



Parking Technology Solutions

Prepared for City of Mankato, MN

Submitted by T2 Systems



April, 29th, 2025

Dear City of Mankato, MN

Thank you for the opportunity to submit T2 Systems industry's leading suite of Municipal Parking Management solutions.

For over 30 years, T2 Systems has been an industry leader in parking technology solutions. During this time, we have developed a fully integrated suite of solutions including payments hardware and software, permitting and enforcement hardware and software, PARCS equipment, gateless LPR garage management, LPR integrations, citations management services, and collections services, all under one roof. T2 Systems offers a full suite of municipal solutions under one roof, mitigating the costly time and financial losses that can be experienced when utilizing multiple vendors. Within this document I have provided an overview and pricing for requested solutions, and other recommendations. I am more than confident in the products within, and especially our incredible team of parking industry professionals that are eager to meet you where you are today and grow together. Below is a brief overview on each solution, which will be covered in much more detail later in this document.

T2 Multi Space Parking Meters- With more than 1,600 customers from Alaska to Florida, California to Maine, and virtually everywhere in between, T2 is one of North America's largest and leading parking kiosk providers. The T2 Pay Station solution is known for legendary quality, attentive service, easy maintenance, and integrations with over 50 third-party providers.

T2 MobilePay - T2MP provides your parkers a simple and convenient tool to pay for parking on their smartphones. T2MP does not require an app download or account to be created and is 100% white labeled to you. Unlike most mobile solutions, you own your customer data, and it cannot be sold. With many features such as public messaging, wayfinding, extend by phone, your parkers will experience the fastest and most user-friendly mobile payment available on the market.

UPsafety Permits and Enforcement Management - UPsafety is T2's premier Municipal Permits and Parking Enforcement solution. This will serve as the backbone of your enforcement operations. Your officers will have more confidence while making important decisions in the field, with features built to make their process simple with one device, and most importantly provide a layer of security to this unique position. Also included is our user-friendly Backoffice management platform, allowing customizable dashboards, user accounts, permissions, and custom reports. With a custom patron payment portal, paying a citation or obtaining a permit is simple and intuitive. Out of the box, UPsafety will automate the ticketing lifecycle as much or as little as preferred.

Optional Services: T2 Citations and Collections Services - Not only do we provide you with the tools, but we also have the departments and staff in house to manage everything from mail in payments, citations processing, adjudications, data entry, and much more. Additionally, T2 Collections Services are solely dedicated to T2 customers, and are all T2 employees. Trained specifically in collecting overdue parking, our team will send the right message from you, resulting in your desired outcome. With a history of 45% successful collections rate, we are far above the industry average, mostly due to the specific dedication to your parking citations.



On behalf of my company, I am extremely pleased to submit the following response to the City of Mankato, MN for an Integrated Smart Parking System. I have received all addenda, and I am authorized to bind and negotiate for the organization and will serve as the direct contact for the administration of a contract for this project.

My contact information is as follows:

- **Nathanial (Nate) Wagner**
- nate.wagner@t2systems.com
- C: 317-676-2023

Thank you sincerely for your consideration. We look forward to the possibility of building a mutually rewarding partnership with City of Mankato, MN.

Respectfully,

Nate Wagner

Municipal Solutions Development

T2 Systems, A Verra Mobility Company



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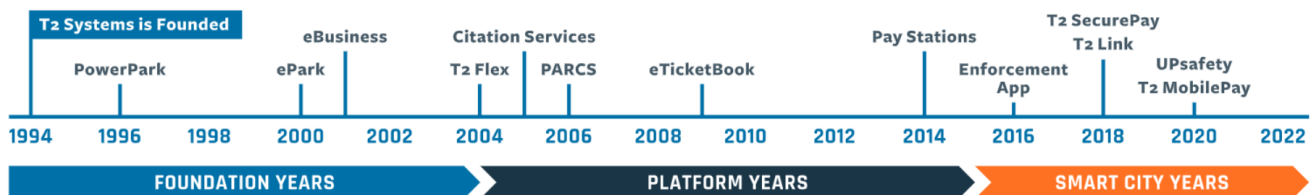
A. Qualifications/Experience/Capabilities

Company Overview

T2 systems was founded in 1994 with one simple goal: make parking better.

We recognized that emerging technologies were ready to revolutionize parking, making it easier for parkers and parking administration alike. Since then, we've been a leader in the parking industry and continue to pave the way with new technologies that help you seamlessly manage parking, mobility, and transportation services.

Today, we provide comprehensive solutions to process transactions and leverage data to help our customers make informed decisions about their operations. Our unified parking management platform puts all the tools you need to be efficient and effective at your fingertips, with one turnkey suite of solutions to manage Permits, Enforcement, PARCS, Pay Stations, Mobile Payments, and more. With a strong track record of delivering projects that generate real return for our customers, and by delivering a quality experience for parking patrons, T2 continues to focus on helping our customers move their operations forward. Our products, process, and people have helped us build a client base several times larger than the next North American parking solutions provider.



And now that T2 has been acquired by Verra mobility, our opportunities for growth, innovation, and providing our customers with unified, multi-faceted solutions have gained even more momentum. Verra Mobility is an established leader in developing and implementing intelligent traffic management products and services. Verra develops and operates a wide range of platform-based solutions. These include red light camera, speed camera, automated license plate recognition (ALPR) and school bus stop arm camera systems, all which use advanced sensor and image capture technologies that enable the active management of state and local motorways. Through T2 Systems, Verra will also offer leading parking management and payment technologies to support additional smart technology objectives.

Our Customers

We support customers who operate locally, regionally, and nationally – many of whom are parking industry leaders and award-winners. These range from large university campuses and municipalities to smaller destination towns, as well as private operators, healthcare facilities, and more.



T2 Customer Community

The T2 Customer Community is a source for collaboration for our customers to connect, discuss, and share parking best practices with one another. Together, they help define and develop next generation functionality across our solution portfolio. More than 7,500 individual members are active in our online customer community. Within the T2 Customer Community, you can:

- Easily find solutions, ask questions, and collaborate with your parking colleagues
- Submit a case to T2's Support team and track the status
- Join groups to discuss solutions, solve problems, and collaborate with peers in your industry or region
- Submit ideas to the T2 Product team or vote for others' ideas
- Stay informed on the latest T2 solution updates
- Earn points for engaging with the Community and redeem them for rewards like T2 swag or registration to our annual Connect user conference

Staff Qualifications

Nate Wagner: Municipal Solutions Development

Role for City of Mankato, MN: Point of Contact, Contract Negotiation, Solution Consultant

Nate Joined the T2 team in 2024 as a Business Development Manager and quickly moved into the Regional Sales Manager role focusing on Municipalities and Commercial Operations. He works to understand the parking technology needs of prospective customers and what solutions from T2 can help meet those needs, both today and in the future. He brings a wealth of experience in assisting our customers with strategies and solutions to make parking easy for your organization, and most importantly, your patrons.



Kim Hechinger, PMP, Manager, Project Management

Role for City of Mankato, MN: Lead Project Manager, overseeing entire project and Project Management Team

Kim Hechinger, PMP joined T2 Systems as a Project Manager in November 2011. She is a certified (active) Project Management Professional and has been in project management field for over 15 years. Prior to implementing parking hardware and software for T2, she implemented banking software for Open Solutions/Fiserv. She has served as Project Manager, Senior Project Manager, Manager of Project Management roles at T2 Systems prior to her current role as Director of Project Management. She manages the team of Managers who oversee the Project Managers and Senior Project Managers who work with customers to implement all aspects of their T2 solutions and serves as an escalation point for any project related items. She also is the strategic lead on Project Management process improvements to enhance customer satisfaction. Kim's team will be responsible for overseeing the entire project.

Jennifer Watson – UPSafety Solution Project Manager

Role for City of Mankato, MN UPSafety Enforcement and Permits Implementation & Training

Enthusiastic and goal-driven instructor with 17 years' experience as a school educator and professional facilitator with diverse communication and instructional skills. Jennifer is well-versed with exceptional interpersonal, organizational, and problem-solving skills with the ability to design and deliver trainings and manage projects with superior results.

Ryan Armes - LPR Project Manager

Role for City of Mankato, MN Coordinating LPR Implementation with ComSonics

Ryan joined T2 in 2021. He's a dynamic team player with 20+ years' experience in aerospace maintenance, air surveillance, and resource management for United States Air Force in stressful and ever-changing environments. With broad technical and managerial perspective, he functions at operational level of leadership merging subordinates' talents, skills, and resources with other team functions to most effectively accomplish mission. Committed to quality and safety, Ryan is often commended for exceptional professionalism, personal initiative, resourcefulness, and tenacity in resolving difficult situations immediately and efficiently. Ryan will be responsible for LPR Implementation.

Bernice Kossen – (Assigned During Implementation) - Pay Station and MobilePay Program Coordinator

Role for City of Mankato, MN: Pay Station and MobilePay Implementation

She began with customer service and technical support, where she developed strong problem-solving skills, adaptability, and a customer-first approach. These experiences shaped her ability to manage projects effectively while fostering collaboration and clear communication among cross-functional teams. She specializes in aligning project goals with organizational strategies, streamlining processes, and navigating competing priorities to ensure efficient project delivery. With a strong focus on



collaboration and attention to detail, She is committed to delivering high-quality results that exceed expectations.

Mike Nesslerodt - Public Safety Accounts Manager, ComSonics - Third Party Partner - Vehicle LPR Installer and Trainer

Role for City of Mankato, MN: LPR Installation

Comsonics has been chosen as the LPR installer and maintenance subcontractor for this project. In business since 1980, Comsonics is T2's preferred Genetec LPR vendor. With 30 years of ComSonics experience, Mike brings a broad perspective to our Public Safety Division. Mike has been involved with the Public Safety initiative since its inception. He is knowledgeable in all phases of the business including sales, marketing and technical aspects. This experience is of great value when selling or servicing a customer solution. His current role handles the sales and support of our Public Safety business, which includes RADAR-LIDAR Repair/Calibration, Fixed and Mobile LPR projects from the scoping process through final training of the end users. Mike's team will plan, coordinate, and implement the LPR installation.



B. Project Approach / Design

Solutions Overview

After much review of the upcoming project in the City of Mankato, MN, we are excited to present our approach to this broad, multi-solution project implementation. We have provided the information and pricing requested with estimated quantities and have included detailed notes with any assumptions for each solution.

T2's unified suite of solutions will ensure that the City of Mankato, MN has every component needed to maximize efficiency within your operation, empowering your team to make data driven decisions for the future. Patrons will experience a smooth journey to find and pay for parking using our Payment Kiosks or cloud-based Mobile Payments solution. All updating in real time, your officers will have a live view of all parking areas, and will be guided to timed chinks, permits, Scofflaw Offenders, and payment violations generated by an ALPR car and other officers. Additionally, T2 Velocity, gateless garage management, will not only record occupancy, but will also manage the payments, permit recognition, and enforcement within your parking garage, allowing officers more time on street and assisting Patrons. From the time a citation is issued by the officer or garage solution, the ticket lifecycle can be fully automated all the way to being transferred to T2 Citations Services and Collections department.

Based on our review, T2 Systems will provide to the City of Mankato, MN an Integrated Smart Parking Systems that includes:

T2 Luke Pay Stations -

The Luke Cosmo is a multi-space pay station designed specifically as a cost-effective solution for on-street parking in communities and cities, big and small. Luke Cosmo features the shallowest parking cabinet available in the market today. With its slender profile, Luke Cosmo is pedestrian- and maintenance-friendly with easy access for servicing. The units recommended will be Credit Card only, accepting payments through EMV Chip Readers, and Contactless "Tap to pay" modules. Units will be powered by an integrated solar panel on the street, and/or AC Power in parking structures, with AT&T 4G LTE modems. While quantities and placement will need to be solidified during scoping, today we recommend the following:

- **Parking Garages** – (5 units) For parking garages, we recommend installing one unit per floor, near or close to the exit or elevator. If multiple exits, we will look for a central location, or consider additional machines, supplemented by mobile payment signage. In some cases, MobilePay with one unit on the ground floor will suffice.
- Based on our discussions, we assume the City will provide resources for the physical bolt down, and network and power connection for the T2 Pay Stations. T2 will provide onsite product implementation resources for training and machine set-up once they are physically installed.

T2 MobilePay

T2 MobilePay is a user-friendly web-based application allowing users simply text an SMS short code or scan a QR code to access the online payment portal through a web browser, requiring no downloads,



or account creation. Users license plate and payment information are automatically tokenized and saved for future visits without having to create an account. Users can be provided coupon codes to discount or waive parking fees after the vehicle has been parked. Your customer data belongs to you, meaning T2 will not sell or share any user data collected. With additional functionality such as wayfinding, find my car, and public messaging, T2 MobilePay provides the smoothest parking experience on the market. Our recommended solution includes:

- **T2 MobilePay - 5 Signs Included**
- **MSPM** - Each MSPM will include a sticker with text to pay and QR code with instructions to pay.
- **Garages - 5 Signs** We recommend signs to be placed in view of each entrance, and from every space. One large double-sided sign at each entrance, or central location in clear view, and smaller signs in each row, every five (5) spaces.

Figure 1: Downtown Parking Inventory Map

Placement of MSPM and T2 Mobile Pay Estimate. Exact locations will be determined during scoping visit.





UPsafety - Permits and Enforcement Solution -

The UPsafety PE Solution is an intuitive and simple parking management solution that meets all the requirements and disparate needs of municipal parking operations. Today, as part of T2's broad line of Permit and Parking Enforcement solutions that allow customers to find just the right set up for their operations, the UPsafety PE Solution continues to evolve into an even more robust and streamlined platform. The permits and enforcement solution includes:

- **UPsafety - two (2) Mobile three (3) Backoffice Licenses.**
 - **User Licenses** - We have included two (2) licenses for mobile device software, and three (3) licenses for our Backoffice management platform. Allowing unlimited user accounts. Additional Backoffice licenses are also available if required.
- **UPsafety Patron Portal** - As part of the UPsafety platform, you will have a fully customized online patron portal for purchase and self-management of permits, self-service violations, disputes and appeals, account management, and more.
 - Included with your UPsafety license, your project manager will customize your patron portal to suit your exact needs, including permits, citations payments, disputes and more. Administrators will have access to make changes at any time from the Backoffice.

Handheld XF LPR Enforcement Units -

- **2 x Handheld ALPR Units** - These one-piece enforcement devices, include a Samsung Note 23 device, directly connected printer, 2 x swappable external batteries, Verizon 5G Data Plan, carrying cases, neck strap, hand strap, charging cradles, extra batteries, in a rugged one-piece case to withhold the elements including rain, cold, or heat.
 - Each LPR vehicle will use one device while enforcing, allowing for 2 additional Officers to enforce on foot when required for heavy traffic, or events. Additional devices may be needed pending anticipated staffing.

Genetec Mobile License Plate Recognition -

T2's LPR Enforcement solution provides unprecedented value, combining the power of the UPsafety software solution with LPR technology from Genetec – a leader in video surveillance, access control, and license plate recognition – to offer a cutting-edge enforcement solution. Our solution integrates two systems expertly designed for their distinct purposes. UPsafety partners with Comsonics Technologies for the installation and training of the mobile LPR solution, and recommends the following

- **1 x Genetec Vehicle Mounted LPR** - Genetec Vehicle-mounted LPR Cit Kit directly integrates with the UPsafety enforcement platform in real time, to enforce payments, permits, overtime areas, and scofflaw offenders. Officers in the car, or in the field will have shared access in real time to view and enforce hits generated by these vehicles.
 - Partnering with third party partner, Comsonics, your T2 project Manager will oversee the delivery, installation, configuration, training, and proper functionality of each unit.



Optional Services: Citation Processing and Collection Services

T2 Systems is excited to present the City of Mankato, MN with T2 Citation Processing Services. We are proud to serve as the professional face of your organization, and our team of collections professionals is committed to the highest level of customer service and to growing your citation revenue.

As a licensed collection agency and a full parking citation processing center, T2 Citation Collection Services recognizes 42% of annual gross revenue from parking fine and fee accounts. Customers have trusted T2 Citation Collection Services to provide exceptional parking solutions and customer service for 12 years. Since our first municipal customer in 2007, we now service 70 parking operations, including 20 municipalities across the United States.

We understand that your rules and processes regarding citations are your own. That's why T2 Citation Collection Services offers you the ability to tailor the level of our services to fit your organization's unique needs and with no upfront costs. We will help you with innovative technologies that will reduce overall program costs and minimize staffing.

As more fully described in our technical response, these systems work together in real-time to ensure that updates in any one facet propagate to the others immediately.



Project Implementation

T2 is proposing several products to create a seamless solution to meet the objectives provided in initial and ongoing conversations. The successful execution of a complex project like this requires the orchestration of multiple product implementation teams guided by a single adept project manager. This collaborative approach ensures that diverse facets of the project align seamlessly, enabling each specialized team to contribute their expertise while maintaining a unified vision. The project manager's leadership becomes the lighthouse, steering these teams through challenges, uncertainties, and interdependencies.

T2 will assign a single project manager to oversee all aspects of your deployment, and to work with you to determine the order that products and features go live to provide your administrators and parkers the smoothest possible onboarding and adoption experience with the new system. These timelines are generally established with your team during the scoping phase of the implementation process, further outlined on page 36.

Project Support

Like our approach to project implementation, T2 has dedicated support teams for each product line, ensuring a deep level of expertise with their own portfolio. These teams fall under one support umbrella and are coordinated under Support Management and can be accessed directly or through your assigned account manager. Any issues faced in any facet of your parking operation can be dealt with efficiently under one roof, with full insight into your entire operation to make sure that all products work together and play nicely.

In conclusion, we believe we have a firm grasp of the requirements of this project and understand how our solution can meet and exceed the city's functional requirements for a best-in-class parking management system that does more for Administrators, Officers, Residents and Visitors.



T2 Luke[®] Cosmo Pay Station

Designed for Optimal Performance in the On-Street Environment

Luke Cosmo is a multi-space pay station designed specifically as a cost-effective solution for on-street parking in communities and cities, big and small. Luke Cosmo features the shallowest parking cabinet available in the market today. With its slender profile, Luke Cosmo is pedestrian- and maintenance-friendly with easy access for servicing. Powered by an integrated solar panel and 4G LTE communications, it's designed for optimal performance in the on-street environment. Luke Cosmo accepts credit cards and features an intuitive top-to-bottom payment flow. Luke Cosmo is built with the robust T2 Luke Pay Station platform and integrates with Iris™, T2's cloud-based back-end software. Luke Cosmo is the economical choice for any cosmopolitan operation.



Accepts Credit Cards, &
Contactless Payments



Equipped with Extend-by-
Phone & Compatible with
Mobile Payment Providers



Pay-and-Display, Pay-by-
Space, & Pay-by-License
Plate Options



Offer Flexible Pricing &
Discounts with Limited &
Preferred Parking



Theft-Resistant Design with
Separate Maintenance &
Collections Compartments



PCI Compliant and PA-
DSS Validated System
Ensures Credit Card Data
Security



1



Key T2 Luke® Pay Station Benefits

- **Increase revenue** by eliminating the ability for patrons to piggy-back remaining time on single space meters and by not limiting the number of available paid parking spaces.
- **Reduce communication and transaction processing fees** by consolidating payment across fewer machines.
- Compared to single-space meters, multi-space pay stations give you a smaller, more efficient fleet, **reducing all operational costs associated with maintenance and collection.**
- **Maintain the highest levels of security** with Luke's robust cabinet design with separate maintenance and cash vault compartments.
- Real-time communication with T2 Iris software enables key personnel to **geographically view machines that require maintenance or collection**, allowing you to optimize your routes.
- **Increase the return on your mobile LPR investment** with Pay-by-License Plate (PBL) transactions. T2 Luke Pay Stations integrate with all major LPR technology providers so you can improve enforcement efficiency.

"We chose Luke II pay stations because they are user-friendly, had many of the features we were seeking, and easily integrate with consumer convenience technologies such as pay-by-phone services and LionCash+."

– Penn State University

- **Open architecture and extensive integrations** enable you to choose technology providers that best fit your evolving needs while maintaining a unified platform.
- **Create a safer environment for pedestrians** by reducing clutter on your streetscape.
- **Provide convenience to your patrons with multiple payment methods**, including coins, bills, credit cards, smart cards, mobile phone, validation coupons, and campus cards.
- Support for contactless payments such as Apple Pay, Google Pay, Visa PayWave, and MasterCard PayPass enables **faster and more secure transactions.**
- **Provide convenience to your diverse population** with our multilingual support, including English, French, Spanish, German, Vietnamese, and simplified Chinese.
- **License plate entry is a breeze for patrons** thanks to the standard 38-key, alphanumeric, weather-sealed keypad with tactile, audible, and visual feedback.

Your T2 Pay Station solution is powered by T2 Iris™, an easy to use, cloud-based data intelligence platform that provides secure and actionable information to the right people at the right time. Iris software empowers parking managers and field staff to make informed decisions that increase efficiencies, productivity, and the bottom line by delivering insight through interactive metrics, data



visualization, and automated reporting. With a wealth of real-time data, Iris meets the needs of all users in your organization, from simple reporting to advanced analytics.

Core Functionality

- Secure cloud-based system accessible anytime, anywhere
- Personalized web-based dashboards
- Self-administration of your pay station network
- Access to real-time operational and financial data
- Automated reporting from basic reports to advanced analytics
- Real-time credit card and passcard processing

Operations Management

- Full operational insight into data and trends using data visualization
- More than 90 available metrics with over 3,000 widget combinations including paid occupancy, utilization, and turnover
- Unified corporate dashboard supporting multiple branch operations
- Intuitive mapping to easily locate your pay stations and see real-time status alerts
- Configurable widgets to track the most important metrics in your operation

Collections & Maintenance

- Dedicated modules for collections and maintenance
- Real-time monitoring of your pay station network
- User-created and managed pay station alerts that can be sent directly to field personnel
- Intuitive mapping for “hot spots” and efficient maintenance and collections routes
- Collections and maintenance data accessible to field personnel, reducing response times

Enforcement

- Transaction data sent to enforcement handheld devices
- Integration with license plate recognition systems for a 10- to 20-fold improvement in enforcement productivity
- Communication with space sensors
- Integration with mobile payment services for consolidated reporting and seamless enforcement of all transactions



Key T2 Iris™ Features

Customizable Dashboard

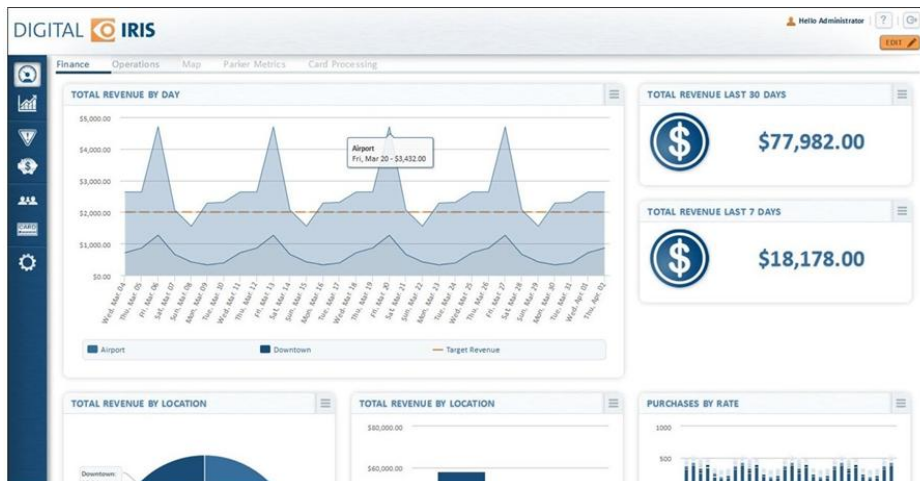
Define a customized view of your parking operation in a dynamic, real-time, and flexible way. Users have the ability to create over 6,000 widget configurations.

Flexible Reporting

Iris offers a comprehensive suite of financial and operational reports that can be run on demand or scheduled. These can be delivered to your inbox or sent to key stakeholders.

Key Performance Metrics

Iris provides rich analysis of financial and operational metrics, and can also identify trends in parker behavior using data points like revenue, operational status, occupancy, and duration, among others.



Maps

Visualize your pay stations on a map with their current status in real-time.

Account Management

Manage the parkers in your operation. Instead of using spreadsheets, track individual coupon/passcard entitlements.

User Management

Streamline the management and security of user accounts. Permissions are assigned to a user role, then a user account can be assigned to multiple roles.



User Defined Alerts

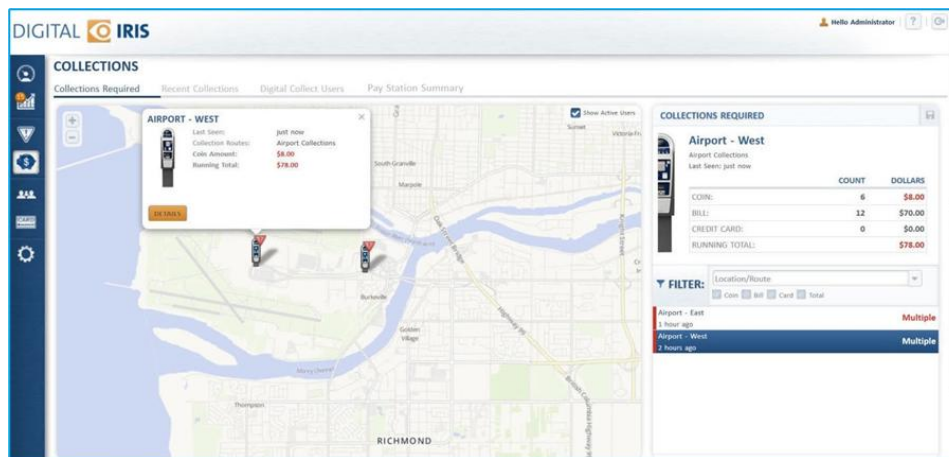
Focus on what is important to your operation. Alerts can be configured to notify specific personnel about defined events, allowing them to quickly respond to maintenance and collection activities.

Maintenance Center

This dedicated interface within Iris highlights pay stations that require maintenance, allowing you to efficiently direct field staff and maximize up-time.

Collections Center

This dedicated interface within Iris highlights pay stations that require collection, allowing you to efficiently direct collection staff and eliminates empty machine visits.



Back Office Software Configuration Application (BOSS)

BOSS allows for easy configuration of all aspects of a pay station. You can remotely change parking rates, configure accepted payment options, customize on-screen prompts and much more. BOSS supports multiple rate structures, including Incremental, Hourly, Daily, Scheduled Special Events, Expires At, Valid For, Blended, Restricted Parking, and Advanced Rate functions for Preferred Parking and Limited Parking.



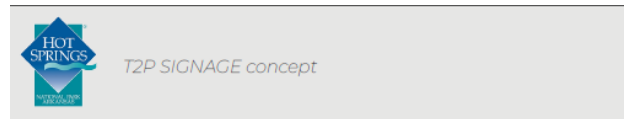
T2 MobilePay Solution Overview

No App, No Accounts

With T2 MobilePay, users simply text an SMS short code or scan a QR code to access the online payment portal through a web browser. Then, their license plate and payment information are automatically tokenized and saved for future visits without having to create an account.

Promotional Messaging and Surveys

Expand your parking business with real-time, geotargeted online messaging on your MobilePay portal. Build and enhance your relationship with your customers, get feedback on your customer service, or sell the space to local stakeholders and businesses. T2 MobilePay has created a public messaging platform, Target Ad Network (TAN), designed to use Geo-targeted, non-invasive banner ad placement to share and collect information with guests' as they physically arrive at your facilities. TAN campaigns are created and launched directly from a self-service portal. Simply set the geographic area, choose a campaign duration (one-week minimum), upload your ad, and pay for the campaign in one session. Change Promotions and campaigns immediately. Track customer response in real-time. Reporting tracks campaigns success by showing impressions delivered, Click-Thru-Rate (CTR), and the number of clicks. Generate impressions each month, provide a "call-to-action" with clickable hyperlink features routing the guest to a web link of your choice, allow for an email address, or prompt them to make a phone call. Advertise up to 5 different banner ads campaign per parking session. This can be used to promote your own brand or generating a source of income by allowing local businesses to advertise. The phone screen above shows an example of the promotional messaging feature.



Full Integration with T2 Iris & Luke Pay Stations

Transactions started with MobilePay can be extended at a pay station, with future functionality allowing for pay station transactions to be extended with MobilePay. On the back end, you get a single system of reference for enforcement and full reporting capabilities in T2 Iris for all your transactions.



White Label-Ready

Add your own branding to your MobilePay portal and digital receipts for a customized experience. Custom signage and pay station graphics are available as well. It's T2's intent to completely white label the guest experience to our clients. The Parkers Code (P-Code) texted is branded to the University (as it deems appropriate). This allows the University to choose what word, phrase, numerical, or combination of mentioned methods to make this experience even more about the University and less about T2. Digital tickets, receipts, and most of the guest experience is completely branded to the University. T2 is not in the customer acquisition business. **The data collected belongs to the University, and not T2.**

Validations

The validations are handled using unique 4-digit PINs assigned to each department or validator. These PINs can be set to refresh daily, weekly, or monthly, and are automatically emailed to the appropriate personnel each time they are refreshed. There is no limit to the number of validators that the parker can choose from should multiple validators be needed. Additionally, there is nothing for the validator to download or register for. Validation accounts are set up by T2 and managed by the end-user through a web portal.

Patrons can have their ticket validated in full upon checkout by keying in the validation code provided either by the cashier or printed on the receipt.

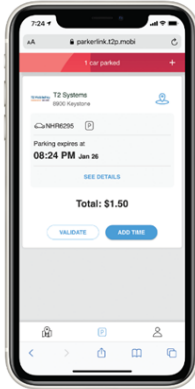
The validation process is as follows:

- Patron texts in the keyword for the lot/area.
- They receive a text message with a link directing them to the payment screen.
- After entering payment details, the patron will arrive at a confirmation screen.
- On the confirmation screen is a button to validate.
- The patron will click on the button and select the appropriate validator.
- After selecting the validator, the patron will be prompted to enter a PIN.
- The PIN is given by the validator and once entered; the ticket is immediately validated.
- The patron will receive a text message confirming their ticket is validated.
- The patron's confirmation screen will also reflect the new balance.

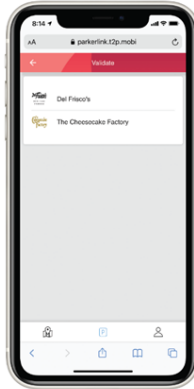


HOW TO VALIDATE PARKING WITH MOBILEPAY

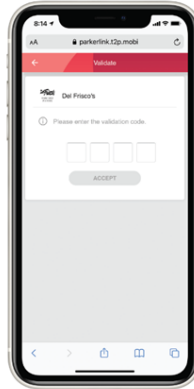
Click the
VALIDATE button



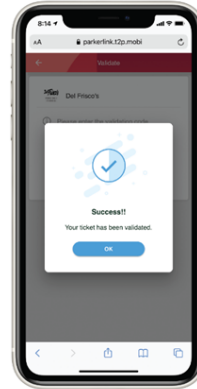
Choose from the list
of businesses



Have a staff member
enter validation code



Be on your way!

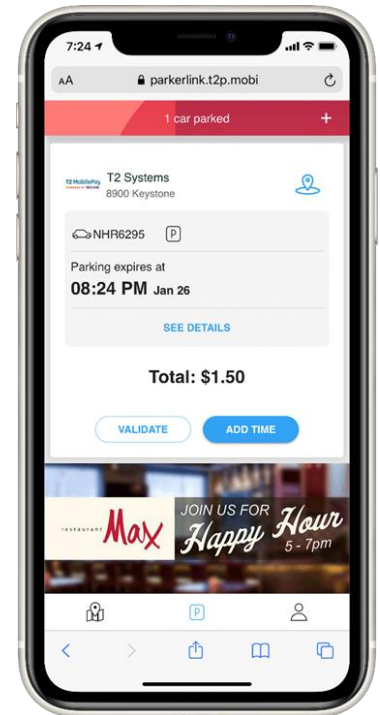


Benefits for Users

- Touchless and cashless payment option
- No app to download or account to create
- Supports multiple languages
- Parking expiration notifications and extend-by-phone capability
- Easy e-validations and digital receipts
- Search functionality for additional parking locations

Benefits for Operator

- Bypass third parties and manage your customer relationship and your data
- Leverage mobile convenience as a pricing tool with customizable convenience fees
- Records all your parking transactions in one place for consistent enforcement and reporting
- Seamlessly integrates with Iris dashboards for real-time monitoring
- Look up mobile transactions by zone or plate
- Communicate public messages or generate additional revenue with advertising options
- Works with existing mobile payment apps as an option for users who do not have the app
- App-free platform increases mobile payment adoption

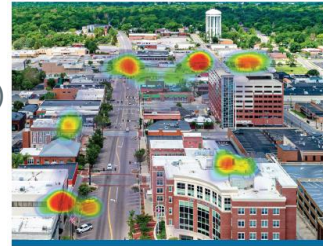




UPsafety Permit and Enforcement Solution

SOFTWARE BUILT FOR YOUR PARKING OPERATION

UPsafety Parking Enforcement and Permit Management (PE) software by T2 is built to solve the unique challenges smaller municipal and university parking operations face today, providing every required feature that ensures your department becomes more effective and efficient — exactly the way you want.



Whether you have one officer in the field or one thousand, switching to UPsafety means smarter, seamless enforcement, with implementations completed in weeks — not months.

With an intuitive mobile ticketing front end, a robust Cloud-based backend, and a customizable online portal for citation payments and permit purchases all operating in real-time, the UPsafety PE solution allows your operation to always know where your compliance and revenue-generating programs stand. Finally, powerful and effective modern parking enforcement and permit management solution continually engineered for small to mid-size operations like yours is within reach.

Features

- Parking Enforcement
- Permit Management
- ID & Barcode Scanning
- Auto-Population of Data
- Kiosk Integration
- Photo Proof on Ticket
- Warning Issuance
- Scofflaw Notifications
- Electronic Tire Chalking
- Automated Owner Lookups
- Collection Services
- Boot & Tow
- ALPR
- Disputes, Hearings, and Adjudication Requests
- Fleet Management
- Cloud-Based Records Management
- Field Alerts
- Robust Reporting

THE ARCHITECTURE





- Import Capabilities
- Data Analytics
- 24/7/365 Support
- Personalized Training

MOBILE ENFORCEMENT

The Mobile Enforcement Platform for the UPsafety PE

Solution by T2 ensures you have every component needed for advancing the efficiency of your ticket issuance operation, from the ground up. The software is loaded with tailored features designed to allow officers to issue tickets accurately in 20 seconds or less. Never has such a powerful and complete platform been available for smaller and unique operations like yours. The platform runs on any Android device and seamlessly integrates with the solution's Permit and Enforcement Management Portal in real-time to ensure all data on handhelds are up-to-date and accurate, to the second.

Features

- Intuitive, easy to read screens
- Streamline multiple enforcement tasks eliminating time-consuming steps
- Auto-populate fields instantly through ALPR, voice, or barcode scanning
- Instant verification of timed parking stays, permit validations and exclusions, and paid parking status through one snapshot.
- Monitor metered parking with your Pay-by-Space, Pay-by-Plate, or Pay-by-Cell integrations
- Track tire valve locations for electronic tire chalking and access chinks recorded by officers on separate devices
- Automatic scofflaw identification and escalation
- Real-time Google Maps integration

Easy-to-navigate auto-fill screens take officers step-by-step through the ticketing process, effectively completing each enforcement entry required.

Fields are auto-filled using ALPR

* Fields can be customized to your operation

The screenshot displays the T2 Mobile Enforcement Platform app interface on a smartphone. The app is titled "Issue" and shows a ticket number "P001370423". The process is divided into several steps:

- Vehicle License Info:** Includes buttons for "SCAN REG", "SCAN DL", and "SCAN PLATE". Below these are fields for "ABC1234", "PENNSYLVANIA", and "Enter Vin".
- Location:** A field for "COPLEY ROAD" with a location pin icon.
- Vehicle:** Fields for "4 DOOR AUTO", "ACURA", "BLACK", "2020", and "11/2022".
- Violation:** A field for "M1 - EXPIRED METER-\$35" and a "4" field.
- TOTAL:** A field for "35.00".
- Image:** A "TAKE PICTURE" button.
- CAPTURE SIGNATURE:** A section for capturing a signature.
- Notes:** A field for "DEFENDANT PARKED BETWEEN TWO METERS." and a "REMOVE SERVICE" button.
- Permit Info:** Fields for "PR0000046721", "ATHLETIC CLUB PASS", and "2021-11-04".
- Associated Records:** A field for "iChalk" and a "VIEW DETAILS" button.

At the bottom, there is a "PRINT & ISSUE" button.



- Ticket data is uploaded in real-time to the Management Portal and is immediately available for payment by violators

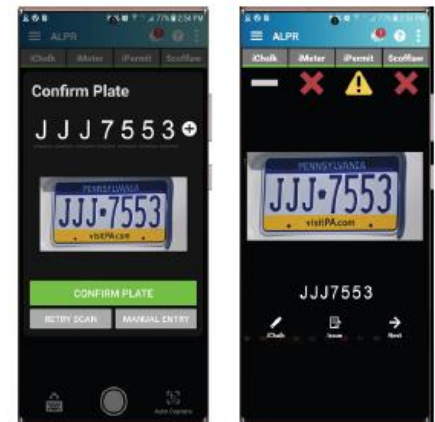
Eliminate Time-Consuming Steps

With our Automatic License Plate Recognition (ALPR) integration, a simple photo of a vehicle's license plate number will fill out information for you within our Mobile Enforcement software. ALPR integration will provide you with instant verification of timed parking stays, scofflaw offenses, permit validations and exclusions, and paid parking status—all through a single snapshot.

Time Vehicle Stays in Seconds

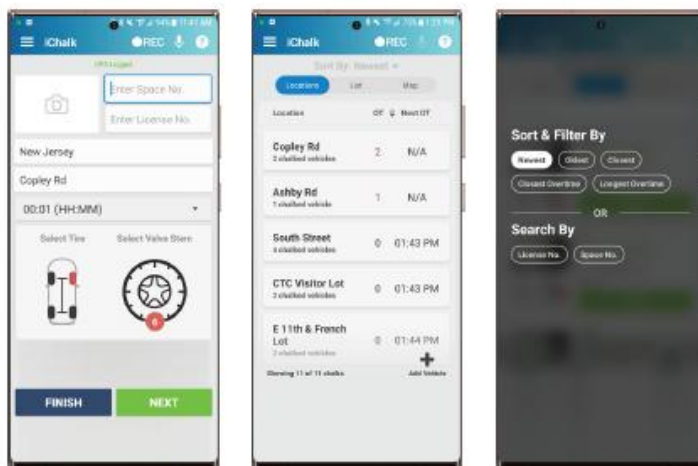
Our state-of-the-art electronic tire chalking functionality aids officers in performing the task of timing vehicle stays without the use of notepads, bending, or physically contacting the vehicle. Images provide proof of violation and can assist officers in reconfirming if the same vehicle is over time. Each photo is time stamped and includes GPS information of where the vehicle was chalked.

ALPR



Snap the plate and check for chawks, meter violations, permits, scofflaw, and more.

ELECTRONIC TIRE CHALKING



New Vehicle

Vehicle List

Sorting Filter

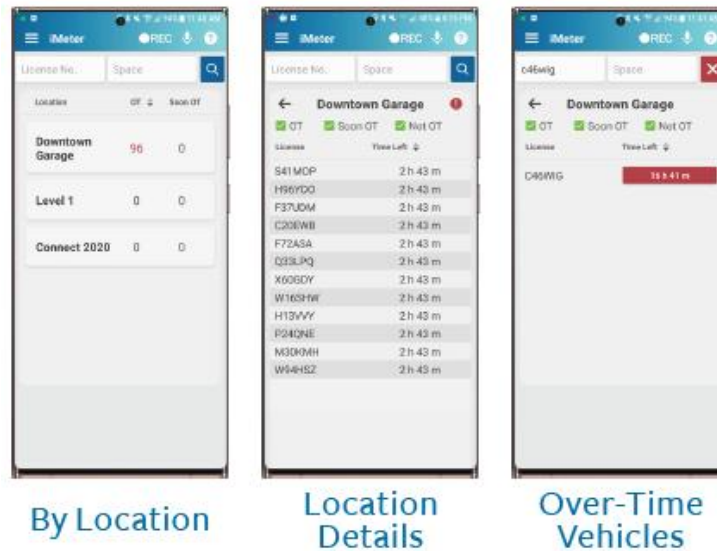
Real-Time Pay-By-Phone/Space Enforcement

Your Pay-by-Space, Pay-by-Plate, or Pay-by-Cell integrations work with our Mobile Enforcement Platform to inform officers of current parking payment status prior to ticket issuance. Utilizing accurate, realtime data delivered directly into officers' hands, this feature provides an overview of all spaces in an area, with information on which have been paid for, which are soon to expire, and which have already



expired. With this solution, officers know what areas to target first, thus increasing efficiency while patrolling. We integrate with a growing list of industry leading kiosk and pay-by phone vendors.

MONITORED METER PARKING



KEY INTEGRATION PARTNERS



PERMIT MANAGEMENT

The UPSafety PE Solution is equipped to sell, manage, and allow the enforcement of several unique permit types issued by municipalities, parking authorities, universities, hospitals, and private properties. Permit purchases and renewals are fully automated to save you time and improve your customers' experience, and a Permit Dashboard gives you real-time visualizations of important data such as permit status, issuance detail, and revenue generated, to help keep your permit operation organized and efficient.

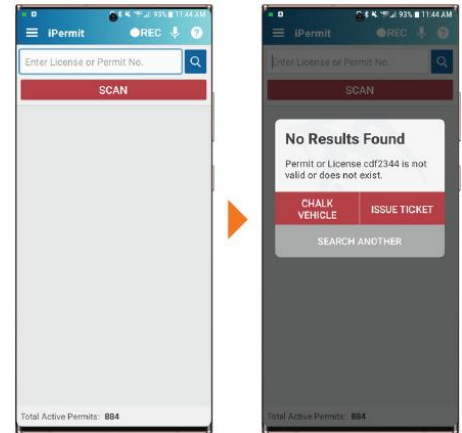


The Permit Dashboard on the Management Portal provides you real-time standings of your permit operation.



Check the Validity of Vehicle Permits in the Field

The integration of permit verification is an integral part of the UPSafety PE Solution and its Mobile Enforcement Platform. With its functionality, you can enter a permit ID number or scan the ID barcode to instantly review details electronically. View the permit ID, vehicle registration number, vehicle registration state, vehicle make, vehicle type, vehicle color, permit holder contact information, and permit holder contact information. If a vehicle does not have a permit ID number visible, you can simply enter the vehicle registration number and state to verify if the vehicle has a valid permit.



MANAGEMENT PORTAL

The UPSafety PE Solution's cloud citation management platform takes care of your technology so you can focus on your business, offering every feature required to run a state-of-the-art enforcement operation. All data, photo evidence, and notes from the mobile handhelds are synchronized to the Cloud in real-time, meaning you can allow payments and disputes to be processed the moment a ticket is issued. You can also manage permit and scofflaw data to keep enforcement devices updated to the second and gain operational insight using a complete suite of powerful data analytics.



The Cloud is highly secure, SOC-2 Type 2-certified system, accessible from any device and browser.

Features

- View, maintain and process all ticket and permit data
- Create & review real-time officer locations and issuance data
- Create custom reports
- Communicate with and dispatch officers in real-time
- View detailed analytics on every aspect of your enforcement program



Device Insights

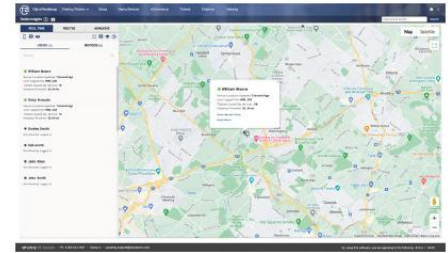
Analyze and fine-tune enforcement activities through the UPSafety Solution's Device Insights tool on the Management Portal. Managers and supervisors have access to real-time data that allows them to:

- Visualize real-time office location
- Visualize paths of officers for any day
- Display total distance traveled per officer as well as total "logged in" time
- Identify key areas that may require additional or less enforcement
- Generate Heat maps based on enforcement activity

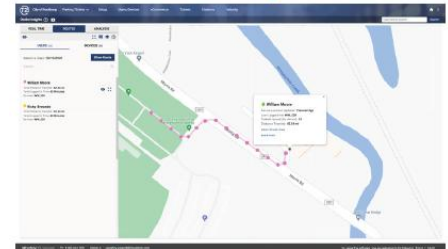
Comprehensive Reporting

- Create your own reports or use pre-built templates
- Run reports on demand or have emailed on recurring schedule
- All data is reportable, groupable, and filterable
- Set default or custom filters
- Reports generate XLSX files

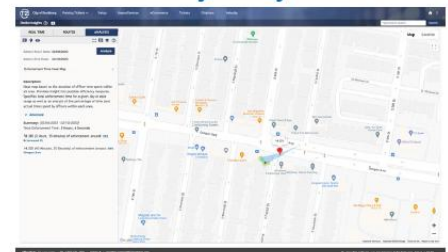
Real-time Layer



Routes Layer



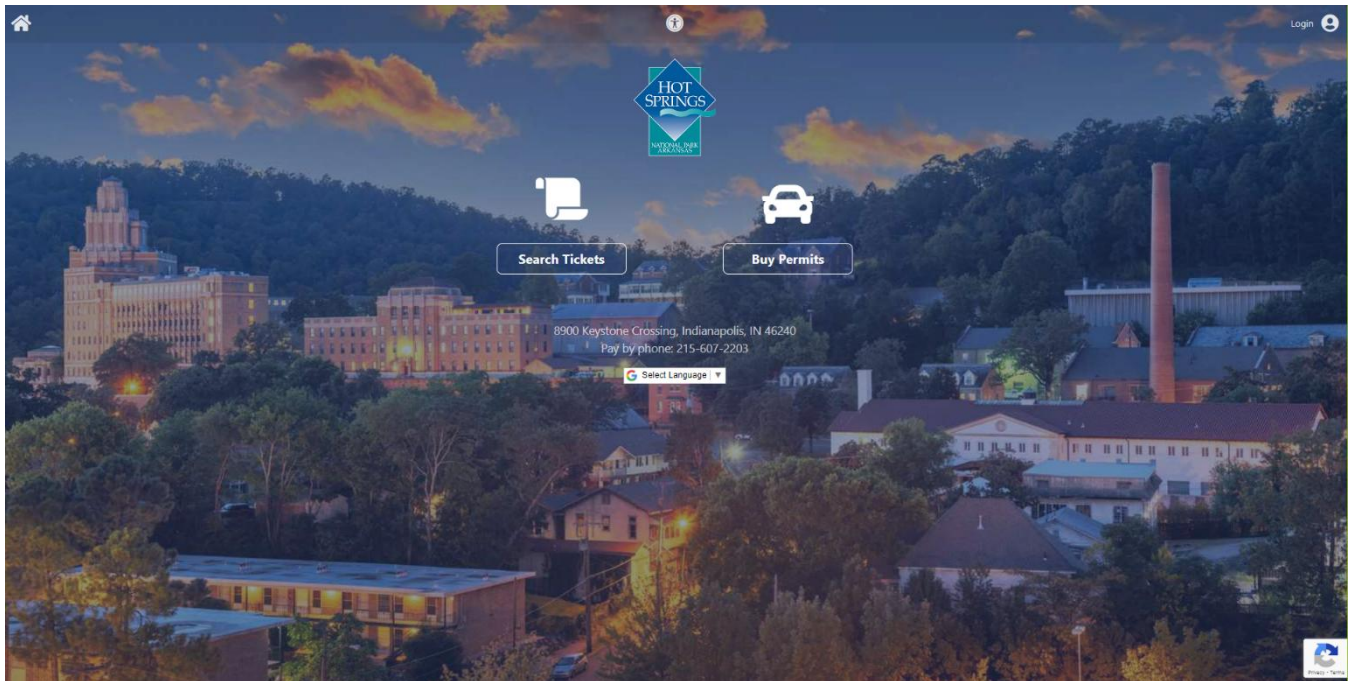
Analysis Layer





PATRON PORTAL

Handle parking citation payments, disputes, and permit sales effortlessly with our highly secure and customizable e-commerce patron portal option, as part of the UPSafety PE Solution. From the portal integrated from your website, your patrons can view photo evidence as well as your department's parking fine and fee schedules, dispute tickets with the ability to upload file attachments securely, and purchase, renew, and track permits – creating a great experience for all who use the platform.



Features

- Review photo evidence, as well as all ticket data recorded at the time of issuance
- View parking fine schedules, laws, and FAQs
- Purchase, renew, and track permits
- Dispute and inquire as to ticket status via text, including the upload of secure file attachments which can be viewed immediately by organization staff

XF Handheld ALPR

Please see attached specifications for the XF all-in-one handheld device.



Mobile License Plate Recognition Technology

UPsafety's LPR Enforcement solution provides unprecedented value, combining the power of the UPsafety software solution with LPR technology from Genetec – a leader in video surveillance, access control, and license plate recognition – to offer a cutting-edge enforcement solution. Our solution integrates two systems expertly designed for their distinct purposes. UPsafety partners with Premier Distributor Comsonics for the installation and training of the mobile LPR solution.

UPsafety provides permit data and scofflaw information while Genetec uploads violating or scofflaw license plate reads, providing a seamlessly integrated solution for parking enforcement. This allows you to verify parking permissions, identify scofflaws, and issue citations in real time. Enforcement officers can issue both physically printed and e-citations with the press of a button. UPsafety uses Genetec's standard web services for integration. These controlled touchpoints between Genetec and UPsafety mean that as Genetec continues to add functional improvements for their LPR system, UPsafety can take advantage of that innovation to provide additional value to our customers.

Mobile LPR

AutoVu, Genetec's automatic license plate recognition (ALPR) system, automates the identification of vehicle license plates. When the mobile unit enters a facility or drives down a street, the operator manually selects the location or uses the automatically populated location, based on GPS coordinates. As the officer drives by parked vehicles, license plate numbers are compared to applicable permit and scofflaw lists, and/or vehicles are "digitally chalked" for time limit enforcement.

Mobile LPR with the UPsafety software divides enforcement tasks between the enforcement vehicle, which captures plate information using Genetec Patroller, and the enforcement officers, who use UPsafety Mobile to create and issue citations. When the LPR camera detects an infraction, the license plate information and LPR images populate automatically in UPsafety Mobile and are ready to be reviewed and printed. This process speeds up enforcement, keeps traffic moving since the officer can park and return on foot, and improves officer safety.

Using specialized LPR cameras, AutoVu scans surrounding vehicle plates, compares them to a database of scofflaws and/or permits, monitors for time limits, and alerts parking enforcement staff when they need to take action. The AutoVu Sharp LPR cameras are mounted on a dedicated vehicle to provide a mobile solution. The license plate of every parked vehicle is read, and its position is recorded using the AutoVu Navigator, enhanced GPS technology. The SharpZ3 ALPR units capture license plate images that are then processed on-board the patrolling vehicle. The

ALPR data retrieved contains the plate number, a time stamp of the moment of capture, a GPS location of the moment of capture, a color image of the moment of capture, and an infrared image of the license plate itself. All this data is transferred to a portable ruggedized tablet in the vehicle.

Time-limit Enforcement – A time-limit rule is a type of entity that defines a parking time limit and the maximum number of violations enforceable within a single day. In Genetec Patroller, a time-limit hit occurs when the time between two plate reads of the same plate is beyond the time limit specified in the time-limit rule. For example, your time-limit rule specifies a two-hour parking limit within a city district. The Genetec Patroller operator does a first pass through the district at 9:00 AM, collecting

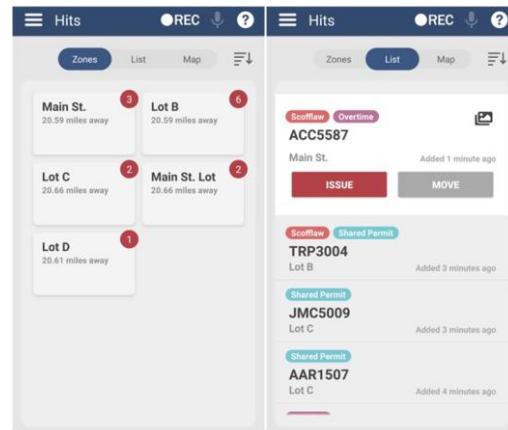


license plate reads. The operator then does a second pass through the district at 11:05 AM. If a plate was read during the first and second pass, Genetec Patroller will generate a time-limit hit.

Hotlist Hits – Upon a hit, an alert sounds and the window displays the license plate read, as well as the hotlist name, category, priority, hotlist color, and any additional vehicle information. The system can be configured to support multiple different hotlists, such as scofflaws, stolen vehicles, and other wanted vehicles.



Genetec Patroller view of hotlist hit in vehicle.



UPSafety XF Handheld Officer views of hit

Permit Hits – If a license plate is read that does not have a valid permission for the applicable location and time, an alert will sound, and the window displays the license plate read and hit information for review. The process is like that of a hotlist hit.



Genetec Patroller view of permit hit in vehicle

Off-Street Parking Enforcement – Easily enforce time limits and permits in your off-street lots. You can setup time limits and permit zones for individual structures or down to the individual rows.

Transient Parking Enforcement – Real-time verification of pay-by-plate sessions made through mobile payment platforms or at pay stations makes transient parking enforcement simple.



How Mobile LPR Impacts Operations

Enforcement Efficiency

- Check more vehicles with fewer people (hundreds of parked vehicles per minute) with 95+% accuracy
- Officers on foot can be directed to the hits from the car, separated by exact zones
- Real-time permit and scofflaw information
- Keep traffic moving and improve officer safety with UPsafety Mobile, which allows the officer to park and return on foot to issue citations
- Increase job quality, comfort, and safety of our officers in the field.

Greater Compliance

- Check locations more frequently throughout the day
- Catch more scofflaws by efficiently checking every vehicle
- Write more defensible citations which eventually encourage compliance of parking rules



Optional Services: Citation Collection Services

T2 Systems is excited to present City of Mankato, MN with T2 Citation Collection Services. We are proud to serve as the professional face of your organization, and our team of collections professionals is committed to the highest level of customer service and to growing your citation revenue.

As a licensed collection agency and a full parking citation processing center, T2 Citation Collection Services recognizes 42% of annual gross revenue from parking fine and fee accounts. Customers have trusted T2 Citation Collection Services to provide exceptional parking solutions and customer service for 12 years. Since our first municipal customer in 2007, we now service 70 parking operations, including 20 municipalities across the United States.

We understand that your rules and processes regarding citations are your own. That's why T2 Citation Collection Services offers you the ability to tailor the level of our services to fit your organization's unique needs and with no upfront costs. From letter services to collecting delinquent citations - you decide what's necessary and we deliver a turnkey solution that works for you.

T2's ability to provide excellent software and collection services has allowed our parking customers to achieve the perfect balance of collecting on delinquent citations and fee invoices while maintaining high revenue expectations. Many of our customers see collection rates that are double the industry standard.

CS Highlights

- No upfront or out of pocket costs – we don't get paid until you do
- We protect your brand with our soft collection methods – striking a balance between collections and customer service
- No debt is too small
- Our active approach to collections have a proven record of increasing compliance
- CS is a member of the Association of Credit and Collection Professionals (ACA)
- CS is part of T2's Unified Platform
- Options for delinquent notices and custom letters are mailed daily
- Support to insert handwritten citations
- Options for IVR allowing customers to pay for parking citations via phone
- Access real time scofflaw reports via T2's enforcement app



Why T2 Collections is the Right Choice for City of Mankato, MN

There are several reasons why T2 is the best partner for you on this project. T2 Citation Collection Services is selective in choosing which requests to respond to in order to make sure we are a good match with the buyer. We believe T2 Citation Collection Services would be an excellent choice to partner with the City of Mankato, MN. These reasons are core strengths of our team, which differentiate us from the competition and enable us to deliver the most value for the City of Mankato, MN:

Transform bad debt into positive cash flow.

- Since 2007, Citation Collection Services has recovered over \$16M in delinquent parking debt throughout the country.
- The industry benchmark for bad debt collections is 24%; with T2's Citation Collection Services, customers realize an average collection rate of 60%.

Protect your reputation with professional customer service.

- Experienced Agents: Our customer service agents understand the parking industry and provide excellent customer service to you and your parkers
- Our Approach: Non-confrontational, professional approach that reflects positively on your organization
- Proven Process: Systematic, consistent, efficient processes allow for a collection rate significantly higher than the industry average
- Trained Staff: Friendly but firm collectors protect your reputation by striking a balance between collection rate and customer service

View collection activities with the T2 Collection Services Client Portal.

- Upload new business and payment files, allowing Citation Services to begin collection activity on new accounts
- View-only access into collections account including dialer activity, payment history, and notes
- Access to invoices and month-end reports, including collection rate, posted payments, and new business



C. Work Plan / Schedule

Implementation Overview

If selected, our customizations start with fully understanding what makes City of Mankato, MN parking operation unique. In line with what we discover, our team begins the customization process. T2 will assign a project manager to oversee the City of Mankato, MN solution rollout. We are proposing several products that are working together to provide an all-in-one Integrated Smart Parking System, and as such, each product implementation team will be overseen by one project manager that has the overarching vision in mind.

Implementing multiple solutions requires your team to be present when learning each solution. We have a recommended order of rollout based on amounts of information required per solution, lead times, and potential civil work, to ensure you are trained and ready to go fully and confidently live within 120 days. The final order of the rollout and timeline will be determined with the City of Mankato, MN during the scoping phase. At that time a detailed timeline and Gantt Chart will be created to track milestones and responsibilities of the respective parties.

City of Mankato, MN implementation will be broken out into four main categories: UPSafety permits and enforcement platform, Mobile LPR Project, Pay Stations, and MobilePay, which are implemented independently by product specialists, then integrated into one comprehensive solution.

The timeline below will show an overview of the high-level milestones we will hit during implementation, assuming we have active participation from the City of Mankato, MN.



Project Estimated Timeline

5 x Luke Cosmo - UPSafety - 1 x LPR Cars - T2MP

	Weeks After Award	Action
Phase One Project Planning and Manufacturing	4	T2 Site Visit/Kickoff Meeting
	4	Project Timeline is updated with City
	4	Kiosks Begin Manufacturing
	4	LPR Hardware is Ordered
	5	Enforcement Team Kickoff Meeting
	5	Enforcement Cloud Configurations
	5	T2 Mobile Pay Setup and Configurations
	7	Enforcement Handhelds Recieved
Phase Two Enforcement Installation, Training and Testing	7	LPR Hardware is Received
	9 - 12	LPR Vehicle installation and Training
	9	UPSafety Cloud Configuration Completed
	10	UPSafety Enforcement Training.
	11	T2 On-Site Consultant Training Visit
	11	Enforcement Go Live
	6	Kiosk ground prep - Concrete Pads Poured
Phase Three Kiosk and MobilePay Installation and Testing	11	5 Kiosks
	12	T2 MobilePay Signs Installed
		Onsite presence
	10-12	Permits and Enforcement
Estimated Go-Live Dates	6-8	T2 MobilePay
	10-12	Mobile LPR
	10-12	Payment Kiosks
*Project timeline is subject to change after full site scoping with The City		



Pay Station Project Plan

Our sales and project management team along with the City of Mankato, MN will put together a plan that will make the transition to a new system as seamless as possible to mitigate down time and maximize efficiency.

Immediately upon receipt of the Notice to Proceed (NTP), kick off meeting will be held to prepare for the project. The Project Manager will assume control of the project and will prepare the project plan which will include but are not limited to the following:

- Communication Management Plan
- Project Schedule including Milestones
- Design and Development Plan
- Test Plan
- Production and Procurement
- Project Scope (Scope of Work)
- Quality Control
- Installation
- Safety Plan

At the first meeting with the customer, The Communications Plan, Project Scope, Change Management, Milestones and Schedule will be discussed and agreed. After this meeting, the Project Manager will complete the plans with the project team. Equipment and services will be ordered during the initial days in accordance with the Procurement Plan.

Schedule and Milestones

The Project Milestones are established with the customer and identified within the project plan along with actions to be taken if changes are required. A Gantt chart will be developed and will outline all

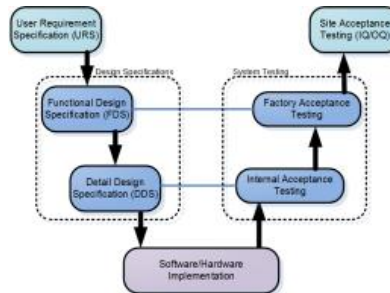
project phases including work processes, resources and milestones. The Project Manager will be responsible for keeping this schedule updated and will circulate it to the project team as detailed in the communication plan.

Design and Development Plan

If new software development is required beyond the original scope of work, a functional specification will be written, and these details are then approved by the customer. Once approved, these will form part of the development request and be allocated to a developer. For all required integrations and interfaces required, T2 Systems will work with all 3rd party providers that will also follow set timelines and milestone objectives.

Testing

A Test Plan is created for a combination of standard tests, customer specific design items and requirements. Equipment testing will fall under four sections:



- **Factory Testing** - Prior to shipment from the warehouse, the equipment is tested for functionality including any additional features required by the customer. If required T2 Systems will set up equipment in our facility, including the pay stations and all other devices that incorporate a working system. This will allow the City of Mankato, MN to fully test all features and test them against the specification including rates and credit cards if this setup information is available. Depending on the schedule, the customer is welcome to visit the facility to witness this testing.
- **Pre-Install Testing** – Prior to installation, the factory-trained commissioning technician will test each device and features and functionality per the test plan.
- **Commissioning and Testing** - During installation and as each device is completed, the factory-trained commissioning technician will test the features and functionality of the test plan and that installation quality meets the site requirements.
- **System Acceptance Testing** - System testing will be conducted after the lane testing and will be conducted against the test plan. Testing will be performed onsite with the customer and Project Manager.

MobilePay Project Plan

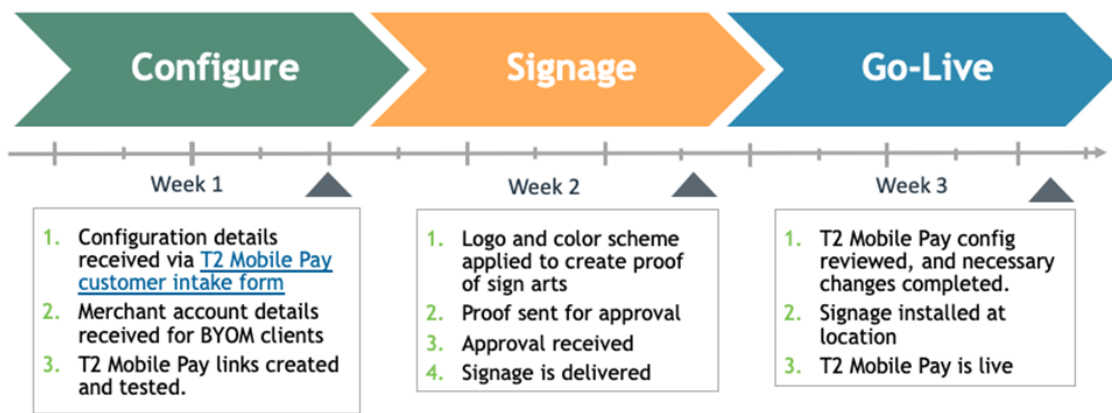
The implementation process can be completed within a period of 3-4 weeks. The customer needs to provide the following input to the project management team:

1. City of Mankato, MN logo for MobilePay link white labeling: The file must be:
 - a. Either a .jpg or a .png file
 - b. Preferably 100 x 200 pixels
 - c. No more than 50KB
2. City of Mankato, MN logo for MobilePay signage creation: Adobe Illustrator .ai or .eps files are preferred. If that is unavailable, a high-resolution jpg will work



3. Border color scheme for signage
4. Parking location names & addresses
5. Rate Structure including convenience fees to be charged for each location
6. Global and Location-specific P-code choices: Parkers will text the P-code to obtain the parking payment URL and pay for parking.
7. VAR/Tear Sheet for merchant account: If using Option 2: University as MOR (T2 MobilePay Gateway) for payment processing. Please make sure that the merchant account is enabled to accept online payments.

Here is a summary view of the implementation process:



The project management team will include the MobilePay Program Coordinator and the MobilePay Implementation Specialist. The Program Coordinator will be responsible for gathering all relevant information and coordinating the different implementation steps. The MobilePay Implementation Specialist will configure the MobilePay platform and ensure that the MobilePay configuration meets the customer's requirements.

UPSafety Permits and Enforcement Project Plan

Upon agreement to proceed, UPSafety assigns a project team, and dedicated project manager to be the City of Mankato, MN primary point of contact from sign on to deployment. Once your team is assigned, we begin the 5 step go-live process, consisting of:

Step 1: Detailed Scoping and Kickoff

Description: Determine all action items which may require contractual inclusion and consideration based on the City of Mankato, MN needs. For example, if the City of Mankato, MN is planning a Bike Share program, or a special program targeting Curbside delivery management, etc. Mostly what we need to determine in this phase is what is in and out of scope.



Step 2: Information Gathering

Description: Once we have determined the generalized scope, it is time to fill gaps by learning as much about your operation as quickly as we can. While we have tried our best to do this through the discovery process, every parking operation is truly unique, and site visits and meetings with your staff are critical to ensure we meet requirements for a smooth go live. Items such as escalation path nuances for violations, dispute and appeal processes, inter-departmental integrations are all dissected here so we can clarify all potential code-level customizations as quickly as possible.

Step 3: Configuration

Description: Once all code level customizations are completed, the non-code-level configuration process begins including as a small subset of required tasks:

8. Provisioning of a city-specific Azure Cloud Instance
9. Citizen Portal UI
10. Violation Escalation Path Customization
11. Boot and Tow Logic Customization

The goal of this phase is to “polish”, and to collaboratively work with the city to ensure the system meets all requirements established in Phase 2.

Step 4: Testing and Training

Description: Deployment consists of two principal phases, final data import and training. The first phase, data import, can be surprisingly complex as data must line up perfectly as of the date of go-live, especially in situations where violations continue to be written within the prior system. So, our preferred process is the following:

12. Any time prior to Deployment: Import full data export from the city
13. Immediately Prior to Training/Go-Live:
 - Update online payment link
 - Update IVR System number
14. After Training, as of Desired Go-Live Date: the city sends UPSafety most recent delta (summary of changes to master) file for import
15. After Go-Live: UPSafety imports a final delta file for changes that occurred in the interim between the time of the generation of the delta file and its successful import

As to training, effective on-site training is so essential that we have opted to devote an entire section to our approach, entitled “Training Methodology” following this section. As a summary, it is exhaustive.



Step 5: Post Deployment

Description: This phase is where we differentiate ourselves. Your staff will request tweaks, modifications and have many questions in the first few weeks. Our 24/7/365 product support with a 1-hour SLA makes this a breeze. Because it's not about whether issues will occur, it's how you deal with them. We invite you to speak to any of our recent deployments to corroborate how we dealt with this phase in their deployments.

As I hope we've described, deployment is integrally dependent on partnering with your staff, because we are not deploying a one-size-fits-all solution. While nearly everything the city will request will be stock and standard within the solution, the way in which you use it will be as unique as City of Mankato, MN. With this in mind, we have invested in Monday.com's software to allow city managers to offer feedback on proposed workflows, UI's and specifications every step of the way, and in real time.

UPsafety Training Methodology

Training and support are critical to our solution. We service too many small clients and have held too many hands, too frequently, to believe otherwise. UPsafety trainers do not train to an hourly standard; we train the trainer, because there is no other way. If there is no product specialist within your organization by the time the system has gone live, we have already failed.

That is why we'll adapt our training plan with city stakeholders, understanding that full product knowledge and expertise is an end goal, not meeting a standard of hours. Our training courses are segmented into three major categories:

Parking
Enforcement
Officers

- Accessing and navigating UPsafety Mobile
- Using handheld devices to issue different types of citations
- Data entry methods
- Printing citations
- Special features to create additional efficiencies

Customer Service
Representatives

- Accessing and navigating UPsafety Cloud
- Citation look-up and processing
- Accepting and recording payments
- Adding permit user information
- Running reports

System
Administrators

- Changing the configuration of the application
- Adding or deleting offenses
- Changing fine amounts

- Editing escalation conditions
- Creating, modifying, or scheduling automated reports
- Special features to create additional efficiencies

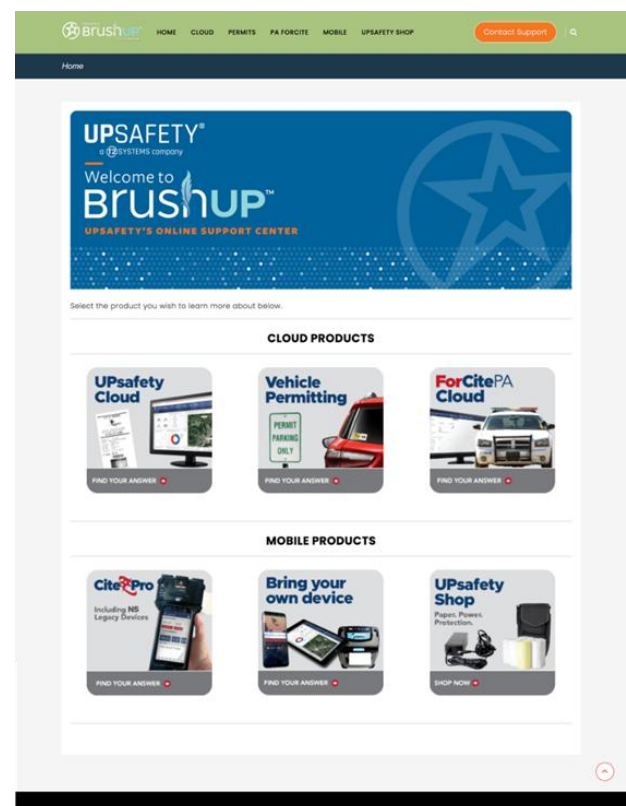
For Parking Enforcement Officers, everything starts with the handheld. For this training, we will ensure that the hardware has been pre-emptively procured, is fully functional, and that each officer attending is able to utilize the hardware for the training. This will allow each officer to follow along step-by-step as they go through the nuances of the device, including:

- Charging logic; when does the external battery charge the internal?
- Printer function and proper operating procedures in inclement weather.
- Potential failure points and avoidance. For example, the unit is more likely to break if the printer door is open.
- What does each indicator light mean?

Allowing each officer to follow step-by-step, and creating physical milestones, such as getting the handheld to blank feed paper, ensures that all officers are participating and following along.

Once officers fully understand how to use the equipment, we will review the Data Collection Software. Special care will be given to ensure that elements such as iMeter, iChalk®, iPermit® and Scofflaw, and mobile ALPR have pre-loaded data, and that the plates which are loaded into these modules are *physically located*, in the training hall, allowing users to fully utilize the functionality before they are on the streets. Once again, setting physical milestones such as the issuance of tickets in relation to all four of these modules will create a deeper understanding of the software functionality.

Initial trainings can be fully video recorded and included within our Online Resource Center. The fully online Resource Center is accessible directly from the "UPsafety BrushUP" section of our dashboard:



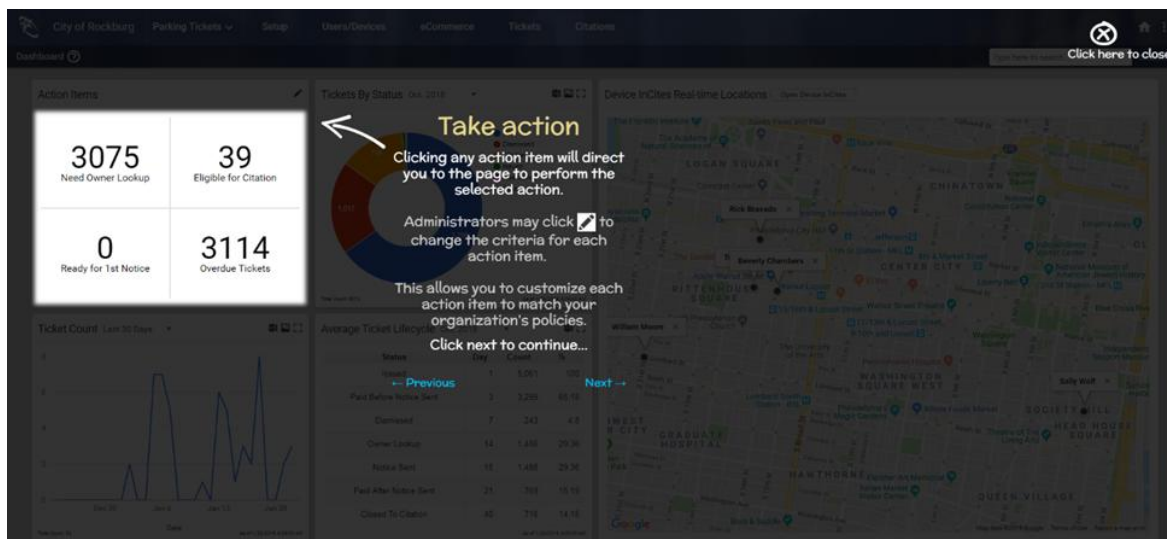
This is the centerpiece of our ongoing training and user knowledge expansion. This entirely online application, which is fully indexed and searchable, is updated at each release, and contains over 360 pages of information, including a detailed description and instructions of each and every feature and screen of both our Android Data Collection Software and our Management Platform.



That's why our trainers never read from canned Microsoft PowerPoint presentations, and instead utilize both the Hardware and Web Application, in conjunction with the Resource Center, to ensure users are using the functionality we are training them on from day one. More information regarding the Online Resource Center is available within the "Product Help Desk and Online Resource Center" description included within our response. UPSafety trainers utilize a mix of classroom and hands-on teaching. Our trainers understand every individual learns differently and will quickly adjust the training session to suit the needs of every individual staff member. Our goal is that every single member of your team completes the training and is confident and comfortable with the solution.

In conjunction with this, UPSafety *traditionally* does not offer printed user manuals for our software standard; our solution is simply upgraded and improved too frequently for printed manuals to stay up to date. Our user documentation is truly dynamic through the Online Resource Center—meaning it is updated continually based on new features and improvements. The Online Resource Center is accessible and available at any time, 24x7x365 by any user—whether they have access to the mobile handheld to issue citations only or have full Management Platform access. UPSafety is happy, however, to print copies and/or supply PDF copies of the related Online Resource Center sections being covered within trainings as an instructional notebook at the city's request.

In addition to this training, for quick refreshers, each page of the cloud and mobile software contains help buttons, which will provide a visual overlay walk through:



After training is complete, the UPSafety support team and your dedicated Project Manager will be available 24/7/365 for the life of the contract. UPSafety regularly hosts informational webinars to orient users with new, enhanced functionality released in each new software version, and our Online Resource Center is updated prior to each software release. Additional in person or remote refresher training is available to all UPSafety customers at their request as per the pricing supplied in our response.



D. Cost

Please see Pricing Form and our cost breakdown on the following pages.

**City of Mankato, MN
T2 Quote Summary**

	Year 1	Year 2	Year 3	Total
UPsafety Solution				
Subscriptions	\$8,844.00	\$8,844.00	\$8,844.00	\$26,532.00
Services	\$2,770.00	\$0.00	\$0.00	\$2,770.00
Hardware	\$5,728.00	\$0.00	\$0.00	\$5,728.00
Subtotal UPsafety	\$17,342.00	\$8,844.00	\$8,844.00	\$35,030.00
Pay Station Solution				
Subscriptions	\$5,450.00	\$5,450.00	\$5,450.00	\$16,350.00
Services	\$5,475.00	\$0.00	\$0.00	\$5,475.00
Hardware	\$40,993.40	\$0.00	\$0.00	\$40,993.40
Subtotal Pay Stations	\$51,918.40	\$5,450.00	\$5,450.00	\$62,818.40
LPR Solution				
Subscriptions	\$9,794.00	\$10,283.70	\$10,797.89	\$30,875.59
Services	\$25,052.60	\$0.00	\$0.00	\$25,052.60
Hardware	\$29,240.00	\$0.00	\$0.00	\$29,240.00
Subtotal LPR	\$64,086.60	\$10,283.70	\$10,797.89	\$85,168.19
T2 Mobile Pay				
Subscriptions	\$1,000.00	\$1,000.00	\$1,000.00	\$3,000.00
Services	\$499.00	\$0.00	\$0.00	\$499.00
Subtotal T2 Mobile Pay	\$1,499.00	\$1,000.00	\$1,000.00	\$3,499.00
Total Project	\$134,846.00	\$25,577.70	\$26,091.89	\$186,515.59

Notes:

UPsafety solution has per transaction items for Delinquent Notices, Out of State Look-ups and In-state look-ups - see quote details

UPsafety solution has per transaction costs for Patron Portal transactions - see quote details

T2 Mobile Pay solution has per transaction costs for transactions and gateway fees - see quote details

T2 and City of Mankato Confidential