SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

699

FROM: Economic Development Agency

SUBMITTAL DATE:
August 28, 2013

SUBJECT: Parking Report – Paid Parking for all County Parking Facilities

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and file the attached Parking Report entitled, Paid Parking for all County Parking Facilities;

2. Consider the recommendations in the report; and

3. Direct the Economic Development Agency (EDA) and County Counsel to prepare the appropriate documents in accordance with the Board's action.

(continued)

Robert Field
Assistant County Executive Officer/EDA

Departmental Concurrence

FINANCIAL DATA	Current F.Y. Total Cost:	$ -0-	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	$ -0-	Budget Adjustment:	N/A
	Annual Net County Cost:	$ -0-	For Fiscal Year:	2013/14

COMPANION ITEM ON BOARD AGENDA: No

SOURCE OF FUNDS: N/A

Positions To Be Deleted Per A-30 ☐

Requires 4/5 Vote ☐

C.E.O. RECOMMENDATION: APPROVE

BY: Jennifer L. Sargent

County Executive Office Signature

Dep't Recomm.: ☐ Consent ☒ Policy

Per Exec. Ofc.: ☒ Consent ☐ Policy

Prev. Agn. Ref.: 3-64 of 06/14/13

District: All

2-13

BACKGROUND:

On June 4, 2013, the Board of Supervisors directed the Economic Development Agency to return in 90-days with a preliminary report and recommendations to accomplish some form of paid parking at County facilities. Attached is the preliminary report with recommendations.

Attachment:
Parking Report

RF:LB:TM:cm   Parking Office 12154
S:\Parking\Form 11s\12154 Parking Report_Paid Parking for all County Parking Facilities.doc

EDA-001a-F11
Form 11 (Rev 08/2010)

Parking Report

Paid Parking for all County Parking Facilities

COUNTY OF RIVERSIDE
EDA
ECONOMIC DEVELOPMENT AGENCY

Parking Services

EXECUTIVE SUMMARY

On June 4, 2013, the Board of Supervisors directed the Economic Development Agency (EDA), to return in 90-days with a preliminary report and recommendations to accomplish some form of paid parking at County facilities. The following report outlines the current status of parking and enforcement activities in the County of Riverside, recommends strategies for generating initial revenue sources and lists possible implementation strategies for the future.

CURRENT STATUS

The County of Riverside currently has an estimated 40,000 parking spaces in its inventory located at county owned buildings. Another 15,000 are part of the leased building inventory. Of these spaces, a little over 10,000 are enforced and controlled by Parking Services. This does not include the Riverside County Regional Medical Center (RCRMC), which has another 3,088 spaces that are enforced by the Sheriff's department through a contract with the hospital.

The Parking Services Division of EDA has enforcement authority through County of Riverside Ordinance No. 626 as amended through 626.9, (**Attachment A**). This ordinance establishes reasonable and uniform regulations concerning the use and operation of County parking facilities.

The non-enforced spaces include special use facilities such as Sheriff's stations, health clinics, and a variety of remote locations that have controlled access parking or do not have an obvious need for enforcement. The main areas of enforcement are at all County Administrative Center (CAC) locations, the downtown Riverside area, County Farm, and Monroe Park in Indio. Listed below are the breakdown of parking lot and structure inventory that are county enforced:

County Enforced Structures	Total Spaces	Active Cards	Miscellaneous
12th Street	969	980	150 Jurors
CAC	691	790	NA
Riverside Centre	408	440	NA
City Garage #6 **	400	449	150
D.A. Building	336	285	NA
Orange Street	410	270	80-Fleet Spaces
Old D.A. Building	105	0	Not in use
TOTAL	**3,319**		

** City Garage #6 are county owned spaces, but not enforced.

County Enforced Lots	Total Parking Spaces
Downtown Lots	1,111
County Circle Lots	2,085
Temecula Lots	1,845
Indio / Palm Springs	1,811
TOTAL	**6,852**

SURFACE PARKING LOTS

Parking in county surface lots is free to employees and visitors. Employees are issued a permit which must be displayed on the vehicle windshield. Many of the county owned lots are dedicated to county employees only, while others are multiple-use lots for County employees, County permit parking (court employees), jurors for the various courthouses and the general public. Currently court employees are given the same opportunities for an employee permit as county employees.

County surface lots that are enforced are signed with the appropriate signage listing the governing ordinance and designated parking for staff and public. The county surface lots that are not signed are open to both public and county employees with availability on a first come first served basis.

DOWNTOWN RIVERSIDE IN PERSPECTIVE

Parking in the downtown Riverside area will continue to be both a challenge and an opportunity. As a Justice center for the Inland Empire the demand for parking is high and will continue to increase as the economy recovers and more office space is leased up. The County is continuing to locate more departments in the downtown area such as the Riverside County Information Technology (RCIT) consolidation at the Press Enterprise building. The availability of free surface parking is becoming a memory of the past. We can see by some of the current trends in parking what the future looks like in the city of Riverside.

The City of Riverside first installed parking meters in 1997. Since that time it has increased the number of paid parking with the installation of digital meters in 2007. The city has 1,100 parking stalls in downtown Riverside. The city collects $6.4 million per year from parking tickets alone. Of that amount $1.1 million is used to help fund street sweeping and $5.3 million pays for public parking garages and lots, as well as operational costs.

The parking demand upon County facilities is generated by employees, jurors, and the general public. Occupancy counts for County and City parking facilities are currently at peak capacity with the heaviest demand during the peak morning period between 9 am and 11 am on Monday and Tuesday. This period is affected by the court's jury calls and the regular Board of Supervisor's meeting on Tuesday. Construction projects in the downtown area have continued to displace parkers and caused a higher demand.

TECHNOLOGY

Technology evolves at an ever accelerating speed and parking technology has kept pace with smart phones and mobile devices. Parking industry technology exists to institute any plan for paid parking in county lots. Not only can technology make the management of parking operations easier and lead to increased revenue, but it can also improve the customer service experience. Consumers who keep their whole life on their mobile device can easily use it as a parking credential and conduct parking transactions paying for parking the same way they pay for other things.

Facility owners can greatly benefit from smart parking. Many municipalities with valuable parking assets are cash-strapped and face declining capital and operating budgets, and stagnant revenue growth from parking fees. Municipal, off-street parking is typically free or priced 10 to 15 times less than the average garage rate in many congested urban centers. Given this underpricing of surface parking, adoption of smart parking solutions is likely to gain considerable momentum with municipalities

Listed below are examples of how technology can be implemented in County owned lots and structures:

Multi-space pay stations - One of the benefits of multi-space pay stations is that they support multiple forms of payment. These pay stations support coins, bills, credit cards, smart cards, value cards, campus cards, contactless payments, coupons, and pay by phone. **(See Attachment B)**

Contactless Payments – Ideal technology for low-value transactions where speed is essential. **(See Attachment C)**

Pay by Phone – Statistics show that providing consumers with multiple payment options can increase revenues dramatically. More consumers are using their phone as preferred method of payment. **(See Attachment D)**

Extend-by-Phone - This technology makes it easier for consumers to receive reminders that their time is about to expire and to add time to their parking session. **(See Attachment E)**

RIVERSIDE COUNTY REGIONAL MEDICAL CENTER

Campus Design:

RCRMC recently completed a parking expansion project in which over one-thousand spaces were added to provide adequate parking for current and future needs. The design of the parking expansion did not include an automated paid parking system. The campus has two main entrances; one on Nason Avenue, and one on Cactus Avenue, with a secondary access off of Cactus for deliveries. Each of the main entrances has two lanes entering and exiting.

At periodic times throughout the day each entrance is congested with staff and patient vehicles accessing the campus, creating a concern of delays for emergency medical vehicles transporting critical patients due to congestion caused by access gate arms.

RCRMC receives delivery of patient care supplies and equipment throughout the day and coordination of access could be problematic.

Patient Experience:

The patient population that currently seeks medical services at RCRMC are indigent, do not have insurance and often times do not have money to pay for their co-payments or prescriptions. With healthcare reform implementation January 2014, patients will have the opportunity to choose which medical center they wish to receive care from. RCRMC has been proactive in educating patients on the exceptional services available, however, if patients are required to pay for parking they will choose to receive care at another facility. RCRMC conducted a survey of medical centers and clinics in the Inland Empire and found that no other facility charges patients or staff for parking. In fact, many of the medical centers provided either valet or shuttle services for their patients and staff, most at no charge.

Staff Retention:

RCRMC staff, physicians and residents receive lower salaries than competing healthcare facilities; imposing parking fees to staff will create additional retention and recruiting challenges.

Safety Concerns:

Implementing parking fees at the campus could create safety concerns in which staff, patients and visitors who are not able to pay the fee would choose to park outside of the campus on either Nason or Cactus avenues and cross over a busy 55-mph street.

Parking Lots	Total Parking Spaces
Phase 1	290
Phase 2	374
Phase 3	862
Existing	1562
TOTAL	**3,088**

RECOMMENDATIONS

1. Employee Parking Fee Program

Implement an employee parking fee program in which employees would purchase a permit for parking in County owned lots for a fee of $45.00 annually.

The revenues from this program could be used to maintain parking facilities, and automate parking structure systems to pay-on-foot type machines.

2. Pay-On-Foot automated system at Riverside Center

Install pay-on-foot model equipment at the Riverside Centre parking structure which would completely automate this structure. This would serve as a pilot program for the eventual automation of all county parking structures. **(See Attachment F)**

3. RCRMC Multi-Space Pay Stations

Designate prime parking areas, which include the surface parking lots closest to the main entrances of the hospital, as paid parking. This would provide some revenue while still maintaining free parking at a further distance from the entrance. Most hospitals in the area only have pay parking in structures. Those hospitals that have paid parking on surface lots use this method of paid parking for the premium spaces. **(See Attachment G)**

CONCLUSIONS

It is obvious that paid parking in County owned lots can be implemented with efficient technology and research data shows an increasing need for parking facilities. The current trends affecting parking will continue in the future. According to the 2010 U.S. Census, the U.S. population is 308 million with a population of 439 million by 2050, according to U.S. Census projections. Parking is a part of the fabric of the United States transportation infrastructure and of real estate use. Continued population growth and trends of increased density in cities will continue to escalate demand for private parking, public parking and public transportation.

According to the U.S. Department of Transportation, more than 79% of the U.S. population resides in urban areas while 21% reside in rural areas. By 2025 the U.S. population is expected to rise to over 346 million with an even higher percentage of individuals concentrated in cities. Parking supply, particularly in major cities that are already largely built out, will rely upon mixed-use developments, in which revitalization plans include parking for high-demand venues.

Over the past ten years, the County has added new facilities, including parking structures, and will continue balancing the need for parking. Our biggest weakness is that we have not invested funds to maintain our surface lots, nor to upgrade our structures. Implementing the recommended proposals in this report will begin to provide funding for basic maintenance and new equipment for our facilities.

ATTACHMENT A

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

FROM: Economic Development Agency/Facilities Management

SUBMITTAL DATE:
June 20, 2012

SUBJECT: Ordinance No. 626.9, Amending Ordinance No. 626 Relating to County Parking Facilities and Follow Up Procedure to Parking At Riverside County-Waived And Validated for Area Residents (PARC WAVAR)

RECOMMENDED MOTION: That the Board of Supervisors:

1. Introduce and, at the following regularly scheduled Board of Supervisors meeting, adopt Ordinance No. 626.9—an ordinance amending Ordinance No. 626 relating to County parking facilities; and

2. Approve the procedures related to previous direction under the PARC WAVAR program as shown in Attachment A.

BACKGROUND: (Commences on Page 2)

Robert Field
Assistant County Executive Officer/EDA

FORM APPROVED COUNTY COUNSEL
BY: PATRICIA MUNROE   DATE 6/20/12
Departmental Concurrence

FINANCIAL DATA	Current F.Y. Total Cost:	$ 0	In Current Year Budget:	No
	Current F.Y. Net County Cost:	$ 0	Budget Adjustment:	No
	Annual Net County Cost:	$ 0	For Fiscal Year:	2012/13

COMPANION ITEM ON BOARD AGENDA: No

SOURCE OF FUNDS: Parking Operating Budget

Positions To Be Deleted Per A-30	☐
Requires 4/5 Vote	☐

C.E.O. RECOMMENDATION: APPROVE

BY:

County Executive Office Signature   Jennifer L. Sargent

Policy ☒   Policy ☑
Consent ☐   Consent ☐
Dep't Recomm.:   Per Exec. Ofc.:

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Buster, seconded by Supervisor Stone and duly carried, IT WAS ORDERED that the above ordinance is approved as introduced with a waiver of the reading and amendment of attachment A to clarify that a parking voucher is available only to a person testifying or addressing the Board of Supervisors during the Board meeting.

Ayes:	Buster, Stone and Ashley
Nays:	None
Absent:	Tavaglione and Benoit
Date:	June 26, 2012
xc:	EDA, COB

Kecia Harper-Ihem
Clerk of the Board
By:
Deputy

Prev. Agn. Ref.: 3.43 of 06/12/12	District: All	Agenda Number: 3.36

EDA-001a-F11

BACKGROUND:

On June 12, 2012, Supervisor Stone presented item 3.43, Parking At Riverside County - Waived And Validated for Area Residents (PARC WAVAR), whereby the Board of Supervisors directed the Economic Development Agency/Facilities Management (EDA/FM) to devise and implement a parking validation program at the County Administrative Center for those county residents who attend Board of Supervisors' meetings to testify and/or address the Board.

EDA/FM will implement in coordination with the Clerk of the Board, a process by which parking validation vouchers will be issued specific to that board date to those who are parked in county parking facilities and are attending, testifying and/or addressing at Board of Supervisors' meetings at the County Administrative Center in downtown Riverside.

This procedure will apply to the county-owned parking garages that have available public parking spaces, located at 12th Street, Lemon Street (CAC) and 10th Street.

The estimated cost for providing the parking validation vouchers is estimated at $10,000 per year. EDA/FM will report back in the mid-year quarterly report to advise the Board of Supervisors relating to the costs incurred. EDA/FM recommends approval of the procedures related to the PARC WAVAR direction previously approved. An ordinance amendment is required; the procedures can be implemented thirty days after adoption of the Ordinance.

Attachments:
Attachment A - Voucher Procedures
Ordinance 626.9

9.10

9:30 a.m. being the time set for public hearing on the Adoption of Ordinance 626.8, Amending Ordinance No. 626 Relating to County Parking Facilities, the chairman called the matter for hearing.

The chairman closed the public hearing.

On motion of Supervisor Buster, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED the reading being waived, that an Ordinance bearing the following title, is adopted.

ORDINANCE 626.8

AN ORDINANCE OF THE COUNTY OF RIVERSIDE AMENDING ORDINANCE NO. 626 RELATING TO COUNTY PARKING FACILITIES

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on _____ October 18, 2011 _____ of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors
Dated: October 18, 2011
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in
(seal)   and for the County of Riverside, State of California.

By: _____ Deputy

AGENDA NO.
9.10

xc: EDA, MC, COB

<u>ORDINANCE NO. 626.8</u>

<u>AN ORDINANCE OF THE COUNTY OF RIVERSIDE</u>

<u>AMENDING ORDINANCE NO. 626</u>

<u>RELATING TO</u>

<u>COUNTY PARKING FACILITIES</u>

The Board of Supervisors of the County of Riverside ordains as follows:

<u>Section 1</u>.   Section 5, subsections e. and f. of Ordinance No. 626 are deleted in their entirety.

<u>Section 2</u>.   Section 5, subsections g. and h. of Ordinance No. 626 are relettered as subsections e. and f. respectively.

<u>Section 3</u>.   Section 5, former subsection g. of Ordinance No. 626 is amended to read as follows:

"e. Parking Validation Stamp – A person in possession of a stamp(s) may park his vehicle in a County parking structure for the total time of the validation without paying the usually required fee."

<u>Section 4</u>.   Section 5, subsections a., b., and c. of Ordinance No. 626 are amended to read as follows:

"a. Blue Triangle Permit, Blue Diamond Permit or Blue Square Permit – A vehicle properly displaying this permit may be parked in the employee-only areas of all County parking facilities provided any applicable fee has been paid.

b. White Triangle Permit, Red Diamond Permit or Blue and Yellow Square Permit – A vehicle properly displaying this permit may be parked in the employee-only or the public-only areas of all County parking facilities provided any applicable fee has been paid.

c. Parking Placard Permit – A vehicle properly displaying this permit may be parked in the employee-only or the public-only areas of all County parking facilities provided any applicable fee has been paid."

9.10

Section 5.   Section 7, subsection c., of Ordinance No. 626 is deleted in its entirety.

Section 6.   Section 8 of Ordinance No. 626 is amended to read as follows:

" Section 8. RESERVED PARKING SPACES.

The Assistant County Executive Officer of the Economic Development Agency, or his or her designee, shall direct and control the designation of reserved parking spaces. Pursuant to Vehicle Code Section 22511.7, he or she may reserve parking spaces for the exclusive use of any disabled person or disabled veteran displaying a special license plate or placard issued in accordance with Vehicle Code Section 22511.5. The Assistant or designee may also reserve parking spaces for the exclusive use of County officials, agencies, departments or employees."

Section 7.   Section 9 of Ordinance No. 626 is amended to read as follows:

"No County employee, on or off duty, shall park a vehicle in public-only areas of any County parking facility, unless the vehicle properly displays a White Triangle Permit, a Red Diamond Permit, a Blue and Yellow Square Permit or a Parking Placard Permit. No County employee or any other person shall do any of the following:

a. Park in a designated handicapped space, without displaying a special license plate or placard issued in accordance with Vehicle Code Section 22511.5.

b. Park in an area not designated for parking.

c. Park in a designated red zone.

d. Park in a reserved space without the appropriate authorization.

e. Park a County vehicle in a public-only parking area, without displaying a White Triangle Permit, a Red Diamond Permit, a Blue and Yellow Square Permit or a Parking Placard Permit.

f. Park outside the confines of a parking space.

g. Occupy more than one parking space.

h. Block or obstruct a driveway, toll booth, or another vehicle.

i. Fail to display a required parking permit.

j. Fail to pay a required monthly parking fee.

2

k. Fail to pay a required exit fee.

l. Facilitate a person's failure to pay a required exit fee by allowing him to use a parking access device that he was not issued.

m. Violate a parking time limit."

Section 8.   Section 11 of Ordinance No. 626 is amended to read as follows:

"Section 11. ENFORCEMENT.

This ordinance shall be enforced by a County Parking Representative or Ordinance Enforcement Officer, under the direction and control of the Assistant County Executive Officer of the Economic Development Agency or his or her designee."

Section 9.   The first paragraph of Section 12 of Ordinance No. 626 is amended to read as follows:

"Any person violating Section 9.a. of this ordinance shall be punished by a three hundred and sixty dollar ($360.00) fine and may have his parking permit and parking access device revoked. If a Section 9.a. citation is cancelled because the person receiving the citation shows proof that he was issued a valid license plate or placard, a twenty-five dollar ($25.00) cancellation fee may be charged pursuant to Vehicle Code Section 40226. Any person who violates any other provision of Section 9. of this ordinance shall be issued a fifty-three dollar ($53.00) fine and may have his parking permit and parking access device revoked. A twenty-five dollar ($25.00) fee may be added to any fine each time a check is returned for insufficient funds and an administrative charge may be added to any delinquent fine to cover the costs of collection."

Section 10.   Section 12 of Ordinance No. 626 shall have the following a. and b. inserted between the first and second paragraphs:

"a.   A $100 additional penalty may be added to all violations relating to Disabled Persons or Disabled Veterans (DP) spaces and placards; the collected additional penalties shall be set aside and used for improving enforcement of DP parking spaces and placards;

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b.   A 20% assessment may be added to all violations (on-street or off-street) pertaining to DP spaces (including ramps and access); the collected assessments shall be used by the County for services to elderly or functionally impaired adults pursuant to Penal Code 1465.5."

Section 11.   Section 14 of Ordinance No. 626 is amended in its entirety to read as follows:

"Section 14. PARKING FEES. Parking fees related to the parking of vehicles in County parking facilities are hereby established as follows:

Monthly Parking Rate – County and Non-County Cardholders

Monthly Parking – County	$ 35.00
Monthly Parking – Non-County	$ 65.00
Monthly Parking – Motorcycle Decal	$ 7.00

Non-Monthly Parking Rates

Per Hour	$ 2.00
Maximum Per Day	$ 8.00
Lost Ticket Fee	$ 8.00
1-Hour Parking Validation Stamp-County	$ 2.00
1-Hour Parking Validation Stamp-Non-County	$ 2.00
2-Hour Parking Validation Stamp-County	$ 4.00
2-Hour Parking Validation Stamp-Non-County	$ 4.00
Parking Citation Fee/Fine	$ 53.00
Returned Check Fee	$ 25.00
Handicapped Citation Fee	$ 360.00
Per Space Reserved Annual Parking Fee	$ 500.00
Annual Motorcycle Decals	$ 84.00"

4

Section 12.   This ordinance shall take effect sixty (60) days after its adoption.

BOARD OF SUPERVISORS OF THE COUNTY

OF RIVERSIDE, STATE OF CALIFORNIA

By: _Bob Buster_____

Chairman   Bob Buster

ATTEST:

KECIA HARPER-IHEM

Clerk of the Board

By:_____

Deputy

APPROVED AS TO FORM:

By:_____

PATRICIA MUNROE
Deputy County Counsel

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10.18.11   9.10

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13 STATE OF CALIFORNIA   )
)   ss
14 COUNTY OF RIVERSIDE   )

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16 I HEREBY CERTIFY that at a regular meeting of the Board of Supervisors of said county
   held on October 18, 2011, the foregoing ordinance consisting of 12 Sections was adopted
17 by the following vote:

18
        AYES: Buster, Tavaglione, Stone, Benoit and Ashley
19
        NAYS: None
20
        ABSENT: None
21
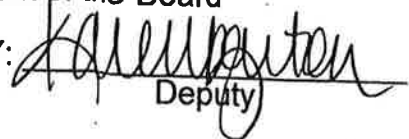
22
DATE: October 18, 2011   KECIA HARPER-IHEM
23   Clerk of the Board

24   BY: _____
                                                         Deputy
25
                SEAL
26

27

28   Item 9.10

ATTACHMENT B
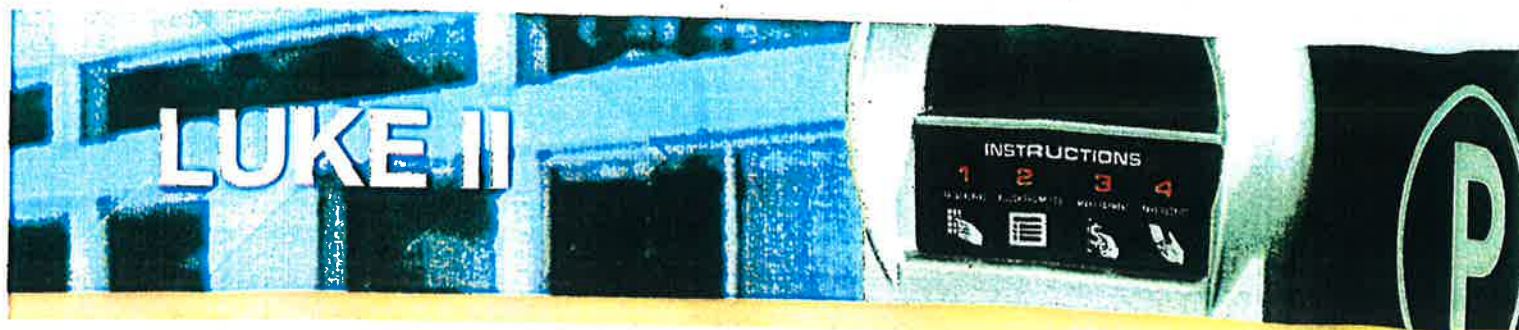
Multi-Space Pay Station

Public and private parking operators are realizing the benefits of multi-space pay stations: increased revenue, reduced operational costs, and superior customer service, to name just a few. Consumers also enjoy the added convenience, diverse payment options, and ease of use provided by pay stations. LUKE II is a highly secure, flexible pay station suitable for on- and off-street deployments. LUKE II fulfills customer service expectations and delivers superior performance and significant contributions to operators' top and bottom line.

LUKE II Features for Consumers

Range of convenient payment options, such as coins, bills, credit cards, smart cards, value cards, campus cards, coupons, and Pay-by-Phone

Contactless payments for rapid parking transactions

Extend-by-Phone service provides expiry reminders and the ability to add time via mobile phone

Large color screen that is easy to read

Prompts in multiple languages

Ability to pay for parking or add time using any pay station in the system

Coin escrow refunds consumers' money upon a cancelled transaction

38-key full alphanumeric keypad for easy license plate entry

Easily recognizable design identifies machine as a parking pay station

LUKE II Features for Parking Operators

Separate maintenance and collections compartments for enhanced security

Theft-resistant design to protect coins, bills, and internal components

Enhanced locking mechanism and electronic lock support for added security

PCI compliant and PA-DSS validated system ensures credit card data security

Pay-and-Display, Pay-by-Space, and Pay-by-License Plate on the same pay station

Remote configuration of rates and policies saves time and money

Integration with leading parking technology partners for a complete solution

Flexible rate structures and diverse payment options can increase revenue

Reduced maintenance and collections costs

Real-time credit card processing to reduce processing fees and eliminate bad debt

Real-time reporting and alarming

Complete audit trail and rich analytics

DIGITAL
PAYMENT TECHNOLOGIES

Integrated Parking Management

Parking is more than just pay stations, and Digital Payment Technologies (DPT) believes that complete and integrated parking management yields superior results. To that end, DPT has built its solutions around an open system architecture that allows integration with complementary best-in-class technology partners. A complete integration with leading space sensor, Pay-by-Phone, smart card, credit card processing, enforcement handheld, and license plate recognition (LPR) platforms allows DPT to consolidate payment information in its PCI compliant Enterprise Management System (EMS) back-end In order to conveniently present it to enforcement, citation management, accounting or other applications.

LUKE II Specifications

Cabinet: 12-gauge cold rolled steel protected with an anti-corrosion coating

Payment Options: Coins, bills, credit cards, contactless payments, smart cards, value cards, campus cards, coupons, Pay-by-Phone. Coin escrow optional

Card Reader: Cards are not ingested – no moving parts. Reads Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811. Reads and writes to chip-based smart cards conforming to ISO 7810 and 7816

Bill Stacker: 1,000-bill capacity (US only)

Printer: 2" receipt width

Display: Color backlit LCD with 640 x 480 resolution

Keypad: 38-key alphanumeric with tactile buttons

Locks: Can be re-keyed twice without removal of lock cylinder. Electronic locks optional

Access: Separate compartments for maintenance and collections

Communications Options: GSM/GPRS, CDMA, Ethernet

Environmental Requirements: -40°F to +140°F (-40°C to +60°C)* Relative humidity: up to 95%

Power: 120 V AC. Slimline solar panel optional

Operational Modes: Pay-and-Display, Pay-by-Space, Pay-by-License Plate

Multilingual Support: Up to four languages using roman or non-roman characters

Audible Alarm: Senses shock and vibration

Color: Charcoal gray. Additional colors optional

Standards: UL/CSA approved, ADA compliant, PCI compliant, PA-DSS validated

Standard	Premium				
Charcoal Gray	Jet Black	Pebble Gray	Racing Green	Marine Blue	Citrus Yellow

*using separately purchased heater/insulator option. Low end of range is -4°F (-20°C) ambient without heater/insulator option

ATTACHMENT C

Contactless Payments

Faster Service and Happier Consumers

Consumers looking for a faster way to pay for parking can now take advantage of Digital Payment Technologies' (DPT) contactless payments solution. Parking operators will notice less queues, happier consumers, and less card reader maintenance. By adding contactless payment acceptance to its pay stations, DPT continues to lead the way in consumer convenience and operator satisfaction.

Why Contactless Payments?

Contactless payments are ideal for low-value, traditionally cash-only transactions where speed is essential, such as fast food restaurants, convenience stores, movie theatres, mass transit, and now parking. These transactions are as secure as traditional card payment methods; contactless payments incorporate a special security technology to help prevent fraud. For the parking operator, contactless payments allow consumers to pay more quickly while reducing costs related to cash collections and traditional card reader maintenance.

Consumer Benefits

- Fast and convenient way to pay
- Supported by both Visa and MasterCard
- As secure as traditional card payment transactions
- Cards are not inserted into the pay station

Operator Benefits

- Increased speed and number of transactions
- Reduced collections and cash handling by employees
- Increased consumer satisfaction
- Reduced pay station maintenance

How Contactless Payments Work

Contactless payment is easy for consumers to use and easier for operators to maintain.

PAYMENT TECHNOLOGIES

For Parking Operators

- When the pay station is ready to accept payment, the contactless card reader is activated

- The card reader recognizes an enabled payment card or device and exchanges payment account details in less than a second

- Transaction data is then authorized in real-time

- Contactless payment transactions are for purchases of up to USD$25

- Accepted contactless payment types are Visa *PayWave* and MasterCard *PayPass*

For Consumers

- The consumer initiates payment by waving their enabled payment card over the contactless payment reader on the pay station

- A computer chip in the enabled payment card or device securely communicates with the pay station

- In seconds, a light and an electronic beep indicate an approved transaction

- The consumer collects their permit and leaves
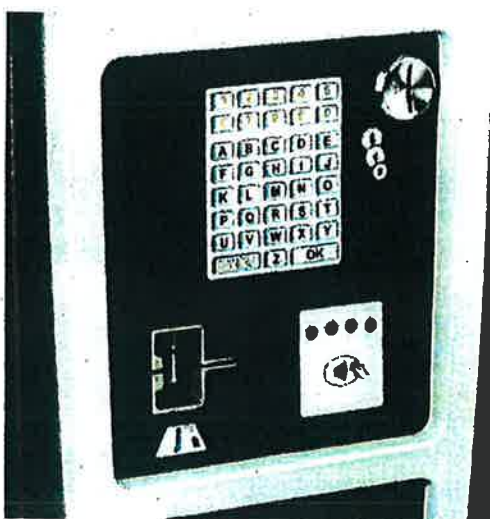
Universal One

Features

- Magstripe ticket dispensing, exit verifying
- Cashless payment processing
- Online or offline operation
- Proven lane logic for superior revenue control
- Backlit LCD display
- Service-friendly internal layout
- Proven components for reliability

Versatility for parking

In the lane or in the lobby, the Universal One is a patron service-friendly kiosk that delivers efficient performance in a wide range of parking applications.

Ticket dispenser or exit verifier

The Universal One can be configured to dispense or verify magstripe tickets in entry or exit lanes. The kiosk is optimized for a wide range of vehicle heights, while the easy-to-read display and membrane pushbutton ensure quick, easy and reliable transient processing. Automated ticketing (when a vehicle is present) remains a configuration option, eliminating the need for the patron to "Press for Ticket".

The thermal printer – which is built into the transport – can be configured to print promotional messages and/or redundant time and date, while the magnetic head reads and writes the magstripe. And the Universal One offers the tightest lane logic on the market, reducing the potential for ticket or tailgating fraud and maintaining the highest integrity in the revenue stream.

In addition, the kiosk can be configured to support peripheral access control readers – whether mounted near the ticket throat or on a separate stand – for monthly patrons.

Cashless payment kiosk

The Universal One can also be configured as a credit card-only pay station. It offers comfortable ergonomics for patrons using the kiosk whether on foot or in a vehicle. And, in addition to traditional payment applications, the configuration options allow it to function in Credit In, Credit Out (CICO) or Pre-Pay modes.

With this flexibility, the Universal One can provide efficient cashless payment processing in the entry lane, the exit lane or the lobby.

Reduced cost of ownership

In any role, the Universal One minimizes the maintenance effort required to keep your system running reliably.
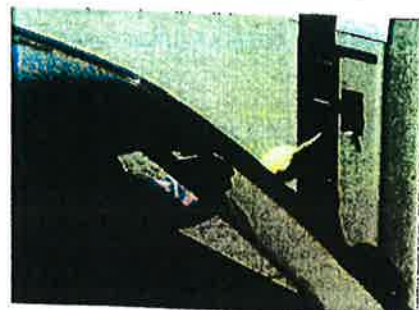
Its burster design pulls from one ticket stack, which allows it to process up to 5,000 tickets between refills. The burster also creates less dust when compared with cutting designs, reducing one of the key problems in transport maintenance.

When maintenance is required, the Universal One is designed with a side door to keep technicians out of the lane, clear sight lines to all indicators, easy access to commonly-handled components and internal lighting to assist technicians in poorly-lit areas.

And if the Universal One is damaged, it is designed to allow replacement of key components or external cladding without scrapping the entire device.

The best of both worlds

The Universal One can be configured and its reports can be pulled from ScanNet™ facility management software. But if the communications network is unavailable, all functionality and configuration can be managed internally, keeping your system (and revenues) flowing.
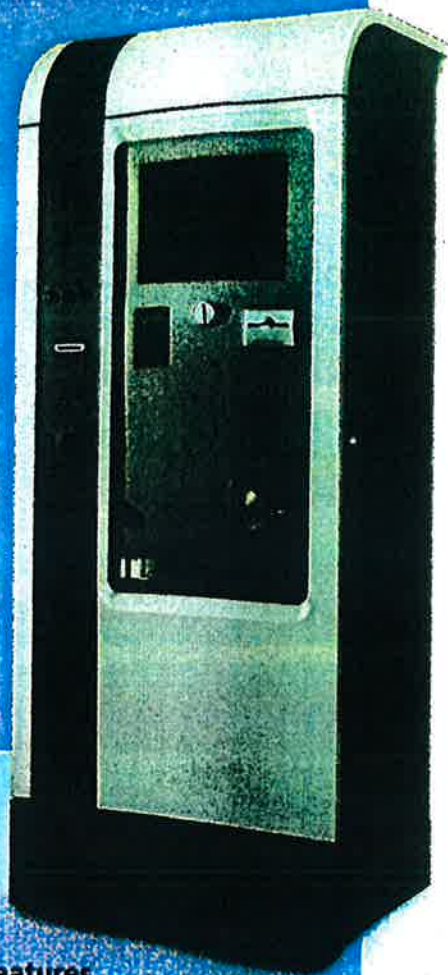
CE   c.(ETL).us

FEDERAL APD
A Federal Signal Company

Freedom for Control

Universal PS

Features

- Patron-friendly workflow
- High strength design
- Capable of high transaction volumes
- Service-friendly internal layout
- Proven components for reliability
- Options:
  - Prox reader
  - Credit card insertion reader
  - Bank note accepting
  - Bank note dispensing, up to 4 denominations
  - Coin accepting
  - Coin dispensing, up to 3 denominations
  - Lost Ticket function
  - Change Language display function

Experience pays off

The Universal PS combines Federal APD's half century of application experience with the best in design and components to create a patron-friendly, service-friendly payment kiosk for today's parking applications.

Designed around the patron...

Designed for high volume payment applications, the Universal PS recognizes either magstripe tickets or prox cards, calculates the patron's fee (including any vouchers or validations), then accepts credit card, coin or bank note payments. Once the payment is processed, the patron receives change in bank notes or coins as appropriate, and can elect to receive a receipt from the thermal printer.

The 15" display directs the patron throughout the transaction. A carefully designed series of screens and component locations allow optimal user-friendliness for all patrons regardless of age, native language or literacy. And the kiosk size and layout provides comfortable ergonomics for patrons of all sizes, whether in a wheelchair or well over six feet tall (1.8m).

...and the technician

Federal APD recognizes that one of the fundamentals of operational success is the routine servicing of kiosks like the Universal PS. That's why the internal layout of the kiosk is designed to make it easy to perform common tasks, from changing paper to cleaning, typically without a single tool. Internal lighting, slide-out subassemblies, sight lines to indicators, room for hands and tools... the Universal PS was designed with technicians in mind.

The Bottom Line

But even successful patron interactions and easy maintenance can't overcome the cost of theft or substantial vandalism. So the Universal PS is designed to resist theft and vandalism to a high degree by using heavy gauge steel construction, a five point locking mechanism and a reinforced LCD display. And if the unit is damaged, in spite of this, both cosmetic and functional components are designed for easy replacement without scrapping the entire kiosk.

FEDERAL APD
A Federal Signal Company

Freedom for Control

ATTACHMENT D

Pay-by-Phone

Increase Convenience, Increase Revenue

Expand the payment options available to consumers, increase revenues, and raise the rate of compliance by allowing consumers to pay for parking using their mobile phone. Digital Payment Technologies (DPT) has partnered with market leaders PayByPhone and Parkmobile to bring you integrated Pay-by-Phone functionality that delivers consolidated enforcement and transaction reporting. With Pay-by-Phone, you can reduce enforcement costs and increase operational efficiencies.

Pay-by-Phone Benefits

Convenient Payment Option

Statistics show that providing consumers with multiple payment options like Pay-by-Phone can increase revenues dramatically as they tend to select rates that allow parking for extended periods. In addition, the convenience of more payment choices increases compliance and reduces your enforcement costs.

Add Time Remotely

Consumers can add time to their parking session using their mobile phone, without needing to return to the pay station. This leads to more parking revenue and increased compliance with parking policies.

Online Access

Consumers can access and print their Pay-by-Phone transactions online.

E-mail Receipts

Parking receipts can be directly e-mailed to the consumer.

Pay-by-Phone Applications

Parking Payments

Allow consumers to use their mobile phone to pay for parking easily and conveniently. Consumers first create an account using their name, license plate, credit card, and mobile phone numbers. Once the consumer has an account, parking purchases are

automated by phoning a dedicated number or using a smartphone application then entering the lot number and the amount of time needed.

Violation Payments

Collect payments instantly, 24 hours a day, seven days a week. The consumer simply calls a 1-800 number or goes online and the fully automated system processes the credit card payment.

Digital Permits

Administering parking permits digitally is a stream-lined and cost-effective approach for the instant application, renewal or revocation of parking permits.

E-vite

Send parking coupons by e-mail. Each e-mail contains a clickable link that allows recipients to pre-register parking in advance for a specific day and time.

Event Parking

Allow event parking to be purchased and pre-paid online to eliminate costly and frustrating lines on the day of the event.

Additional Pay-by-Phone Applications

- Ticketless hotel guest passes
- Online reservations for airports and events

Integrating with Pay-by-Phone

Through the integration of DPT's pay stations, and either the PayByPhone or Parkmobile Pay-by-Phone solution, you will provide consumers with a higher level of convenience, and receive more comprehensive data.

Consolidated Enforcement Data

Transaction data from the Pay-by-Phone system can be easily merged with your pay station transaction data to provide consolidated reporting for enforcement purposes.

Consolidated Revenue Data

Transaction data from the Pay-by-Phone system can be easily merged with your pay station transaction data to provide consolidated revenue reporting.

Pay-by-Phone Partners:

Parkmobile

pay by phone

ATTACHMENT E

Extend-by-Phone

Extend Your Parking Session Remotely

The Extend-by-Phone service from Digital Payment Technologies (DPT) makes it easy for consumers to receive expiry reminders and add time to their parking session using their mobile phone. As a result, parking operators notice better compliance and increased revenue. By integrating the Extend-by-Phone service into our pay stations, DPT has eliminated the account setup process, making it more convenient for consumers. Equally, operators find Extend-by-Phone attractive as it provides consolidated management and reporting.

Why Extend-by-Phone?

Parking operators are quickly realizing the many benefits of providing their consumers with parking expiration reminders as well as the ability to remotely add time to their parking session via mobile phone. However, all existing solutions in the market require consumers to set up an account prior to using the service. As a result, many consumers never use the service and parking operators don't see the adoption and revenue they expect.

Extend-by-Phone is different. By integrating with the pay station, Extend-by-Phone eliminates the need for consumers to set up an account and enables the parking operator to use the same management system they already use for their pay stations.

Watch The Video
http://youtu.be/RrHVc_8LNWA

Consumer Benefits

- No account setup required
- Simple and easy-to-use
- Receive a text message reminder when parking is about to expire
- Ability to extend parking session remotely
- Works with any mobile phone

Operator Benefits

- Increased consumer satisfaction
- Higher rate of consumer adoption
- Higher rate of compliance with parking policies
- Increased parking revenue
- Consolidated management and reporting

Digital Payment Technologies   Phone **888.687.6822**   Email info@digitalpaytech.com   Web www.digitalpaytech.com

How Extend-by-Phone Works

Extend-by-Phone is easy for consumers to use and simple for operators to manage.

For Parking Operators

- Manage the service directly through the same system used for managing pay stations, DPT's EMS online management system
- Easily configure rates, policies and fees
- Works with Pay-by-Space and Pay-by-License Plate
- Pay stations must be enabled with online credit card processing to offer Extend-by-Phone

For Consumers

- Simply pay for parking at the pay station using a credit card
- Enter mobile phone number when prompted
- Receive a reminder text message when parking is about to expire
- Send a reply message with the amount of additional time needed
- Receive a confirmation message indicating parking session has been extended

Extend-by-Phone

ATTACHMENT F

Universal One

Features

- Magstripe ticket dispensing, exit verifying
- Cashless payment processing
- Online or offline operation
- Proven lane logic for superior revenue control
- Backlit LCD display
- Service-friendly internal layout
- Proven components for reliability

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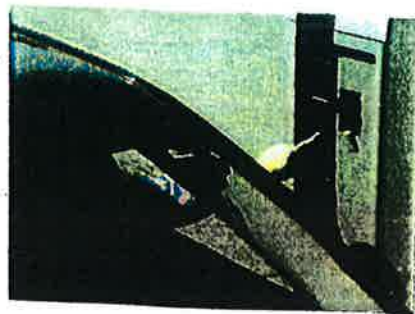In any role, the Universal One minimizes the maintenance effort required to keep your system running reliably.

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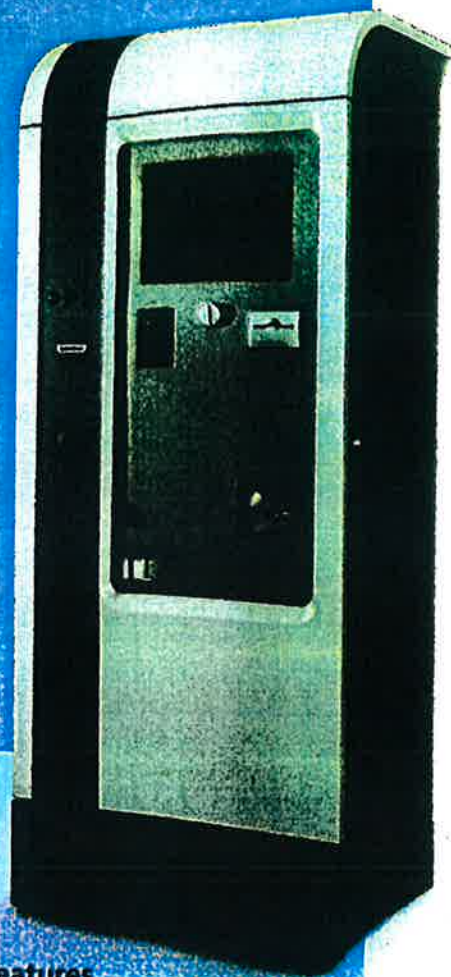
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FEDERAL APD
A Federal Signal Company

Freedom for Control

PAY STATION

Universal PS

Features

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  - Credit card insertion reader
  - Bank note accepting
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Freedom for Control

ATTACHMENT G

RIVERSIDE COUNTY
REGIONAL MEDICAL
CENTER

26520 Cactus Avenue
Moreno Valley, CA 92555

SITE DEVELOPMENT
PACKAGE 1

ARCHITECTURAL
SITE PLAN

A060

Proposed Pay Stations

BRODIAEA AVENUE

CACTUS AVENUE

FUTURE ROAD

EXISTING RCMC BUILDING

OPS BUILDING

H

Phase 1
273 PARKING SPACES
17 HC PARKING SPACES
290 TOTAL PARKING SPACES

Phase 2
352 PARKING SPACES
22 HC PARKING SPACES
374 TOTAL PARKING SPACES

Phase 3
862 PARKING SPACES
0 HC PARKING SPACES
862 TOTAL PARKING SPACES

Existing
1526 PARKING SPACES
36 HC PARKING SPACES
1562 TOTAL PARKING SPACES

0   50   100   200