



Enforcement

Unlock the value of all-seeing parking enforcement.



*"The T2 enforcement solution is the best possible foundation
to build your parking operation around."*

- Parking Director, T2 Customer



Now You'll See Everything

The T2 enforcement solution increases your ability to keep your eyes on the enforcement process from start to finish. Powered by real-time information, our solution allows your staff to effectively enforce parking rules and maximize parking asset utilization.

Our solution works for you from the moment a violation occurs, ending only after the citation has been resolved. Built on the T2 Flex platform and hosted in our best-in-class private cloud, it becomes the epicenter of enforcement information including real-time data from meters, LPR, and mobile payment systems.

All financial activity is managed in Flex, so you can easily manage payment plans and payroll deductions, as well as take payments via credit card, cash, or check.

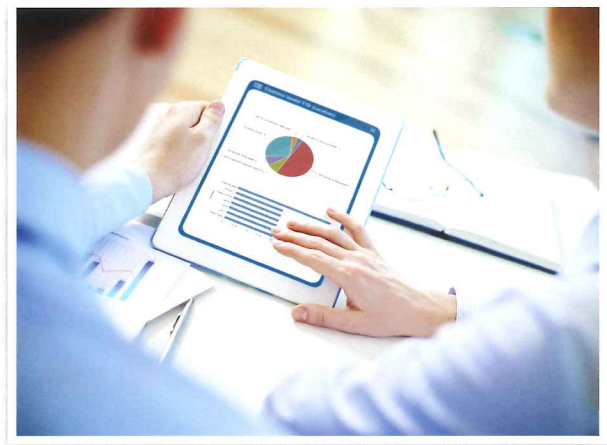
From Start to Finish

- Your enforcement officers receive real-time information on their handhelds for payments, permitted or timed parking, making it easy and quick to identify violations
- Officers issue a citation on their rugged handheld or Android/iOS mobile device—that information is automatically uploaded into Flex
- Appeals, hearings, and dockets are administered right inside Flex
- Repeat offences are escalated in real-time and you manage the boot/tow process
- After the citation is resolved all historical data is saved and accessible in T2's PCI Level 1 compliant private cloud

The Pinnacle of Parking Intelligence

Data is what we do. That's why our parking industry experts designed a cloud environment that captures every data point you need to successfully manage your operation. You can even utilize GPS tracking to monitor the movement and improve efficiency of your enforcement officers. We take care of the technology, while you take care of the business.

Your data—be it monthly citations issued by location, yearly citation revenue, or citations issued by officer—is clearly shown in the T2 parking management dashboard. Customizable dashboards provide the key to actionable insight that will allow you to make operational changes



Getting a Ticket Becomes a "Non-event"

T2 makes it easy for your customers to pay a citation—improving your collection rate, revenue, and customer service. Our online solutions remove long lines and unhappy customers from your parking office by allowing patrons to submit payments and appeals via your parking website.

Write Tickets Directly from Your Vehicle

With eTicketBook, officers can issue parking citations directly from their in-vehicle computers and upload all citation information to T2 Flex. This solution can be easily integrated with Genetec's AutoVu mobile LPR to dramatically improve workflow.

Collect More, Faster

Add RoVR, T2's registered owner look-up service, to quickly determine which individuals have unpaid parking tickets. Engage our Citation Collection Services (CCS) team to process and collect on citations, and we'll help you achieve double the industry collection rates.

The T2 enforcement solution is part of the T2 Flex Unified Parking Management platform, which means you'll only need one system to manage all aspects of your operation—garages, on and off street lots, permits, citations, special events, and online payments.

Learn more about our all-seeing parking enforcement. Visit T2systems.com today or call (800)-434-1502 to speak with our team.



Think Technology. Think Solutions. Think T2.

Since 1994, T2 Systems has delivered proven parking solutions that meet the ever-changing needs of the parking industry, and this commitment shows—in T2's quality of products and services, thought leadership and strong customer service relationships. With its broad range of software, hardware, management and technology services, T2 Systems is trusted by nearly 400 organizations in the US and Canada including universities, cities, towns, private operators, and airports.

For more information contact us at | (800) 434.1502 | www.T2systems.com

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Customer Profile

Student Population

56,000

of Pay Stations

33

T2 Solutions



Multi-space Pay Stations

Advanced Multi-Space Parking Technology Boosts Operational Efficiency

The University of Central Florida (UCF) replaced outdated pay stations with T2's Digital multi-space pay stations in its parking garages and surface lots. Leveraging the flexibility of the T2 pay stations' power management, communications, and payment options, UCF was able to achieve substantial cost savings in its parking operations.

The University of Central Florida (UCF) was a growing campus with goals to improve its parking operations. Unfortunately, its outdated pay stations were obsolete. The student population stretched the aging pay stations beyond their limited functional capacity, and its parking management accounting practices were antiquated and cumbersome. It became necessary for UCF to take the technological leap to modernize its fleet of parking pay stations to save costs within its parking operations and to meet the growing demands of its parking public. To that end, UCF needed a pay station that was technologically advanced, secure, and intuitive to use; a pay station and back-end software that combined the flexibility of optimum power management, communications, and multiple payment options in one all-encompassing unit.

UCF Parking Challenges

Increasing Parking Demands Due to a Growing Campus

UCF is the second largest university campus in America by number of students. It is home to more than 56,000 students. Between 1998 and 2005, UCF saw a spike in student numbers from 26,000 to nearly 43,000 by fall count. This 63 percent jump stretched UCF's parking operations, which served 13,711 parking spaces, including five parking garages, and

39 surface lots, beyond its abilities to offer streamlined parking operations. The old pay stations, installed since 1998, could not keep pace with the demands of a rising student population. More students, more pay stations, which meant burdened maintenance and collections staff struggling to keep pace with growing operational needs.

Streamlining Accounting Practices and Ensuring Compliance

Accounting practices and procedures needed to be overhauled to quickly and easily reconcile transactions. Moreover, credit card acceptance at the old pay stations fell short of meeting Payment Card Industry (PCI) standards. A revamp in security, hardware, and backend management software propelled UCF to cast its net wide in search of a superior parking solution.

Finding the Right Parking Solution

Participation in top trade shows offered the university a glimpse into the most sophisticated parking technology on display. To cement its decision to further revitalize its parking operations, UCF, in 2006, put out a Request for Information (RFI) for a proposed parking solution that focused on:

- Flexibility in power management and communications options for parking garages and surface lots.
- A wide range of convenient payment options.
- A comprehensive backend system that supported sophisticated remote configuration, maintenance alerts, and reporting.
- A demonstrated ability to continue improving the product over time by delivering “next generation” hardware and software capabilities.

Selecting T2

UCF selected the T2 solution for a number of reasons. Most importantly, UCF wanted to reduce operational costs using a flexible, secure product that steered it towards the Digital pay stations. The combination of optimal power management and the right communications mix offered UCF a winning formula. For garage parking, UCF could take advantage of the AC power already entrenched in the garages. And for the on-street installations, UCF opted to go with solar power. Twinned with mobile broadband communications, UCF did not need to dig to install electrical or data connections.

From a backend management perspective, T2’s open architecture platform, the Enterprise Management System (EMS), proved advantageous over competitive brands that were proprietary and inextensible in nature. EMS also offers real-time maintenance and repair alerts via e-mail, over-the-air configuration, and real-time reporting, further reducing operational costs. A 30-day trial by UCF using two Digital pay stations on-site effectively showcased



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Kris Singh, Parking Director

the pay stations’ excellent power management and real-time functionalities, and confirmed the value proposition that Digital’s pay stations brought to the university. The trial provided valuable insight into the capabilities and the expectations of operational use. The next step was to commission the DPT pay stations for installation over a three-year period thereby completing the university’s evolution to modern, sophisticated parking technology.

In 2006, UCF placed an initial order for 30 Digital SHELBY pay stations, the majority of which were installed in a new 1,640 space parking garage; the remainder were placed in high volume areas replacing the outdated pay stations. Over the next four years, the university added a further 30 SHELBY and 20 LUKE pay stations, bringing its new pay station acquisition total to the current 80 installed throughout campus. The pay stations are a mix of AC and solar power, wired and mobile broadband communications. They are configured for Pay-and-Display/Pay-by-Space operation, and to accept coins, bills, and credit cards.

Key Learning Points

As UCF found, when transitioning from the old to the new, there are numerous obstacles to overcome. However, Digital’s parking management solution and expertise cut into the challenges seamlessly and provided UCF with an easy integration. Key to the successful deployment was experience gained from each milestone reached. By phasing its installations, UCF’s parking management team was able to ramp up operations quickly.

During Phase 1, the team provided data and power requirements ahead of installation and relied on Digital to configure the pay

stations and to train UCF parking staff to use the new technology. By the time Phases 2 and 3 rolled, UCF had become adept at completing installation in-house and fine-tuning configurations on its own, while Digital took on a supportive role.

Return on Investment (ROI) Realized

The deployment of DPT's parking pay stations translated to one year in which UCF recouped all purchase and maintenance costs associated with its new pay station acquisition. "There are many tangibles and intangibles that have resulted in lowering operating costs and higher revenues," says UCF Department of Public Safety and Police technology manager, Andrew O'Mara. "One of the objectives was to reduce time spent for collections and reconciliation. With such features as EMS and real-time credit card processing, efficiency improved significantly; this produced lower costs in operation." Some of the benefits realized by UCF from its deployment of DPT pay stations included:

- A reduction in credit card settlement time, from three days to one.
- A reduction in collection times from an arduous all day process to periodically checking online the status of each cash storage device and determining pick-up locations.

- A reduction in time to configure rates and settings, from an entire workday to 15 minutes.
- A reduction in time for accounting reconciliation, from five hours a week to one hour each week, which freed up valuable hours for other important functions.
- A reduction in operating costs, resulting in less wear and tear on collections vehicles and fewer parts to support fewer pay stations.
- Real-time credit card processing, as opposed to manually downloading card information from each pay station, which reduces processing fees and eliminates exposure to bad debt.
- Proactive monitoring and alarming thereby streamlining maintenance and repair operations.

"By all accounts, I believe implementing this system has been most beneficial to the University in every way, both from the users' standpoint, and that of the administration," concludes UCF Parking Director, Kris Singh.



Customer Profile

Population

150,000

Lots/Garages

6

Total Parking Spaces

2,300

T2 Solutions



Permit Management



Enforcement



Multi-space Pay Stations

State College Streamlines Parking Operations with the UNIFI Parking Management Platform

The Borough of State College, Pennsylvania, home of Penn State University, faces a significant demand for parking. In order to accommodate waves of sports fans, academic visitors, and the campus community itself, the city maintains a large parking operation that includes three surface lots, three parking garages, and over 1,200 on-street parking spaces.

Before working with T2, State College used coin-operated, single-space meters that did not have the capability to communicate with handheld enforcement tools in real-time. Because of these meters, the parking enforcement office's process of collecting fines and issuing permits was painstakingly slow.

State College Parking Manager Charley DeBow found a complete set of solutions in T2's UNIFI Parking Management Platform. With T2, DeBow was able to implement a License-Plate Enabled (LEP) ecosystem with a combination of Digital Luke II multi-space parking meters, Genetec AutoVu LPR technology, and Parkmobile Pay-by-Cell.

A New Way of Parking

Under the new system, parking payments are made through Digital Luke II on-street pay stations or on the Parkmobile app. All transaction data is pushed directly to the Digital Iris cloud-based platform, where it is stored and updated in real-time and accessible to all enforcement handhelds.

AutoVu keeps track of who is paying and who isn't by reading license plates and communicating with Flex and Digital Iris to update the list of valid

permits and paid license plates. This allows for a system where each visitor can pay one price and park anywhere in the city with a Digital parking meter.

A New Look at Success

After an extensive planning stage, State College was able to transition seamlessly to the UNIFI Parking Management Platform. This seamless transition allowed parking operations to get back on track as quickly as possible, which resulted in easier parking management, and easier parking for State College customers.

"The Digital pay stations have made a world of difference," DeBow said. "They've allowed us to increase revenue through the elimination of piggybacking, provide more payment options to customers, and provide a single parking credential that can be used anytime our patrons park in State College."

Since adopting Flex, State College has seen immediate benefits, including:

- **30% revenue increase in lots with multi-space pay stations**
- **\$30k/year revenue increase by eliminating piggybacking**
- **Savings of \$2,500/year from the elimination of hangtags**
- **Pay station collection cycles cut in half with pay-by-phone option**
- **200% increase in online sales—dramatically reducing in-office traffic**

T2 gives DeBow more power over his operation through a streamlined set of solutions that work together to tackle his parking challenges head-on and make parking better for everyone in State College.



"Having a unified parking management system has revolutionized the way we manage parking," DeBow said. "The ROI numbers are fantastic and continue to improve."



Enforcement



Issue Citation



Tire Chalking



Payment



Citation History



Cross Check



Advanced Settings





**APEX 3
EXTENCH**

APEX 3
Portable Thermal Printer
EXTENCH
INSTRUMENTS

••••• AT&T M-Cell

8:33 AM

95% 

 Back

Check Payment



Stall 4
TEM114 TX
Expired

Exp:07:00 AM
08/15/2014
-01:32



Stall 5
398N1N

Exp:09:20 AM
08/15/2014
00:47



Stall 6
978MLP

Exp:09:00 AM
08/15/2014
00:27



Stall 7
ALL777 NV

Exp:08:37 AM
08/15/2014
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Stall 8
SLK395 TX

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