our individual burdens. It cannot be stored or saved for a later date. It is a scarce and precious commodity, and when it's wasted, it's gone forever.

Wireless Sensor Integration

On-street wireless vehicle sensors enable real-time monitoring of a parking space occupancy status. Within a parking management system, this data is integrated with data from meters, enforcement, guidance, and analytical subsystems to maintain a comprehensive model. When integrated with the payment status data from meters, the data from wireless sensors drive analytics for dynamic pricing strategies and enables guided parking via parking guidance system—through the city and straight to available parking.

Parking Guidance

The transportation industry has made great strides in recent years in distributing traffic information to the public through a variety of means. The public's interest and demand for traffic data is quite evident in how freely available this information has become.

Parking Guidance Systems (PGS) integrated with wireless sensors provide information to motorists regarding parking options at their destinations pre-trip as well as en-route. They are able to check parking options, locations, rates, and optimal parking before they leave the house or en route via dynamic message signs installed on roadsides, through navigation systems in their cars, and through smart phone applications.

Mobile Payment Technology

Most people carry mobile phones—why not use is as a convenient payment option? Pay-by-phone technology offers the public an easy way to pay for parking curbside and/or extend their parking time from a remote location.

Pay-by-phone technology is an innovative parking payment method that can be used in both on-street and off-street environments. The technology leverages a city's existing mobile phone infrastructure and can seamlessly integrate into existing parking and enforcement programs or where new parking programs are being introduced without requiring significant capital investment.

The system can support multiple languages. It can restrict people from "re-metering" by locking an account after the maximum time allowed has expired. Completely cashless, it reduces time spent paying at the meter or returning to your car before time runs out.

Meter Integration

Effective parking meter management is driven by revenue collections, improved productivity, operational savings, and on-street compliance. But the benefit of increased revenues and reduced costs can easily be lost on motorists because they can't see how this directly affects their daily experience. Successful metered parking programs align the goals of both the city and its customers.

The main purpose of meter technology, wireless sensors, parking guidance, or mobile payment technology is to save time. As technology improves, motorists expect more convenient, reliable, and high-speed transaction processing.

Street Operations
Optimizing parking space utilization and revenue.

Optimizing Parking Management

Innovative parking solutions optimize parking programs and help take the pain out of parking. We want to help our clients get the most out of their parking programs, whether on-street or off-street. We know effectively managing programs is difficult, and not every program is the same. But our expertise, combined with intelligent parking solutions leads to possitive results for our clients.

Meter Operations

We integrate next-generation technology with the needs of our clients by providing a system to manage the parking meter inventory, maintenance program, and collections functions. From single space coin meters to retrofitted meters or kiosks that accept credit cards, we provide a comprehensive program designed to meet our client's unique needs.

- Installation and Removal – full project management and implementation of new/replacement parking meter hardware.

- Maintenance – reactive, proactive, and preventive maintenance to ensure a higher uptime and improved customer satisfaction.

- Collections – develop and deploy internal control procedures and applications that provide end-to-end chain of custody records and audit trails.

- Reputation – fully integrate maintenance responses with the city service request system to allow for seamless tracking of maintenance efforts and transparent results that boost public perception.

Manage Limited Neighborhood Parking

Our residential parking permits application provides residents priority access to scarce on-street spaces by managing commuter and business-related parking. We help increase availability of parking for residents, decrease traffic flow, and congestion on neighborhood streets, increase public transit and carpooling, and promote parking alternatives.

Our comprehensive system manages inquiries, data entry, permit issuance, renewals and fulfillment, and payment processing—taking the pain out of residential parking.

Boot Services

Effective boot and tow programs encourage compliance with parking regulations, and maximize parking program revenues. We support technologies to facilitate efficient and effective scofflaw enforcement through immobilization and impoundment, and self-release booting (in partnership with PayLock). Our scofflaw enforcement solutions incorporate the integrated use of handheld units, mobile license plate recognition (LPR) systems, wireless communications, conventional boots, SmartBoots, integration with PayLock's BootView application, management and dashboard reporting, consulting services, and our state-of-the-art eTIMS® solution.

Engineering and Maintenance

With over 30 years experience with the turn-key delivery and support of complex airport parking revenue control systems, we have developed strong in-house resources for engineering, product development, installation and maintenance. Our Engineering and Maintenance group provides support to all of our Parking Management programs, including:

- Engineering

- Product Development

- Project Management

With this in-house expertise, there are no Parking Management programs to large or too complex for us to tackle.

Off-Street Parking Solutions

We provide turn-key solutions for government and private operators alike who need reliable products for off-street parking solutions. Airports, municipalities, railway stations, shopping centers, sports venues, hotels or hospitals–we have a solution that feeds the needs of our clients.

Off-Street Solutions

- Access and revenue control
- Entry and exit terminals
- Pay-on-foot machines
- Payment/cashier terminals
- On-site maintenance
- Customer service & technical support
- Centralized network management systems
- Count, way-finding and space monitoring
- License plate recognition (LPR)
- Pass-card validators
- Contactless access control
- Pre-book system
- Redundant server solutions
- Compliance to the Payment Card Industry Data Security Standards

System Support and Analytics
Reducing cost by boosting productivity.

Productive Parking Programs

Data drives parking operations—at least it should. Every parking operation generates a tremendous amount of data every day, but it's difficult to analyze parking data to improve productivity. We help by applying data mining technology to study parking trends for our clients in easy to use formats.

Improving productivity of the overall parking program is our primary goal, and we do this by cutting costs and providing real-time data to our clients and their customers.

Manage On-Street Parking Congestion

The Merge™ Parking Management System increases parking program efficiencies by integrating all aspects of parking management and control tools used by our clients into a single, centralized management service.

As an established leader in parking integration, we do not manufacture any on-street parking equipment. This allows us to integrate our solutions with multiple manufacturers and offer a best-in-class solution with an integrated platform to consolidate and manage devices.

Merge™ Parking Management System

Merge™ receives real-time space utilization and system component status information from controlled parking spaces in the program area. It provides a single point of access to system occupancy, maintenance and collections status, enforcement requirements, financial performance, and customer service response data.

Parking managers have complete visibility into the conditions of the project area and use this information to make real-time decisions on rate structures and enforcement deployment in order to maximize performance and revenues.

Demand Management

Parking is a scarce resource, especially curbside. On-street parking rates are generally just a fraction of the cost of garage parking. Consequently, demand has outpaced supply. Motorists are more likely to cruise, circling continually for an available space – exacerbating traffic and adding to air pollution.

Properly priced, however, parking meters manage consumer demand. The resulting reduction in demand increases productivity, eases traffic congestion, trims travel times, and improves air quality.

Varying rates by location and time of day creates availability, and those vacancies reduce the time spent (and fuel consumed) searching for on-street parking and ensure that motorists are drawn to businesses served by parking meters.

Automated Parking Systems

Our browser-based, Web-enabled solutions, eTIMS® and Compliance™ offer a comprehensive and automated parking system that, through numerous subsystems, offer countless features, including: resident parking permit tracking, boot and tow, installment payment plans, Web-based cashiering, and collections noticing.

Convenient on-line reports meet a wide range of traffic and parking violation processing needs including dashboards and reports that allow program managers to quickly access high-level parking program data from their desktops. Handheld ticket issuance solutions provide proven and highly effective handheld ticket issuance devices to municipal parking management clients across the country. PocketPEO™, our patented software for handheld ticket issuance computers provides fast, intuitive ticket issuance and printing,

tracking of officer activities, "hotlist" lookup, permit lookup, and a suite of reports for monitoring officers' performance.

Parking Analytics

Parking analytics are metrics and visualizations of parking data designed to help urban parking administrators to manage parking resources. They set parking policies and fees to balance the needs of stakeholders including residents, visitors, delivery companies, merchants, workers, and others.

Researchers at the Palo Alto Research Center (PARC) have been working with our clients to develop and test insightful, action-oriented analytics to help cities manage parking resources. The new generation of parking analytics will help our customers make sense of parking data and better manage their parking resources.

Compliance
Creating deterrance by maximizing collections.

Creating Compliance

Convenient payment options, efficient ticket issuance, and optimized collections. Enforcement only works when you can drive compliance and collections to create deterrence. We do just that with an integrated systems approach that covers all aspects of the parking management program.

Directed Enforcement

Clients are always looking for new and innovative ways to manage and optimize enforcement activities and resources. By using sensors to populate GIS mapping software on ticket writing handhelds, we help enforcement staff find parking violations—making enforcement deployment to violations a little easier. Our solution provides:

- An interactive map that shows potential meter violations.
- The ability to "jump" to specific areas of the map to query violation activity.
- The ability to create analytical queries to optimize beats and prioritize officer enforcement activities.
- The ability to add notes to certain enforcement areas for informational use.

Parking Enforcement Officer Support

Parking enforcement is a key component of parking management because enforcement leads to collections and eventually compliance. On street parking spaces are an important asset and enforcement, balanced with public education and acceptance, promotes turnover and availability.

We help municipalities implement effective enforcement programs by providing the data necessary to manage parking enforcement

officers and spaces. Our objective analysis gives cities and campuses the tools necessary to make informed decisions about enforcement. But parking enforcement isn't "one size fits all," so we provide recommendations, technologies, and training to improve productivity, accuracy, and revenues that meet our client's needs.

Merge™ delivers the information needed to run a parking program. Occupancy rates, turnover, violation rates, data capture, and accuracy are all measured and reported. By understanding these metrics and the variables that drive them, parking agencies can tailor changes to obtain their goals.

Automated Street Sweeper Parking Enforcement Program

Drivers often ignore signed for limited parking on street sweeping days, and it's not always possible to send enforcement officers to enforce parking. Our automated, sweeper-mounted camera system solution effectively captures parking violation images and data and provides a proven web-based authorization system that allows city personnel to review and approve violations prior to notice mailing. By leveraging mobile LPR technology and our unique combination of ticket processing and photo enforcement experience, we have created a complete, end-to-end solution that automates the enforcement of parking violations in street sweeping routes. We provide enforcement of street sweeping regulations without allocating valuable city resources to parking enforcement duties on street sweeping routes.

Citation Processing

We have learned over the last 30 years that the solution to raising compliance rates need to use multiple tools to encourage payment, and our eTIMS® solution does just that. Working from

a solid foundation of violator data, we layer systems and services to enhance compliance with a complete "cradle to grave" approach.

Having the ability to confidently pursue debtors to the fullest extent of the law increases the public's respect and acceptance resulting in a successful parking management program.

Managed Receivables

Delinquent municipal debt is a unique receivable that requires a specific skill set to master. After significant analysis and test cases, we concluded the best solution for government clients is collection through outsource management, which led to the development of our Managed Receivables program.

The program is a comprehensive collections management and analysis operation—focusing on vendor management and analytics. The model uses four primary tenants: data derived decision making, competition-driven environment, aggressive performance management, and quality control and auditing. We leverage our expertise with the industry's best collections firms. Our collection partners all have extensive experience in governmental receivables, are highly respected in the industry, and provide best practices in municipal debt collection.

About Us

We are a global leader in business process and information technology services. We bring our experience in the transportation market to help build the right team for the project. As a business partner to the world's most complex corporations and governments, we focus on providing solutions so they can focus on what matters most—their real business.

We're the largest provider of Innovative Mobility Solutions to governments worldwide. From fare collection to toll solutions, from back-office processing to infrastructure installation, we provide systems and services that help solve major transportation problems. Our contribution to our clients' business success runs deep – by simplifying their business processes and improving their information technology capabilities.

We are a leading provider of Intelligent Transportation solutions and mission-critical revenue optimization solutions. From parking management and photo enforcement to fare and toll collection, our transportation solutions provides a range of innovative solutions to public transportation agencies worldwide.

Our diverse and balanced revenue streams deliver consistent financial performance. We provide comprehensive BPO and ITO services to global markets across all major industries and government agencies. In turn, our service and market-specific best practices and efficiencies are shared across the company, creating a competitive advantage that benefits our clients.

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