

*i*Parq

Intelligent Parking™



COMPANY PROFILE

For over 25 years, iParq has focused on using technology to eliminate chronic mobility challenges. Our **all-in-one, digital parking management solution** helps streamline parking operations for events, permits, and enforcement. Our proven ability to create technology, collaborate with clients, develop custom solutions, and provide premium support is unmatched in the industry.

Our platform and suite of services offers smart parking management tools in one place, anywhere, at anytime to help simplify your operations.

Industries We Work With

- Law Enforcement Agencies
- Colleges
- Universities
- Parks and Recreation
- Airports
- Home Owner Associations
- Hospitals
- Hotels/Resorts
- Property Managers
- Commercial Businesses
- Casinos
- Healthcare
- Stadiums and Arenas
- K-12 School Districts
- High School Campuses
- Museums

We support these and many other industries.

“Our 23 plus year partnership with iParq has been one of the most enduring and useful associations our parking operation has enjoyed.”

- University of New Hampshire

Dependable Systems You Can Count On

As an NLET provider, iParq's security plan, disaster recovery plan, and hardware and software systems are continuously audited by NLETs.

iParq has a perfect audit record. Our banking, credit card processing, SSL and many other systems are independently audited by outside agencies. As the first PCI compliant vendor in the parking industry, iParq is proud to have a **perfect PCI compliance and audit record.**

We pride ourselves on offering world-class, fully-hosted, high-availability parking systems at an affordable cost. The system is integrated, robust, and extremely flexible to fit your needs. No matter where you or your customers are, web requests are instant and always ready.



COMPANY PROFILE

iParq has been used by some of the largest parking operators in the United States to manage operations, providing efficiency and control. We are the working partner you need to supply the software and manage the system that will provide you with a one-stop shop parking solution. Whether you need an integrated online self-service permit portal, printing and mailing services, event management, adjudication processes, e-chalking, and much more, iParq is there for you.

Always dependable.

Always ready.

Always innovating.

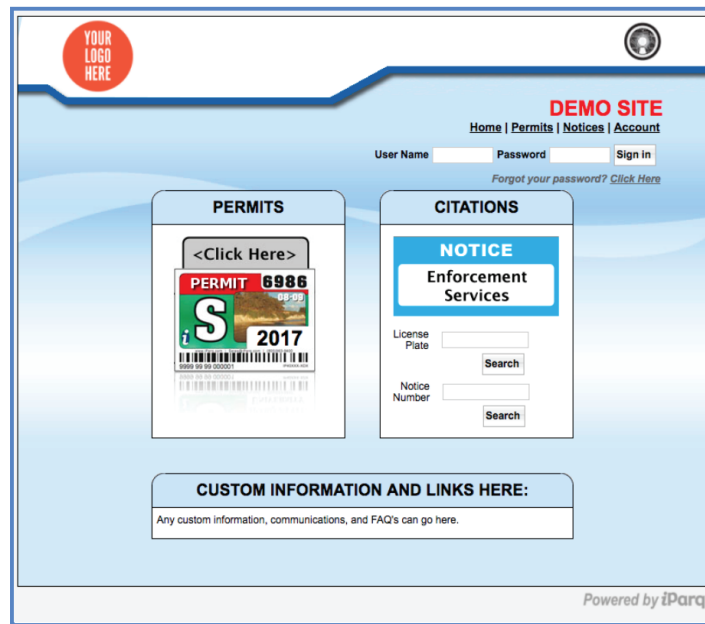
That's the iParq difference.

Integrated Parking Partners



PERMIT MANAGEMENT

iParq's permit management system provides the institution with a virtual front counter for online permit sales and an administrative system for complete back-end control. Our simple permit ordering process is intuitive and easy to use. Parkers can glide through the purchase process in a matter of a few clicks. All orders are available for fulfillment, approval, and view in real time, and all permit data is automatically communicated to the enforcement devices.



iParq's Permit Solutions Overview

- Allow your organization to **manage all virtual and physical permit sales online**, with the ability to set up unlimited permit sales sessions in advance, and sell an unlimited variety of permits and parking products, including daily parking, 1-hr parking, and more.
- **Accept online payments** using any form of payment accepted by your organization.
- **Recurring billing** allows the service to bill your customer every week, month or year.
- **Permit inventory tracking and control** for permits sold both online and over the counter.
- **Secure online administrative access** for authorized users within your organization with flexible, powerful, and **easy-to-use reporting tools**. Use of **unlimited administrators**.

PERMIT MANAGEMENT

- Allow customers to park immediately with the temporary permit generated when their order is approved or ordered.
- Parkers can apply for waitlists for sold out permits.
- Custom branding allows the customer web page to be customizable to function as a part of your organization's website with your brand, colors, information, FAQ's and more for a seamless customer experience.
A fully hosted "always on" solution with 99.9% availability, 24 hours per day, 7 days per week, 365 days per year.
- Dedicated customer support available for your organization and the public by phone, email, and online.
- Allows customers to order and pay online, and only offer the permits available to specific groups or people by requiring unique info, such as ID or specific documents.

Additional Features

- Leverage existing assets and save money. iParq's system is web-based. Any computer with an internet connection and a web browser can access the system with the proper credentials. It works with your existing PCs, printers and network infrastructure.
- Complete audit trail. iParq's system logs all user activity, providing a complete audit trail of any changes in the system. These logs are available for review by your authorized administrators.
- Intuitive design. Anyone familiar with the web will instantly grasp how to use the system. The online ordering process is intuitive, using established website interfaces already familiar to your customers. Your customers will be able to utilize the customer website with no training. The payment process guides the customer through the checkout process, and allows the parker to go back to any previous step at any time.
- Complete payment processing. Our online payment website accepts any payment type your organization accepts, and our system is PCI compliant from start to finish. All payments are reflected in the system in real-time.
- Unlimited upgrades. We will keep you up-to-date with your software at no additional cost, for the life of the contract. When software enhancements and new technology becomes available, you will be upgraded at no additional fee.
- No security concerns. We were the first parking vendor to achieve PCI compliance. Our security measures are the same as those used by banks and federal agencies, such as the FBI. Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with Firewalls, private keys, and multi-factor authentication for further protection.
- iParq delivers an always-on, reliable service. Historically, we have achieved 99.9% uptime. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.

RESIDENTIAL PERMIT PROGRAM

iParq's Residential Parking Program (RPP) is a fully hosted, web-based system to manage all of your parking permit needs from permit issuance through fulfillment. The system includes administrative tools, communication tools, reports, ecommerce capabilities, fraud controls, and much more. iParq's reliable, secure and proven permit management system is used in some of the largest cities in the United States, and allows your organization to control residential parking effectively while communicating with your parking customers for a seamless customer experience.



Ease of Use for You

- Connect Addresses to eligible residents.
- Verify Eligibility/Residency in one glance.
- Cloud-based permit management. Sell permits with ease through iParq's customizable user website.
- PCI compliant payment processing, accepting all applicable payment types.
- Comprehensive inventory controls to monitor permit distribution, ownership, and status.
- Flexible and easy to use reporting tools.
- A fully hosted "always on" solution with 99.9% availability, 24/7/365
- Reports can be sent to as many recipients as necessary, as frequently as required.
- Fully integrated enforcement tools.
- Dedicated customer support available for your organization and the public by phone, email, and online.
- Communicate internally and externally with iParq's communication tools, including an Internal Email System, Multiple Mailbox Types, Mass Email feature, and more.

Peace of Mind for Your Customers

- 100% Online access for your customers.
- Sell permits online from anywhere with iParq's online virtual front counter. Customers can self-serve with a host of options, including purchasing and renewing permits.
- Sell permits from Kiosks placed in lobby areas, reducing office traffic.
- Use predetermined resident address files for immediate determination of permit availability.

HOA Permit Management & Enforcement

Automated. Easy.

iParq's permit management and enforcement system provides communities with a virtual front counter for permit sales and an administrative system for complete back-end control.



Permit Management Module

iParq's cloud-based permit management module gives community managers full control of the property's parking, including individualized permission-based permitting.

No more
angry
residents
at your
door.

Community managers will receive a customized online portal, specific to their community, that allows for custom-er applications and pre-approved permit orders. All permit information is automatically communicated to the enforcement devices.

Residents can glide through an easy-to-use online portal to request access and receive digital residential parking permits. Physical parking permits will be automatically mailed if necessary, whereas virtual permits will be assigned and ready to use, in real-time.



Features

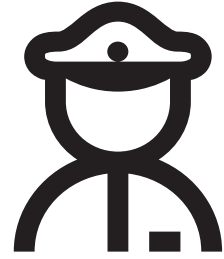
- Manage all virtual and physical permit sales online
- Sell an unlimited variety of permits
- Accept online payments through a PCI Compliant portal
- Permit inventory tracking and control
- Secure online administrative access
- Unlimited number of administrator



ENFORCEMENT MANAGEMENT

Parking Enforcement Made Simple.

For over 25 years iParq's fully hosted enforcement management system has been designed to be intuitive and easy for you and your parking customers to use. We provide the hardware and software you need, and our system will become your virtual front counter.



Easy and Intuitive to Use.

- **Unlimited administrators**
- **Robust modules**
- **Easy to use interface**
- **Secure online administrative access for authorized users**

iParq's powerful Parking Enforcement Platform is automated, fast, and provides your Enforcement Officers with the **right information** at the **right time**.

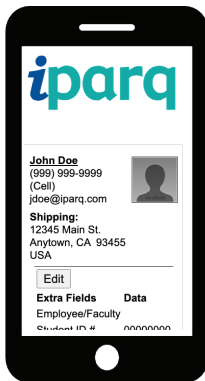
Benefits

- **Handheld License Plate Recognition**
- **Track each citation** from beginning to end
- **Secure online citation payment** for parking customers.
- **Handheld notifications** alert officers of repeat offenders,
- **Automated notification** using customizable templates built for all aspects of customer communication.
- **Integrated data in real time** from pay by cell, pay station, and LPR companies to ensure your enforcing on the best information available.
- **Registered Owner Information** retrieved automatically iParq's partnership with NLETS
- **Lightweight, weather-resistant, and reliable Handhelds and Printers** with no-fault replacement and spare equipment options for when things don't go as planned.
- **Complete audit trail**
- **On demand or scheduled reports**, provided in various formats from one easy to use screen



Adjudication Built In

iParq's online adjudication system visually guides the parker with evidence and tools to speed resolution. You and your customers can easily follow a citation from issuance to resolution.



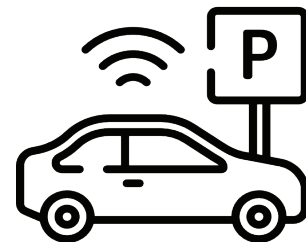
For You

- Citation lifecycle tracking
- Manage appeals at multiple levels
- Admins can print out all information on citation
- Automated citations notifications and fulfillment sent to the customer via email or US Postal Service
- Handheld notifications alert enforcement team of repeat offenders

The back office solution provides you unlimited administrators, robust modules, and an easy to use interface. iParq's easy-to-read citation page includes color schemes and readily identifiable icons in an approachable format on a single screen. Your administrators will have access to all information they need at the click of a button, restricted by user privileges.

For Parkers

- Access citation information from the comfort of their home
- Pay and appeal citations online
- View photographic evidence
- Manage their vehicle information 24/7/365.



When a parker goes to pay, they can review everything from pictures, all previous citations they have received, outcomes from hearings, payment history, and all amounts due and why.

SECURITY, BACK-UP, ENCRYPTION, DISASTER RECOVERY(DR)

Security is a top priority at iParq. Our security measures are the same as those used by banks and federal agencies, such as the FBI, and our cloud-based system and websites use SSL encryption. We protect against outside threats with passwords, firewalls, private keys, and multi-factor authentication, and utilize world-leading web providers and cloud-based disaster recovery services that enable fast disaster recovery of infrastructure and data through multiple redundancy protocols.

We support Disaster Recovery architectures from pilot light environments that are ready to scale up at a moment's notice, to hot standby environments that enable rapid failover. Should a failure occur, a typical full restore of our database from backup has been tested to take 90 minutes or less.

In the case of an interruption or failure, no data will be lost. All data is stored in the cloud-based database in real-time. A constant backup is maintained in a "mirrored" server environment. Additional, segregated backups and archives occur periodically each day.

As an NLETS provider, iParq's security plan, Disaster Recovery plan, hardware and software systems are continuously audited by NLETS. iParq has a perfect audit record. iParq's banking, credit card processing, SSL and many other systems are independently audited by outside agencies. As the first PCI compliant vendor in the parking industry, iParq is proud to have a perfect PCI compliance and audit record.

Hosting and Data Protection Procedures

iParq's system bundles several scalable controls for user security access to ensure only authorized personnel can access the system. User level management allows you to grant varying levels of access rights and security privileges by simply choosing a job-based "permission set" or by specific access selection for parking staff.

For security and audit trail purposes, all user IP addresses are captured during login for all users. Access is only granted to authorized administrators with specific login credentials. All user access is continuously logged and periodically audited. Any changes made to any record on the iParq system are permanently recorded for easy auditing. Changes are date and time stamped with the user's login credentials, so the admin knows who accessed what and when.



iParq's confidential Security Policy is available separately upon request.

iParq's Event Parking solution (Permits on Demand, or POD for short) is a fully hosted, outdoor-rated, point of sale cellular handheld payment and online parking reservation solution designed to be intuitive and easy for you and your customers to use. iParq also offers the ability to pre-sell parking, and verify purchase of those pre-sold permits right in the field! This solution is offered as a package, combining two of our most popular products.



iParq's Event Parking Pre-Sales:

- Allow customers to **purchase event parking online prior to arriving on-site** for the event.
- **Allows the import of data** from multiple third-party sources in addition to iParq's permit sales.
- Pre-sales work seamlessly with field sales, allowing you to manage both types of sale without separating customers into multiple lanes.
- **Event pre-sales function along-side of other parking permit sales**, allowing you to keep all of your parking permitting in a single sales interface. In short, one website can sell both pre-sell event parking and sell your long term annual, semester, or short term permits.
- **Prevent forgery and theft** using iParq's unique white-listing feature that verifies each permit scan as the customer enters the lot. Use the white-list feature to allow free entry for pre-sale customers, and free or discounted entry based upon season ticket holder status, player status, alumni status etc.
- **Reduce the amount of cash** accepted in the field.
- Accurately **track payments in real-time**, access audit-ready reporting, and facilitate best practices for all cash and card handling processes from start to finish.
- **Reduce traffic** and entrance times by selling permits in advance of the event. Quickly get your customers parked and off to the fun!
- Increase revenue by accelerating the velocity of ingress or egress while offering convenience of multiple payment options and advance reservations.

Parking on Demand Powerful Handheld Technology

As a single-source vendor, iParq provides all the hardware and software you need to get parkers moving, no matter the size of the event.

Parking On Demand: POD

iParq's Parking POD solution is a fully hosted, outdoor-rated, point of sale cellular handheld payment and online parking reservation solution designed to be intuitive and easy for you and your customers to use.



iParq's POD Solutions:

- Manage daily parking sales as well as parking sales prior to and during events of any size.
- Accept payments online or in the field using any form of payment.
- Reduce shrinkage by limiting the amount of cash handling in the field.
- Accept PCI Compliant Credit Card payments, while offering tight controls on payment handling, audit, and reconciliation procedures.
- Accurately track payments in real-time, access audit-ready reporting, and facilitate best practices for all cash and card handling processes from start to finish.

Benefits

Get Parkers Moving.

- Reduce traffic backups with faster, more accurate transactions on the day of your event
- Eliminate hassles with convenient online payment options and advance reservations
- A fully hosted "always on" solutions with 99.9% availability, 24 hours per day, 7 days per week, 365 days per year
- Dedicated 24-hour customer support available for your organization and the public by phone, email, and online
- Flexible and easy-to-use reporting tools
- Complete audit trail

Our Platform

The iParq platform was built to solve the most common, (and uncommon), challenges for parking departments. Using modern coding platforms, architectures, and data exchange methods, our state of the art software has evolved into the mature, reliable, and tested product it is today. Our platform and suite of services offers smart parking management tools in one place, anywhere, at any time to help streamline operations for our clients.

Benefits

- **Custom, virtual front counter**
- **Robust reporting and tracking.** Run reports and audits all in one place
- **Frees up administrators time.** With iParq's platform, everything you need is conveniently in one integrated system. You no longer need to open 20 different programs to complete a task.
- **Online, cloud-based, secure.** We were the first parking vendor to achieve PCI compliance. Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with Firewalls, private keys, and multi-factor authentication for further protection.
- **Third party vendor agnostic.** Easily integrate with other systems depending on your needs.
- **Custom permit, enforcement and event parking management**
- **Scalable**
- **Unlimited upgrades.** We will keep you up-to-date with your software and hardware at no additional cost, for the life of the contract at no additional fee.
- **No security concerns.** We were the first parking vendor to achieve PCI compliance. Our security measures are the same as those used by banks and federal agencies, such as the FBI. Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with Firewalls, private keys, and multi-factor authentication for further protection.
- **No downtime.** Historically, we have achieved **99.9% uptime**. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.



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