

RFQ-282-25-SA Mobile Parking Application Proposal

Monday, April 14, 2025

25-

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PARK & EFFECT with INFLOW™ Technology



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Single Sign-On Solution Overview

The City of Hollywood is seeking a single sign on consolidated platform to leverage its existing parking technology components delivering a seamless end user experience and efficient staff administration console.

Interstate Technology Solutions, an affiliate of Interstate Parking Company, is uniquely positioned to provide an elegant delivery of a combination of existing platforms and custom configuration and development of exactly the solution described and envisioned within the RFQ.

We have included our entire family of technology products and modules to provide an overview of the depth and scope of our "ready to launch" technology platform. Each module and our entire technology ecosystem is built to handle existing and custom integrations with the City's existing systems. While there are several approaches to achieve the City's desired result, we have proposed the following scenario as what we believe to the most efficient and robust solution based on information provided within the RFQ.

We will deliver a single sign on solution for end-users and staff administration console through a combination of configuring our standard modules as well as completing custom API integrations with the City's existing platforms as depicted in the chart and as further described in Section D (pg. 47).

PARK & EFFECT with INFLOW™ Technology

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City of Hollywood Parking Systems	Existing INFLOW™ Integration Partner	We Propose to Replace This Functionality with INFLOW™	We Propose to Complete API Integration with This Technology Provider
PARIS Billing & Accounts Receivable System	√		
Genetec License Plate Recognition (LPR) Cameras	✓		
T2 Luke Multi-Space Pay Stations	✓		
ParkMobile		✓ INFLOW™ Tap 'N Explore™	
Tiba Parking Access & Revenue Control Systems		✓ INFLOW™ Gated	
Gtechna Parking Management System			✓

B. Qualifications & Experience

PARK & EFFECT



INFLOW™ is the industry's first municipal parking management technology platform designed and built by actual municipal parking operators.



Interstate Parking Company, LLC was formed in 2009 by experienced and entrepreneurial parking and real estate professionals including Douglas Hoskin, Tony Janowiec and Paul Schnettler with combined experience of over 75 years in the industry.

Interstate operates over 325 locations with approximately 120,000 stalls and over 625 team members including locations throughout the country spanning coast to coast. Our rapid growth is due to our proven track record of substantially reducing congestion, increasing turnover utilization, and implementing customized travel demand management strategies for our clients.

Interstate Parking achieves these results by implementing customized state-of-the-art on-site and back-office technologies and a hands-on local Customer Service Ambassador program to create the most efficient, customer-friendly parking operations possible.



INFLOWTM

As a national parking management expert, Interstate Parking Company formed Interstate Technology Solutions to address the underwhelming and fragmented technology shortfalls found in traditional parking access and revenue control systems. Our technology development goal is to create, deploy, and continually enhance the customer parking experience and revenue optimization of our parking assets through the utilization of smart cloud-based technology without the requirement of installing and maintaining costly hardware-based systems.

With our comprehensive technology suite, your parking system can operate with a completely frictionless experience for your customers and provide you with the most powerful data analytics and reporting software in the industry.

TESTIMONIAL

"Interstate Parking brings an unbelievable level of knowledge...

...and a willingness to understand what is happening in a community and tailor a system around their needs."



Town Manager & Former Police Chief - Current Interstate Parking Client



All-Inclusive Technology & Management Platform

Custom-branded solutions tailored to the needs of your local residents, businesses, and visitors.



Over 325+ Locations & 120,000+ Parking Spaces



Over 625 Team Members

Nationwide



International Downtown
Association Member







24 HOUR Support





COMPLIANCE EDUCATION
8 ENFORCEMENT



CUSTOM BRANDED
TURNKEY SYSTEM



NO UP FRONT COST









FRICTIONLESS POINT OF SALE &
ADVANCED MARKETING & DATA
ANALYTICS PLATFORM

INFLOW™ Technology Platform Components

You Choose Any Combination of Tools and Scale Into the Future as Your Parking Infrastructure Grows and Evolves



TAP 'N EXPLORE

No App download required! Our mobile QR code-based web application point of sale platform is the simplest and most intuitive consumer interface in the industry and will represent 90+% of all customer transactions. Our system is a tenant-based software platform and has unlimited scalability as you add parking infrastructure.



WEBSITE WITH MAP 'N PARK™

Custom City of Aurora website containing online portals for permit applications, managing accounts and paying citations as well as a plethora of FAQ's, Generative Al customer support and our unique wayfinding Map 'n Park™



REAL-TIME REPORTING & DATA ANALYTICS

Real time occupancy, revenue stats, permit arrival utilization, compliance status and customized reporting designed specifically for municipal parking operations unique requirements.



DATA DRIVEN CONSUMER MARKETING

Also, a first in the industry, our data driven marketing platform automatically builds a consumer profile, tracks behavioral history and provides meaningful insights to create a multi-dimensional fingerprint of your consumer utilization of your parking system. Use the system for marketing, cross-promotions and public service and safety communications.



COMPLIANCE CHOICES

You choose the method of payment enforcement from our AI stationary cameras capable of auto-enforcement or directed enforcement, handheld ALPR scanner/ticket writer to our gated solution requiring no enforcement. Hybrid options may be best suited for City of Aurora to deploy a gated garage application alongside gateless on-street and off-street open lots.



ADMIN PORTAL

Experience the most powerful configuration settings to address even the most complex zone layouts in a municipal environment at your fingertips with unique rate scheduling features, event day simple to use and schedule overrides and the most comprehensive merchant validation and discount promo code and passcode features in the market.











Ownership & Executive Level Focus



Tony Janowiec*

President & CEO
(main point of contact)



Paul Schnettler



Erica Vaillancourt
Vice President of Operations



Scott Vanderbeck
Chief Technology Officer
(Local to Florida)



Jeff Aanenson
Project Manager



Serena Pollack
Director of Corporate Services



Rachel King
Customer Care Manager



Alison Thoms

Senior Marketing

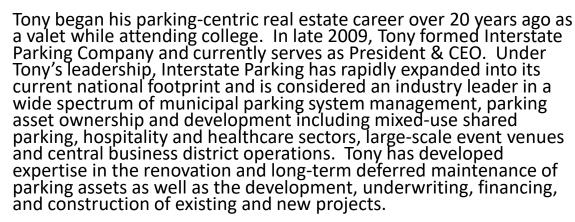
Communications Lead

Tony Janowiec

President & CEO – RFQ Primary Point of Contact

1998 – 2005 Imperial Parking, US

2009 – Current Interstate Parking Company



In addition to his involvement at Interstate Parking, Tony is a founder of Interstate Development Partners, a value-added urban redevelopment real estate investment firm that has completed over \$300 million of community-focused adaptive re-use and new construction projects in Minneapolis and Milwaukee.

Tony is originally from Minnesota and graduated from the Carlson School of Management at the University of Minnesota majoring in Entrepreneurial Management.



Paul Schnettler

Chief Operating Officer

1989 – 2001 Imperial Parking, US

2001 – 2010 President/Principal - Premier Parking

2010 – Present Chief Operating Officer – Interstate Parking

Paul Schnettler began his parking career in 1989 as a garage manager and ascended through several leadership positions with a national firm before starting his own company, Premier Parking in 2001. Under Paul's leadership and commitment to delivering quality over quantity, Paul grew Premier Parking to one of the largest operations in the Twin Cities marketplace. Paul is experienced in all types of parking operations including large scale event parking, municipal on-street and off-street, airport, residential, hospitality, healthcare and central business district multi-level parking structures. Paul is considered an industry expert in the areas of parking technology and operations.

Paul directly oversees the municipal markets of Fargo, Grand Forks, and Duluth, MN.

In 2010, Paul became a partner at Interstate Parking through the merger of Premier Parking and Interstate Parking and is a founder of Interstate Development Partners. Paul serves as Executive Vice President, and Chief Operating Officer, and Partner for both companies.

Paul is a Board Member of the St. Paul Downtown Improvement District, the former President of the Minnesota Association of Parking Professionals; is a member of the Minneapolis Downtown Council; several BOMAs; St. Paul and MN Chambers of Commerce; National Parking Association; and several others.



Erica Vaillancourt,

Vice President of Operations

Erica began her career in retail property management in 2005 followed by seven years of operational parking management in Milwaukee. After a brief 3 years in hospitality asset management, she returned to parking in late 2018 with Interstate Parking. Her diverse background in property management and customer service provides a desired perspective on technology advancements and operational efficiencies which enhance client and customer experience.

In conjunction with her career, Erica has contributed her time and served in varying capacities to many downtown and complementary organizations including a The Brewery Neighborhood Improvement District, Milwaukee Downtown BID 21, The Westown Association, and Go Red for Women

MN Chambers of Commerce; National Parking Association; and several others.

Scott Vanderbeck,

Chief Technology Officer

Scott holds a master's degree in computer science from the University of Wisconsin–Milwaukee and brings a wealth of experience and a dynamic track record to his role. As a former Chief Technology Officer at Showboat, Live, and Parlor Works, he was instrumental in developing Showboat Live—a business-facing video conferencing and metaverse platform—and Parlor Works, which provides interactive software solutions for tradeshows and events, serving Fortune 500 companies.

His diverse career also includes managing customer relations and baggage service departments at Midwest Airlines, modernizing their software systems, leading Labor Forecasting and Planning for Disney's Magic Kingdom, and starting out as an Industrial Engineer for Walt Disney World with a focus on transportation operations.

Based in Florida, Scott continues to bring innovation and leadership to technology initiatives that drive operational efficiency and enhance user experience.

Serena Pollack

Director of Administration

Serena's entrepreneurial spirit began early as the child of an immigrant family, where hard work and education were the top priorities. Hailing from Milwaukee, she studied at the University of Wisconsin (Madison), then went on to law school at the University of Denver. Her career path has included being an associate and partner at international law firms, and later General Counsel in the restaurant and hospitality industry. Along the way, she also snagged a Master's in Human Resources Management from Michigan State University. Still, she believes her best education came from working as a server.

In 2017, she took the leap and opened a brick-and-mortar business in the golf industry—one of her many passions. Though it was a fantastic experience, she wisely closed it just before Covid hit. Since then, she's been leading HR operations and serving on executive teams in the Midwest. Serena joined Interstate Parking's executive leadership team in late 2024 and currently leads corporate services nationwide.

When she's not working, you can find Serena golfing (and always ready to take new people to the course), cooking up a storm, spending time with her family, and hanging out with her dog Porter.

Jeff Aanenson

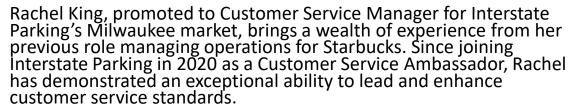
Director of Project Management

2007 – 2012	Senior Manager – Interstate Parking
2012 – 2015	Operations Manager – City of Duluth
2015 – 2016	Senior Operations Manager Milwaukee, WI
2016 – 2019	General Manager, WI Corporate Office
2019 – 2020	Technology Director, WI Corporate Office
2020 – 2022	Senior Operations Manager Duluth, MN
2023 – Present	Director of Project Management

Jeff began his parking industry career in 1998 with Park 'N Go off-airport parking and was later recruited to Impark in 2004 to manage the Hennepin County Medical Center parking portfolio. He was eventually promoted to Area Manager for the city of St Paul. Premier Parking attracted his talents in 2007, which became Interstate Parking in 2009, and in 2012, Jeff transferred to Duluth after Interstate was awarded the contract to manage the City of Duluth municipal properties and assumed responsibility of over 25 city owned locations in addition to private contracts. In 2015, Jeff was transferred to the Milwaukee market and assumed various Executive Team roles including General Manager and later, Technology Director. Jeff now applies his extensive operations experience in his role as Director of Project Management for Interstate Technology Solutions.

Rachel King

Customer Service Manager



In her role, Rachel is responsible for ensuring a seamless customer experience across all Milwaukee parking facilities, overseeing a team of customer service representatives, and setting high standards for customer satisfaction. She manages daily customer service operations, resolves escalated issues, and works to foster a customer-centric environment. Rachel also develops and implements service policies that align with the company's goals, regularly reviews service metrics, and identifies opportunities for improvement.

With her background in high-paced, customer-focused environments, Rachel is adept at team management and is committed to improving the overall customer experience. She collaborates with other departments to address customer needs, utilizes data analytics for insight-driven decision-making, and actively seeks ways to enhance operational efficiency in the Milwaukee market.



Alison Thoms

Senior Marketing Communications Lead



At Interstate Parking, Alison plays a key role in driving brand visibility, customer engagement, and business development. As Senior Marketing Communications Lead, she develops and executes integrated marketing strategies that support new client acquisition, market expansion, and overall business growth. Her work spans branding, sales enablement, digital content, and CRM marketing.

Alison creates high-impact marketing assets—from pitch decks and sales proposals to signage plans and branded marketing flyers—that align with client needs and company goals. She leads website content strategy for white-labeled platforms, enhances parking patron experience, and manages the rollout of promotional campaigns for new parking operations.

She also oversees HubSpot marketing automation, email campaigns, and lead nurturing workflows to streamline communications and support sales initiatives. Her ability to translate data and design into cohesive, results-driven marketing campaigns makes her an essential contributor to Interstate Parking's continued success.





COMMON PARKING PROBLEMS THAT WE SOLVE

Improve Access to Businesses Protect
Parking
For Residents

Designate
Safe
Employee
Parking

Optimize Visitor Access



Proven 40% Increase in Utilization

Increase Retail Tax Base Funding Source For Community Projects



100% Municipal Client Retention

- Design, Implementation, and Management of <u>New</u> Municipal Systems & Technology Platform
- 12+ Years Experience in Municipal Systems
- Community Populations of 4,000 to 200,000





























Gateway to North Shore of Lake Superior

April 2012 — Current Contract amount confidential; available with client approval.

<u>Goal</u>: Community Outreach and Stakeholder Participation – Economic Development

Solutions

- Created New Parking Authority
- Duluth Parking Advisory Committee (DPAC)
- Reformed Parking Commission
- Eliminated Congestion in Canal Park Seasonal Tourist Destination
- Upgraded Entire City to INFLOW™

Results

- Added Multiple New Employers to Downtown
- Financially Self-Sufficient Parking Authority





BRECKENRIDGE

Major Destination Mountain Community

FREE TO PAID

September 2017 – Present Contract amount confidential; available with client approval. **Goal:** Eliminate Congestion & Motivate More Boots and Bikes – Less Cars

Solutions

- INFLOW™ Progressive Rate System
- Added Hundreds of Spaces through Private Opt-In Program
- Online Resident/Employee Permitting
- Implemented Reserve 'n Ski Advance Reservations

Results

- Eliminated Roadway Congestion & Freeway Closures
- Reduced Citation Issuance to < 3% of All Vehicles
- implementing Pedestrian Mobility Tracking





Mountain Tourist Destination – Historic Retail District

FREE TO PAID

April 2019 — Current Contract amount confidential; available with client approval.

Goal: Increase Access to Retail District to Support Businesses & Fund New City Projects

Solutions

- Community Outreach and Stakeholder Participation
- Created Employee Parking Permit Zone
- Implemented INFLOW™ Progressive Rate System

Results

- Dramatic Increase in Retail Sales Tax Revenue
- New Retail Businesses Opened
- Converted 2 Blocks to Pedestrian Mall
- Funded New Public Restrooms





Historic Gold Rush Charm — Clear Creek Recreation Area

FREE TO PAID

May 2024 — Current Contract amount confidential; available with client approval.

Goal: Open Up Access to Retail District On-Street Spaces, Mitigate Congestion of Clear Creek Tubing

Solution:

- Convert 2 Hour Free to Managed/Paid Parking
- Implemented INFLOW™ City-wide
- Clear Creek Recreation Advanced Reservations
- Activated Private Opt-In Program to Add Hundreds of Spaces at No Cost to City

Results:

- Reduced On-Street Occupancy by 20%
- Significant Reduction in Clear Creek Tubing Congestion
- Increased Revenue by 4x in First Season compared to time zone citation revenue alone

C. Methodology & Approach to Scope of Work Simple & Intuitive Consumer Interface

PARK & EFFECT

Acknowledgment of City's Needs, Goals, & Objectives

Understanding the City's Needs & Our Vision for a Fully Integrated Parking Application

Interstate Parking acknowledges the City of Hollywood, FL seeks a modern, user-friendly mobile application that consolidates key parking services—permit purchasing, citation management, real-time facility information, and paid parking transactions—while ensuring seamless integration with its existing Gtechna platform and supporting Single Sign-On (SSO) functionality. We understand the City's goal is to enhance both operational efficiency and the customer experience by offering a centralized, intuitive interface for all parking-related interactions.

Our team is uniquely positioned to deliver this solution through our INFLOW technology, which is purpose-built for integration, configurability, and real-time data synchronization. With a flexible architecture and proven interoperability with third-party systems like Gtechna, INFLOW enables us to rapidly deploy a tailored application that meets the City's functional requirements while providing a scalable foundation for future enhancements. Our approach emphasizes collaboration, transparency, and a deep understanding of municipal parking operations to ensure long-term success.

Approach to Each Phase of the Application Lifecycle

Development:

- Utilize INFLOW's modular architecture to rapidly prototype core functionalities (SSO, permit applications, citation management, etc.).
- Work closely with the City and Gtechna to define API interactions and user interface requirements.
- Design for scalability and accessibility, ensuring ADA compliance and multilingual support where appropriate.

Integration:

- Implement seamless SSO and secure authentication protocols.
- Integrate with Gtechna's APIs for permit issuance, citation processing, and account synchronization.
- Establish data connections to live occupancy feeds and parking payment platforms.

Testing:

- Conduct unit, integration, and system testing across multiple device types and OS versions.
- Coordinate with City staff for user acceptance testing (UAT), simulating enduser interactions and workflows.
- Ensure compliance with data security, performance benchmarks, and regulatory requirements.

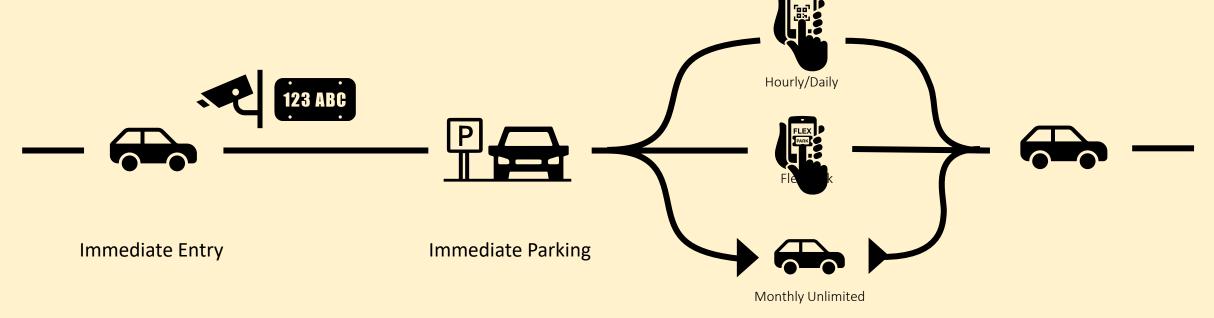
Launch:

- Deploy a phased rollout, starting with a pilot group for early feedback and system tuning.
- Provide training and support resources for City staff and end-users.
- Monitor performance and usage metrics, enabling rapid updates and ongoing enhancement

TAP 'N EXPLORE™

100% Contactless Payments (No App Download Required)

Parking with INFLOW™ Technology



Parking with Traditional Technology





Flexible Virtual Zone Allocation

- Create Flexible Zones for Permits, Reservations and Day Users
- Allocate Revenues & Expenses by Zone



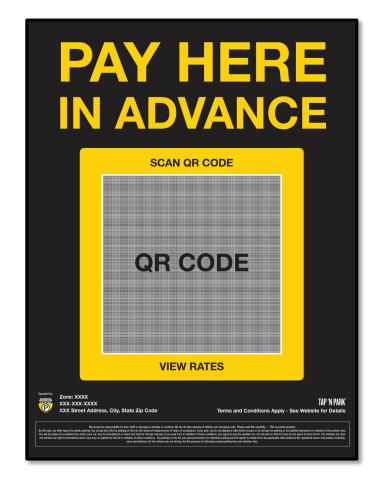






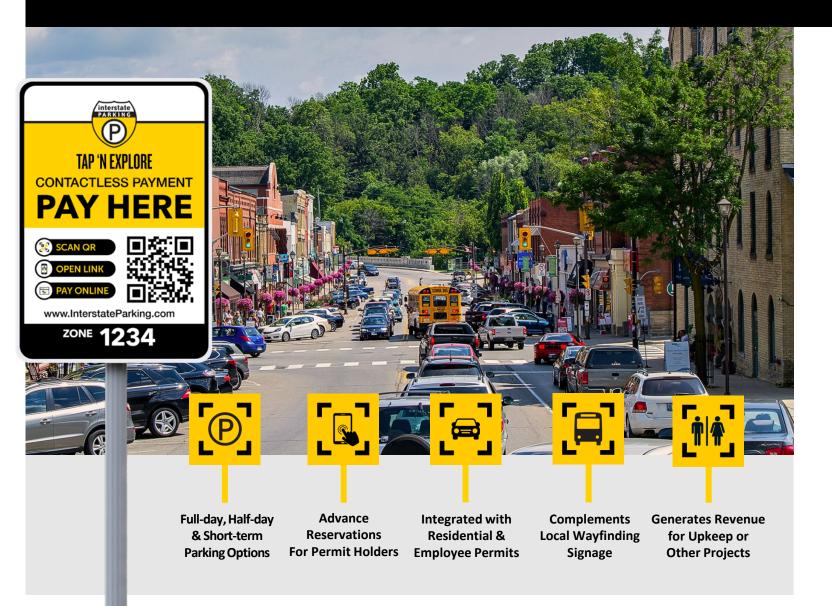
Custom Branded Point of Sale & Wayfinding Interface







TAP 'N EXPLORE Point of Sale Platform



Flexible Parking Point of Sale System

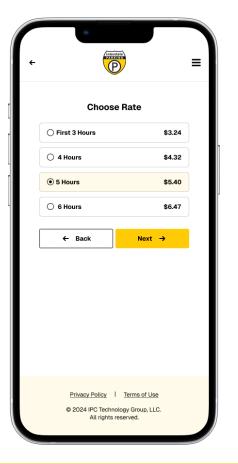
- Assign Dedicated Visitor Spaces
- Create Restricted Spaces/Zones for Specified User Groups
- Support Advance Reservations And Ondemand Spaces
- Increase Revenue With Dynamic, Userspecific Rates
- Flexible Zone Assignments
- No App Download Works With Any Camera Phone
- Custom-branded To Your Community
- 100% Contactless System

User-Friendly – Easy as Tap 'N Explore $\stackrel{\text{\tiny PARK}}{\rightarrow}$ SCAN \rightarrow PAY \rightarrow EXPLORE

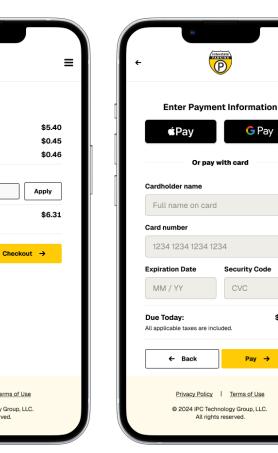
100% CONTACTLESS



SIMPLE



INTUITIVE





≰Pay

0

\$6.31

NO APP DOWNLOAD

1. AIM CAMERA PHONE AT QR CODE

2. OPEN LINK, ENTER PLATE & SELECT RATE

Cart

Privacy Policy | Terms of Use

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All rights reserved.

5 Hours:

Taxes:

Due Today:

Convenience Fee:

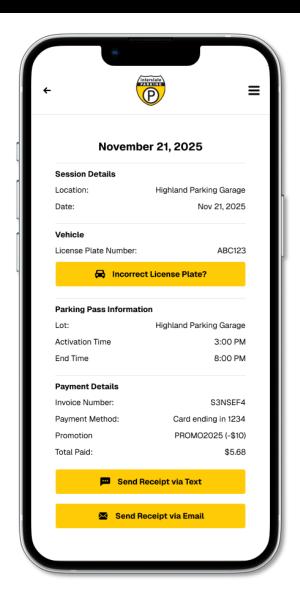
Promo or Validation Code

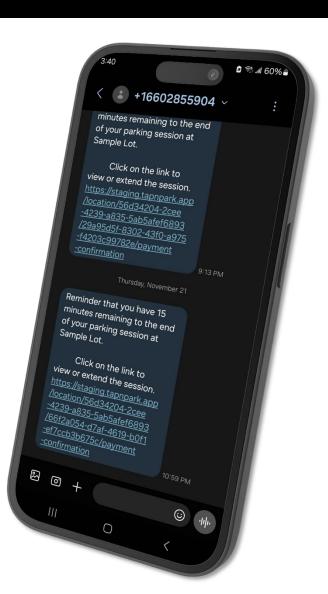
All applicable taxes are included.

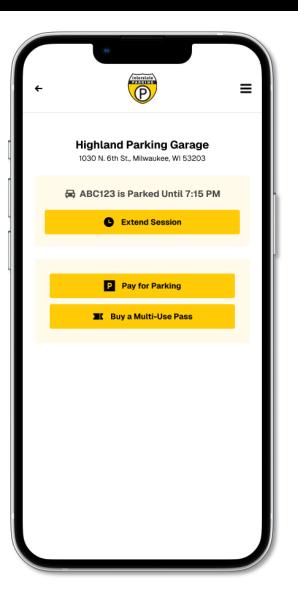
← Back

3. SELECT PAYMENT TYPE & CONFIRM

Extend Your Parking Session







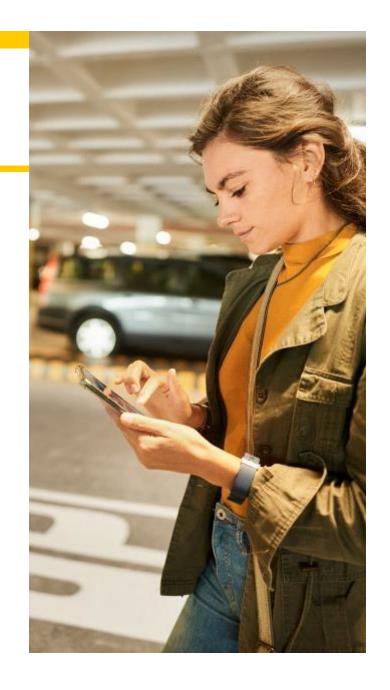


FLEX PARK Technology

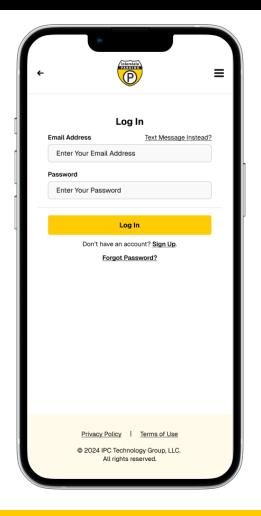
PARKING FOR A HYBRID WORKPLACE

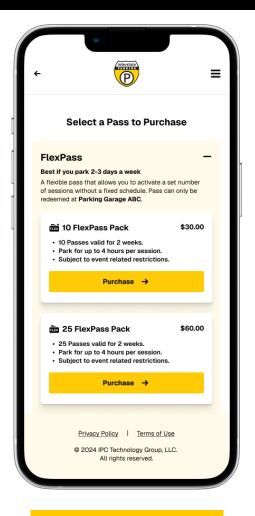
FlexPark is a wallet-based subscription program where you can buy bundles of parking sessions and can then redeem each individual parking session for a day of parking based on your flexible schedule. It is intended to be a hybrid between our Monthly Unlimited and daily parking products. Save more when you buy a bundle of parking passes to use how you want when you want.

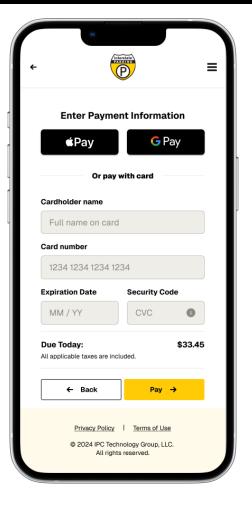
- Benefits of a monthly contract with the flexibility of pay-as-you-go daily parking
- Unlimited in/out privileges during each full-day parking session
- FLEX PARK packs include 5 to 15 parking sessions
- Parking sessions and are priced based on the quantity and expiration date
- Lowest prices are for FLEX PARK packs that expire in the shortest timeframe

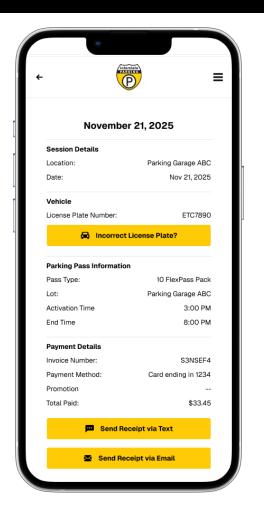


FLEX PARK – Purchase Session-based Virtual Permitting Packs









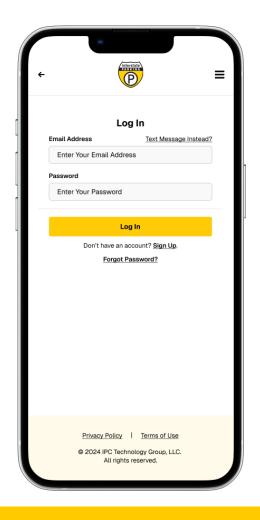
1. Create an Account or Login (Choose Location & Select Flex Park)

2. Select Your Desired FlexPass Pack

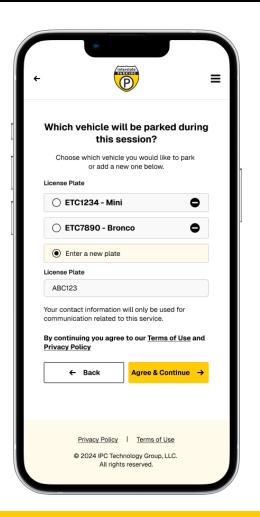
3. Enter Payment

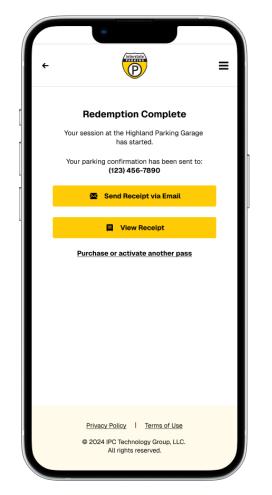


FLEX PARK – On-Site Activation of Session-based Virtual Permitting









1. Login to Account & Go to Glovebox

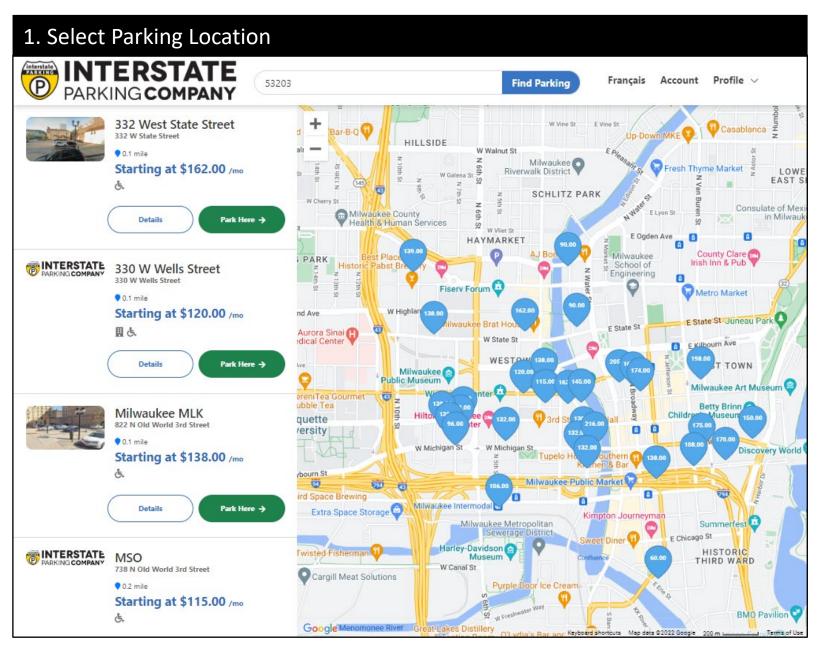
2. Select Flex Pass to Redeem

3. Enter Vehicle License Plate



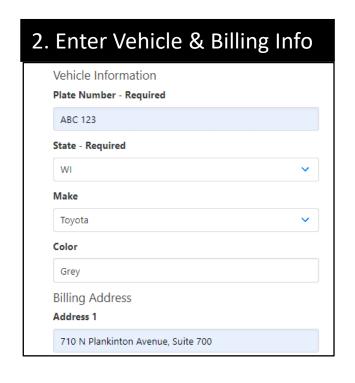
Monthly Unlimited

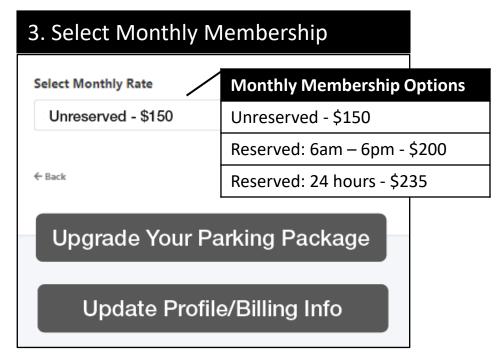
- Best Daily Value
- Flexible Usage
- In/Out Access
- Access to Reserved Spaces
- Auto Pay Sign-Up
- Online Account Management
- Member Discounts
- Guaranteed Spot
- Contactless Access



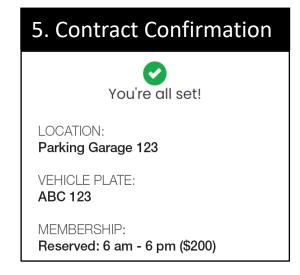
CONFIDENTIAL & PROPRIETARY INFORMATION

Online Monthly, Resident, Special Purpose Permitting Platform











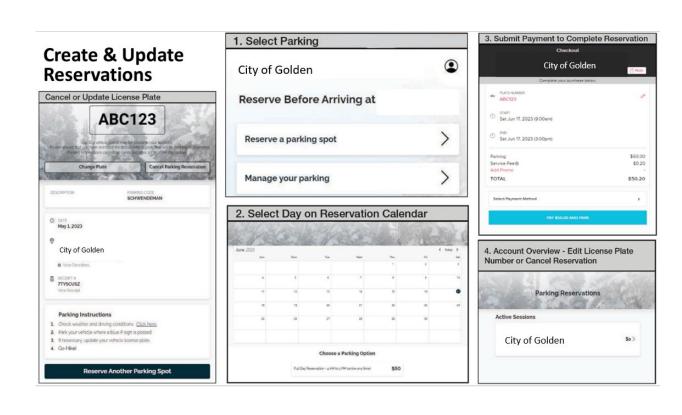
Advance Reservations

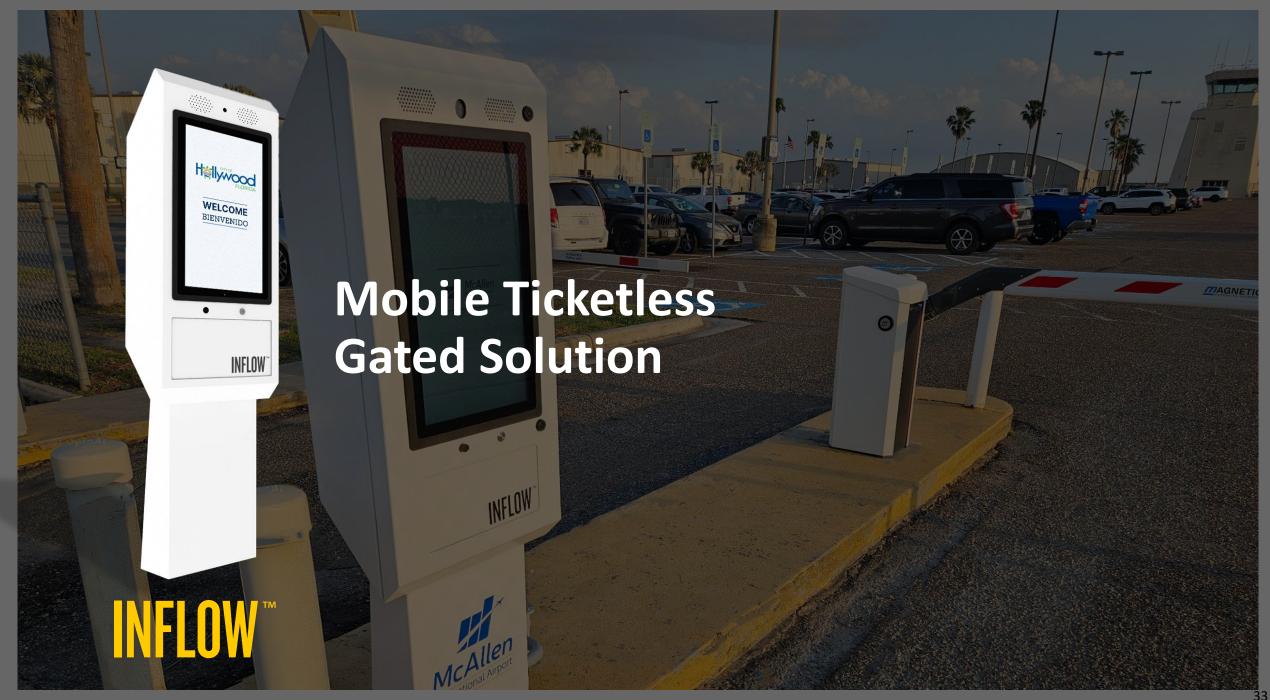
Reduce Congestion & Control Inventory During Peak Demand or Special Event Periods

Reservations can be made in 3 easy steps with the capability to update license plate numbers or cancel the reservation through the online guest portal

Enabling our unique Advance Reservation feature within the <u>custom branded parking</u> website allows users to plan for a day in Aurora with less stress and anxiety and the ability to avoid high congestion ingress periods! Priced at a premium to the regular daily rates, it generates additional revenue for City of Aurora.

- Limited reserved spaces allocated at certain garages and lots only.
- Users simply pre-register at least one day before visiting any location offering reservations.
- Users must redeem space by a pre-determined time otherwise the space is returned to the general pool.





Mobile Ticketless Gated Automated Revenue Compliance

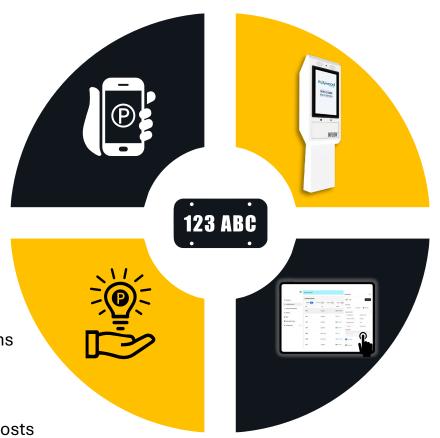
80% Cost Savings Over Traditional Gated System!

Tap 'N Explore™ App Free User Interface

Frustration free arrival and departure experience. Works with any smartphone, no downloads required. Seamless Employee & Contractor Permitting - Digital, paperless, and fully customizable

80% Cost Savings Over Traditional Gated Systems & Lifetime Warranty

Our gated solution eliminates the costly ticket dispenser and traditional entry and exit stations dramatically reducing the up front cost. With virtually no moving parts, our exclusive allinclusive lifetime warranty means there is no ongoing upgrade fees, repair or replacement costs for the life of the license agreement means your cost of ownership can be as low as \$0.



PAM In-Lane Customer Support

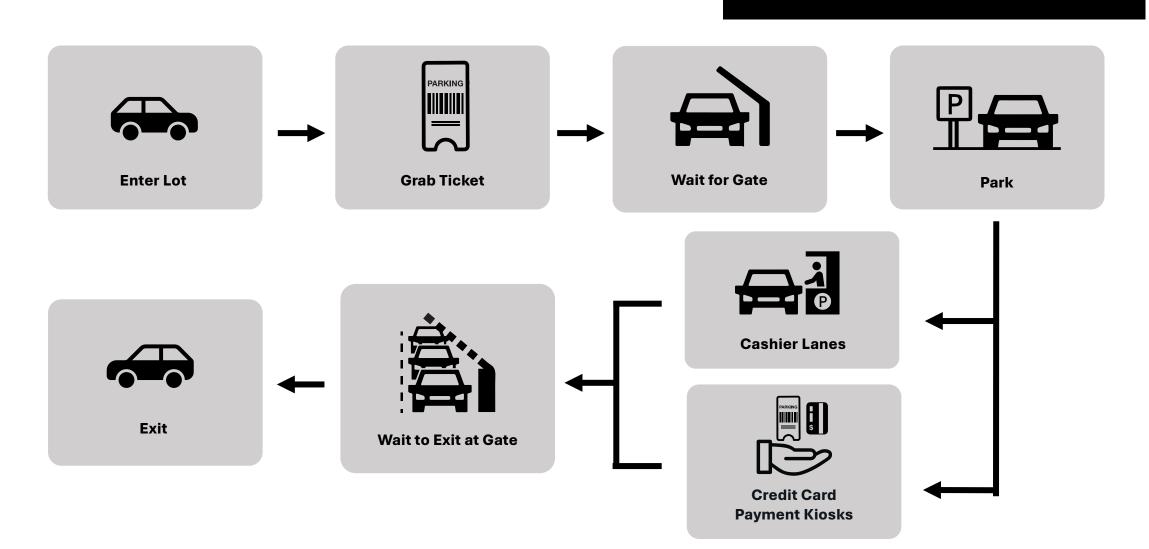
Our in-lane interface provides real-time communication and intelligence to assist patrons enter and exit a gated facility in the event of a license plate mis-read or need to pay by manual credit card or cash.

CAT Ambassador Support

We care about the 3-10% of patrons who do not utilize a smartphone. Our exclusive Customer Assistance Module (CAT) provides a modern but universal customer support experience for everyone and can accept manual credit card or cash payments by an ambassador.

Traditional Gated Parking System

Costly Equipment
Frustrating User Interface
Congestion Backups
High Maintenance Costs



INFLOW™ TAP 'N EXPLORE™ Advance Ticketless Mobile Gated Technology



INFLOW

Leverage the benefits of INFLOW™ mobile based payments with gate-based revenue security and no need to perform enforcement procedures. As compared to other mobile payment "add-ons" to existing gated platforms, our gated solution was designed from scratch as a true mobile payment based gated platform and includes our exclusive in-lane Patron Assistance Module (PAM) for 24 hour real-time in-lane customer support and processing resolving 99% of parking session problems without human involvement.





Integrated Compliance Options



Fixed License Plate Recognition Cameras

Our stationary ALPR system automates vehicle entry and exit, provides accurate real-time data, supports unlimited sub-zones and is configured for either automated citation issuance or directed enforcement. With existing litigation in State of Illinois, we recommend directed enforcement instead of activating automatic citation issuance at this time.



Mobile License Plate Recognition Cameras

Mobile LPR cameras on patrolling vehicles cover large areas efficiently, identify violations in realtime, collect data for analysis, and enhance officer safety by reducing the need for on-foot patrols. This solution would be ideal if all facilities (garages, on-street and surface lots) are configured in a gateless fashion. Otherwise, the cost of a dedicated mobile enforcement vehicle is not necessary and sometimes cost prohibitive.

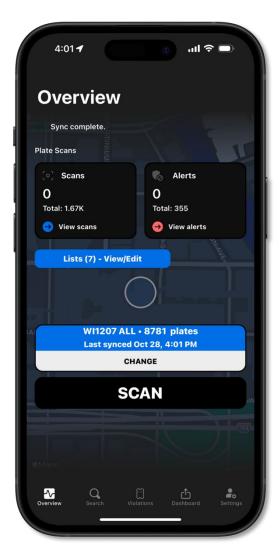


Handheld Compliance Devices

Our compliance officers favorite enforcement device is our handheld ALPR device that is the fastest handheld auto-plate scanning device on the market. Simply scan plates and with a tap of the screen issue a citation to a vehicle in violation. Our handheld ALPR software is compatible with iOS and Android devices and can also be mounted to e-bikes, scooters or dash cams for mobile enforcement.

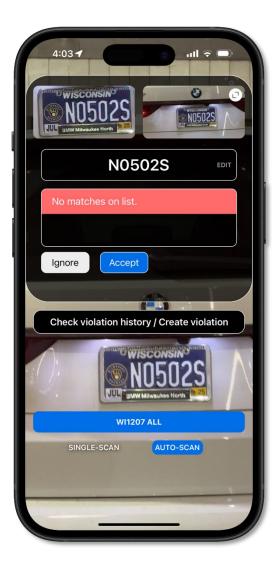
Handheld Enforcement Device Capabilities





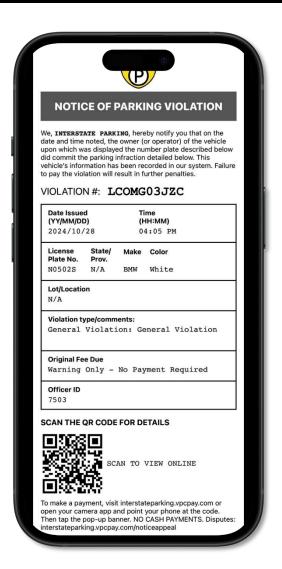


ISSUE

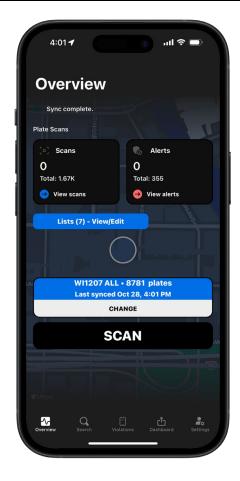




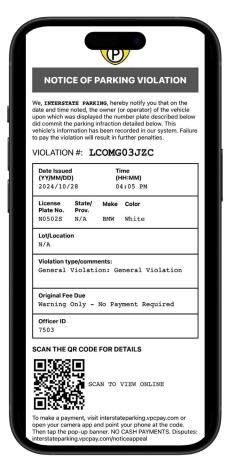
PRINT

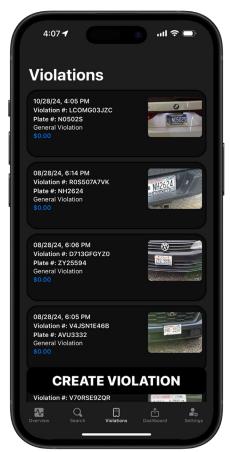


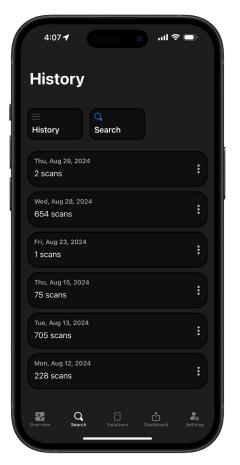
Handheld Enforcement Device Capabilities









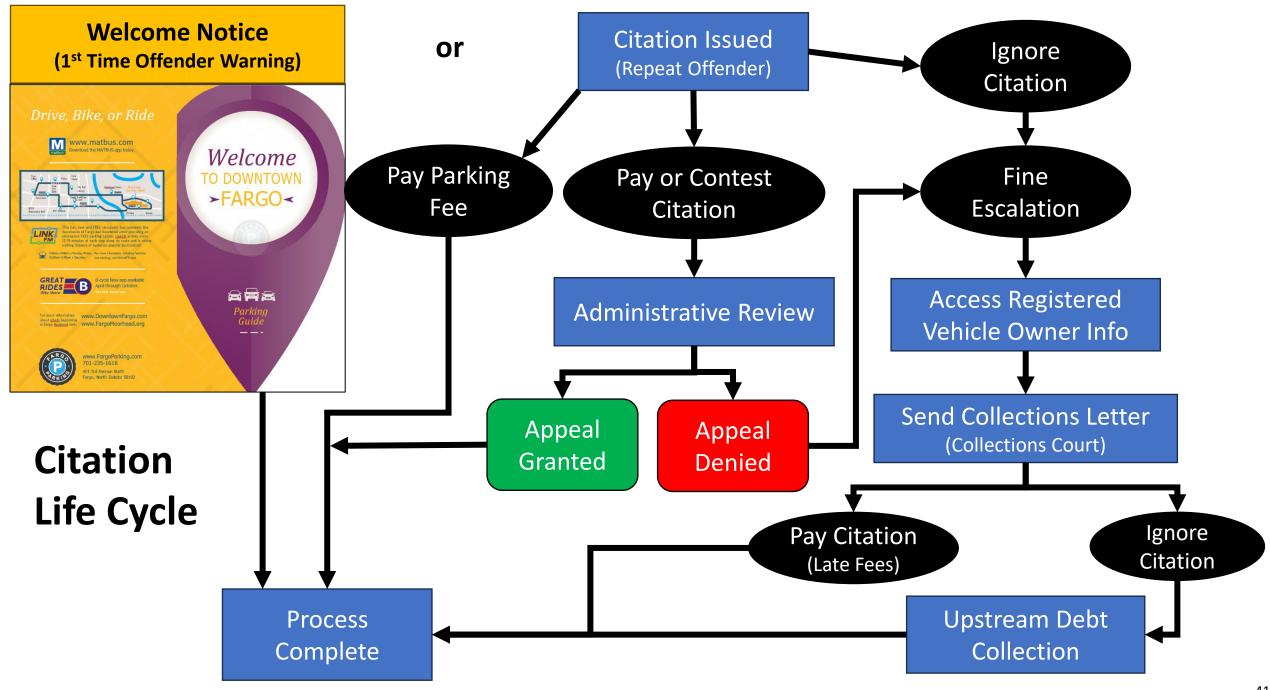


Streamlined Violation Issuance

Instant Data Sync

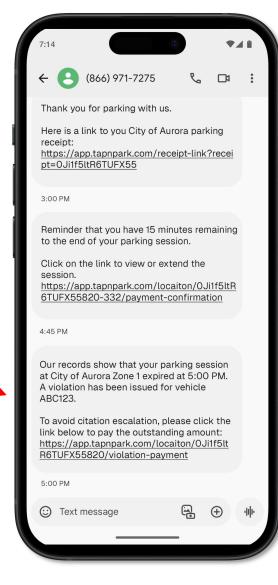
Efficient Offender Tracking

Payment & Permit Verification



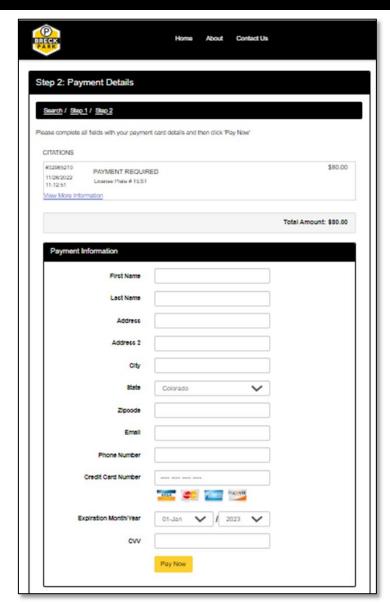
Friendly Citation Notifications & Optional Full-Service Citation Processing

Real-time notification to a violating repeat offender that a citation has been issued providing "one last chance" notification for payment compliance before fee escalation applies.



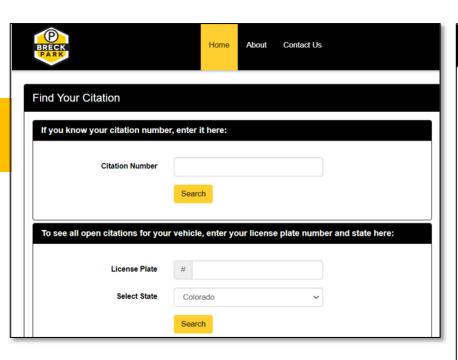
24 Hour online violation adjudication and fee payment along with optional 24 hour full service customer support including adjudication, payment processing and debt collections.

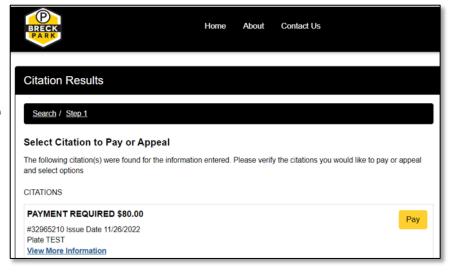


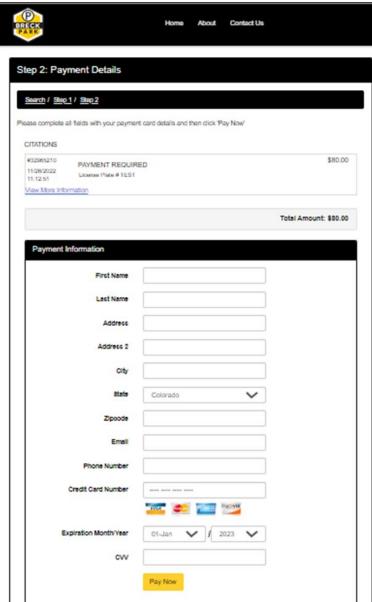


Citation Portal

- Online Citation
 Payment & Appeals
- Custom Branding
- Pay or Appeal Citations 24/7
- Mobile friendly
- Optional Full-Service Customer Support & Collections







Customized Citation Management – Sample Matrix

- Motivate Compliance, Prompt Payment and Discourage Repeat Offenders
- Unique Non-Compliance Fee Structures

0

- Escalations Based on Aged Violation Status
- o Escalations Based on Unpaid Violations or Repeat Offenses

proven multi-dimensional compliance within your parking system

Achieve over 70% Civil or Criminal Process Collections!

Parking Rates	Fee Schedul	e Same Day		Day 2-7		Day 8-37		Afte	r 37 Days
1st Offense Fee	S	\$	1	\$	5	\$	30	\$	45
\$ -	0-1 Hour	\$	1	\$	5	\$	30	\$	45
\$	2 1-2 Hours	\$	3	\$	7	\$	32	\$	47
2nd Offense Fee	es	\$	5	\$	15	\$	45	\$	75
\$ -	0-1 Hour	\$	5	\$	15	\$	45	\$	75
\$	2 1-2 Hours	\$	7	\$	17	\$	47	\$	77
3rd Offense Fee	S	\$	15	\$	30	\$	75	\$	100
\$ -	0-1 Hour	\$	15	\$	30	\$	75	\$	100
\$	2 1-2 Hours	\$	17	\$	32	\$	77	\$	102

Below is an example fee structure illustrating both an aging, time-based unpaid citation fee escalation as well as repeat offender escalation for

Options	Citation Issuance	Adjudication & Customer Support	Online Payment Portal	Registered Owner Lookup & Payment Notice	% Debt Collections	Cost/ Collection Rate	+ PROS	CONS
1 Full Service Civil Process	interstate PARKING	interstate PARKING	interstate PARKING	interstate PARKING	interstate PARKING	27% of REV / 72% CR	No Admin Burden on City Staff, Consumer Friendly	Requires Change in Current Process
2 Criminal Process	Tyler (Brazos)	interstate PARKING P	City Portal	PARKING	City & Court (MVBA)	>70% (Current Cost Incurred by City + Lookups)	Integrated with Current Process	Burden on City / Courts, Negative Consumer Experience
3 HYBRID IPC < 30 Day	interstate PARKING	interstate PARKING	interstate PARKING	interstate PARKING	PARKING PARKING	Blended Cost of	/ Courts,	rden on City Maintain ess for Aged

Court > 30

Days

Option

1 & 2

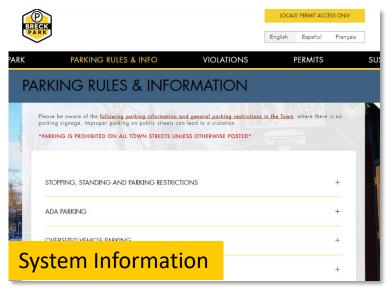
Citations or Repeat

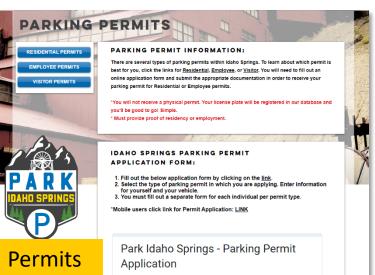
Offenders

45

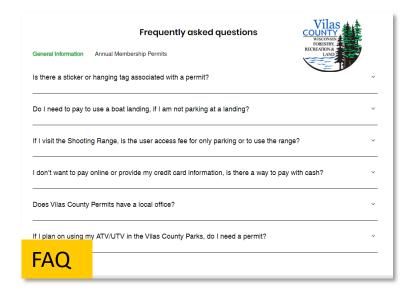
& Court

Custom Parking Websites - Portals for Mobility in Each Community

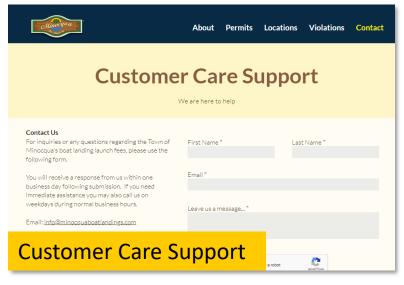












D. System Integration & Compatibility

PARK & EFFECT

City of Hollywood Solution

INFLOW™ Technology: Built for Compatibility and Future Scalability

Our proposed INFLOW™ solution is engineered with seamless integration, future readiness, and scalability at its core. It is fully compatible with the City's existing parking infrastructure, including parking meters, enforcement systems, and databases. INFLOW™ already supports a wide range of commonly used technologies in the parking industry, with the flexibility to incorporate additional systems as needed.

Strategy for Future Compatibility and Scalability

As a custom software developer, we bring robust integration capabilities tailored to meet the City of Hollywood's needs. The chart below outlines current system integrations, all of which support a single sign-on (SSO) solution for both end users and city administrators.

INFLOW™ features a modular, cloud-based architecture and an open API framework, making it future-proof and adaptable. Our commitment to routine software updates ensures ongoing compatibility with new technologies as they emerge. This scalable design eliminates the need for costly system overhauls and positions INFLOW™ as a sustainable long-term solution for the City's evolving parking management needs.

City of Hollywood Parking Systems	Existing INFLOW™ Integration Partner	We Propose to Replace This Functionality with INFLOW™	We Propose to Complete API Integration with This Technology Provider
PARIS Billing & Accounts Receivable System	✓		
Genetec License Plate Recognition (LPR) Cameras	✓		
T2 Luke Multi-Space Pay Stations	✓		
ParkMobile		✓ INFLOW™ Tap 'N Explore™	
Tiba Parking Access & Revenue Control Systems		✓ INFLOW [™] Gated	
Gtechna Parking Management System*			✓

^{*}We propose to complete an API integration with Gtechna similar to our other existing enforcement API partners. Alternatively, the City can consider utilizing one of our existing enforcement API integration partners if there is a desire to compare other solutions to the existing Gtechna platform.

API Integration Partners – Our Single Sign On Platform

Ticketing Integrations & Prepaid Reservation Integrations







-- 2025 Release --





Parking Point of Sale





Access Control





TICKETS • COM.



Enforcement



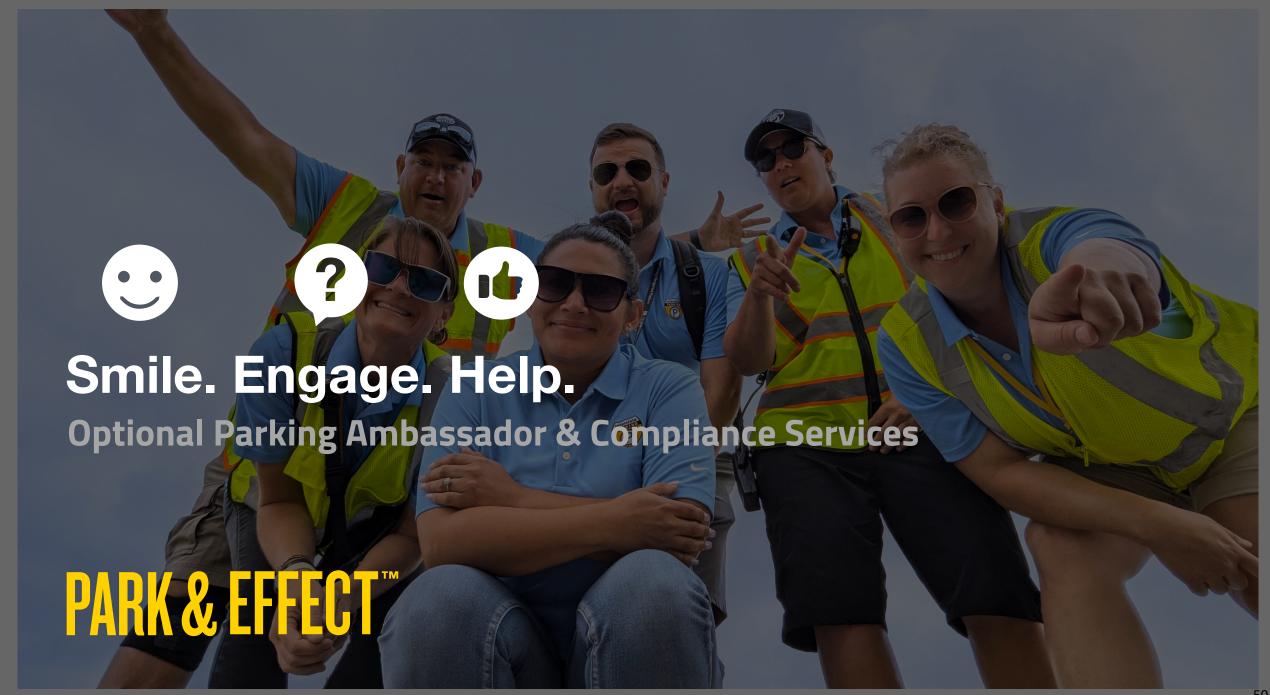












Optional Parking Ambassador Team – Compliance

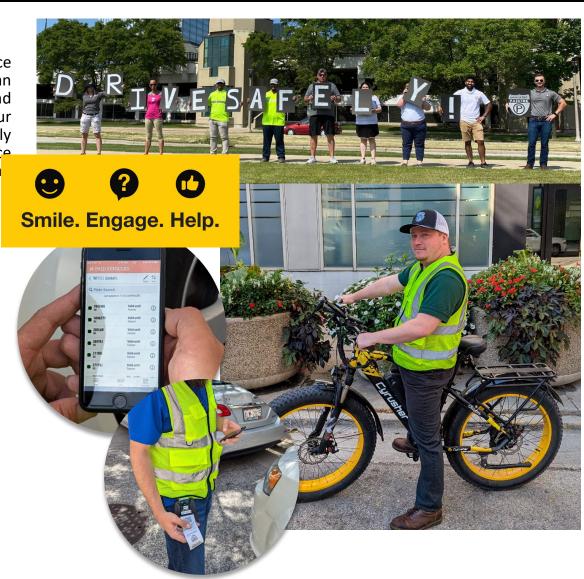
PARK & EFFECT™

We are Your City's Patron Arrival Experience

Our affiliate, Interstate Parking, is a leader in providing all-inclusive, full-service municipal parking operations. As an optional add-on, the City of Hollywood can consider our parking ambassador/compliance services. The daily field operations and customer-facing experience are driven by our trained Ambassador team based on our proven "Smile. Engage. Help." Guest Service Program. Our Ambassadors not only perform parking enforcement services but are deployed as your community service ambassador providing exceptional service and assistance to all stakeholders and camanage your community's on-the-ground Travel Demand Management.

DAILY OBJECTIVES:

- Smile. Engage. Help. guest services program attributes
- Maintaining and updating dynamic wayfinding system throughout peak ingress periods
- Monitoring turnover through our real-time occupancy system
- · Managing traffic patterns based on demand changes and parking system occupancy
- · Conducting community outreach addressing the specific needs of individual stakeholders
- Providing informational, directional, and FAQ assistance to residents, workers, and visitors
- Maintain signage and perform general maintenance duties
- Perform enforcement procedures



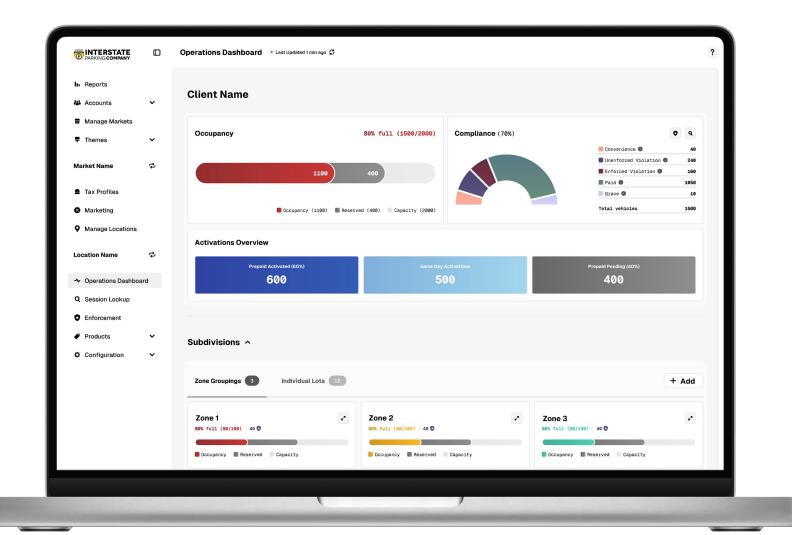


Best in Class Data Analytics & Customized Reporting Platform

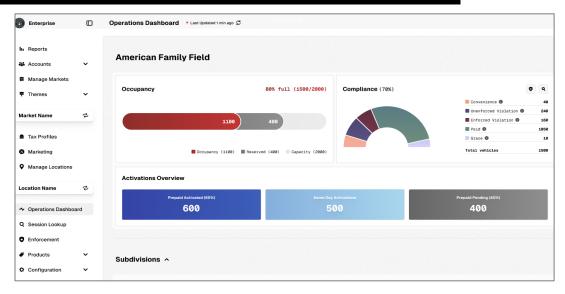


Dynamic Online Dashboard

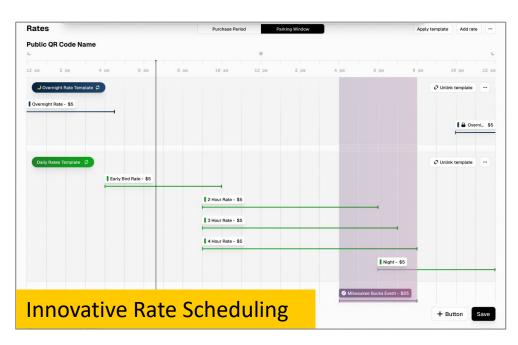
- Real-time Occupancy
- Rate Utilization
- Pedestrian & Vehicle Heat Mapping
- Comprehensive Revenue Reporting
- Zone-Specific Analytics
- Enforcement MetricsTracking

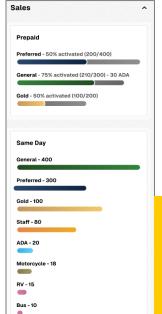


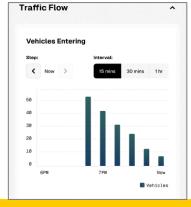
Admin Portal Features





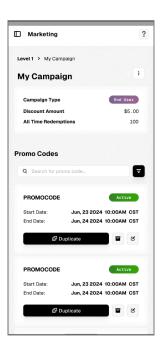


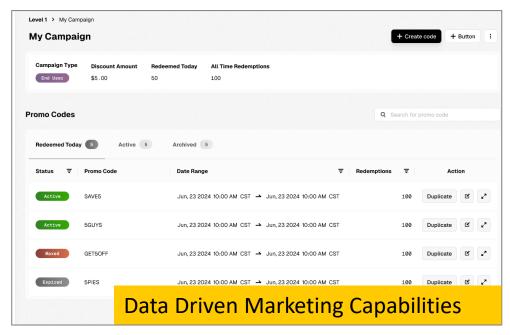






Real-Time Operations Dashboard Customizable User Interfaces (Colors, Logos, QR Codes, Zone) Web & Mobile User Responsiveness





CUSTOMER PROFILE





- Downtown worker
- ABC 123
- Mercedes
- 2022 CLA Coupe
- ABC 123
- Basketball
- 5+ Events
- Books 7 days in advance
- 20 Transactions
- \$450 Transient
- \$150 p/m



- 20 30
- \$100k \$150k



- Commuter
- Family
- 85% Open Rate
- 35% Click Through
- 5% Conversion



AUTOMATED PUBLIC COMMUNICATION & PROMOTIONS

INTERSTATE

The Brewery Structur 1213 N. 9th Street, Milwaukee, 1

FlexPark 5

275 West Wisconsin Avenue Suite 140 | M

products don't suite your

Or contact our customer support team directly and

needs, tell us exactly what you need by completing this

10%

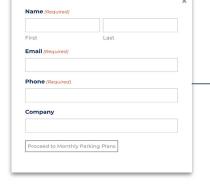
6

Subs.

We noticed you were shopping for a monthly the Brewery Structure. Let us know if there is any out with during your search for parking it



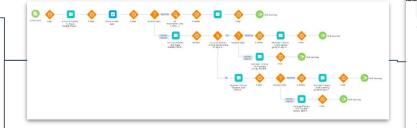
Web Forms



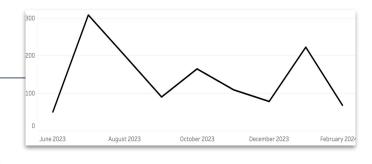
On-Site QRs

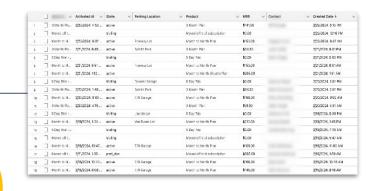


Automation Rules



Visibility





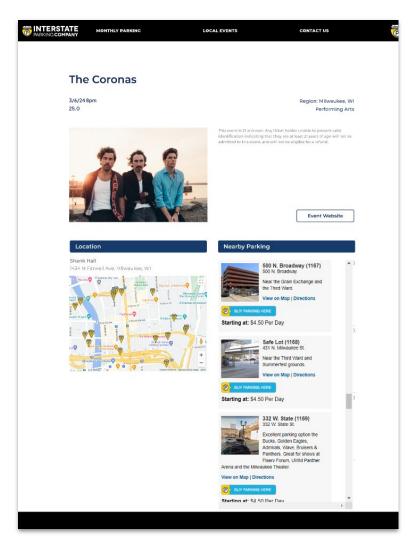
Support

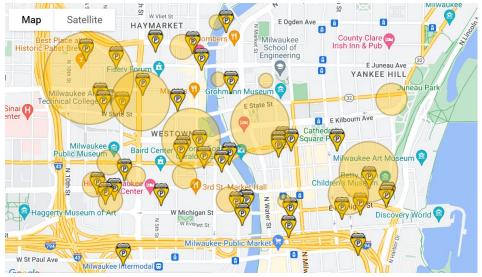
AUTOMATED EVENT MARKETING



Event Calendar

- Website calendar
- Personalization
- Dashboard heatmaps









Sample Implementation Timeline



System Development

- Define Community Goals of the Managed Parking System
- Stakeholder Meetings & Outreach to Engage Public Input
- Finalize System Configurations & Policies for City Approval
- Create a communications plan and coordinate media/public channels
- Implement System

Complete System Configuration & Integration

- TAP 'N EXPLORE™ Configuration
- Custom Branded Signage (Design, Order, Install)
- Equipment Procurement & Installation
- Custom Website Design & Customer Service Portal

Customer Support & On-going Services

- Municipal Operations Consulting Support
- Software/Hardware Technical Support
- Warranty Support 100%
 Covered for Entire Term
- Citation Payment & Adjudication Processing
- Optional Ambassador Service

Typical Configuration & Implementation Timeline



The following activation timeline is based upon configuration and activation of our various technology modules. Depending on the degree and complexity of custom development required to meet the City of Hollywood's specifications, the timeline could change.

Commencement

15 to 45 Days

Civil, Power, Low Voltage Coordination and Equipment Lead Time

60 to 90 Days

System Configuration & Commissioning

Define Functional
Specification and Scope

30 Days

Equipment & Signage Installation

45 to 60 Days

Hyper Care & Ongoing Support

90 + Days / Ongoing

E. Data Security & Privacy



Our Approach to Security & Privacy of User Data

At Interstate Parking, safeguarding the security and privacy of user data is a top organizational priority. We have developed a comprehensive information security program designed to protect the confidentiality, integrity, and availability of our systems and data, aligned with industry best practices and regulatory requirements.

Our program covers:

- Enterprise Information Security Policies
- Security Program Governance
- Access Control
- Vulnerability Management
- Logging & Monitoring
- Data Protection, Backup, and Recovery
- Physical Security
- Network Security
- Encryption & Cryptography
- Change Management
- Compliance with PCI DSS & Other Standards



Interstate Parking's Commitment to Data Security, Privacy, and Regulatory Compliance

Enterprise Information Security Policies

We maintain a robust suite of enterprise information security policies that form the foundation of our security posture. These policies are regularly updated and distributed through leadership and ongoing security awareness training. Policies address essential areas such as employee background checks (managed via CheckR), data access, incident response, and acceptable use. In 2025, we are working toward SOC 2 compliance, which includes migrating all policies to a centralized portal for employee visibility and acknowledgement.

Security Program Governance

Security responsibilities are shared across our Operations, Finance, and IT leadership teams, and are reinforced by our trusted IT Managed Services Provider, TeamLogic IT. Our program includes regular security risk assessments, recurring external/internal audits, and a tested incident response plan—specifically focused on threats within our Microsoft 365 environment.

Access Control

Access to systems and data is governed by the principle of least privilege and enforced through Microsoft Conditional Access with mandatory multi-factor authentication (MFA). All employees are assigned unique Microsoft 365 credentials stored in Microsoft Entra. Password policies align with Microsoft's standards and are slated for enhancement as part of our SOC 2 initiative.

Vulnerability Management

All endpoints are monitored through an enterprise-level Remote Monitoring and Management (RMM) platform that performs daily scans and weekly patching. We deploy enterprise antivirus and malware protection and conduct vulnerability scans on PCI systems. SOC 2 readiness efforts will introduce additional vulnerability scanning and more stringent password and patching protocols.

Logging & Monitoring

Logging and monitoring activities are centralized within platform-specific environments (e.g., Microsoft Purview for M365). Endpoint logs include audit trails, system activity, and encryption status. Alerts generate automated tickets to facilitate timely review and mitigation. Future enhancements include exploring SIEM (Security Information and Event Management) and MDR (Managed Detection and Response) tools.

Data Protection, Backup, and Recovery

Interstate Parking follows a cloud-first strategy with core operations housed in Microsoft 365 (Outlook and SharePoint). We rely on Microsoft's native file retention capabilities (30-day hard delete, 90-day soft delete) for recovery and are evaluating Cloud-to-Cloud backup solutions to bolster resilience as part of our SOC 2 roadmap.

Physical Security

Our corporate headquarters are located in a multi-tenant facility secured with onsite personnel, surveillance cameras, and controlled building access. Visitors are only permitted entry through an electronically locked door after authorization and escort procedures. Sensitive data is stored offsite in enterprise-grade cloud environments with comprehensive physical protections.

Network Security

Our network is managed by TeamLogic IT, featuring enterprise-grade firewalls, managed switches, and secure Wi-Fi networks segregated for corporate and guest access. Firewall policies enforce default-deny rules and include IDS/IPS capabilities to detect and alert on potential intrusions or anomalies such as botnet activity, malware, and reconnaissance attempts.

Encryption & Cryptography

All sensitive data is encrypted both in transit and at rest using industry-standard cryptographic algorithms. Microsoft 365 provides secure encryption across email and document storage. Endpoint devices managed by TeamLogic IT are equipped with BitLocker encryption to protect data stored locally.

Change Management

System and network changes follow a documented change management lifecycle overseen by TeamLogic IT. This includes proper testing, review, and authorization prior to implementation. Security configuration standards and development practices adhere to OWASP guidelines and accessibility standards (WCAG 2.0 AA).

Compliance with PCI DSS and Other Standards

Interstate Parking ensures compliance with applicable legal and regulatory frameworks. For payment systems, we maintain PCI DSS compliance in coordination with our processing partners and have previously completed the PCI SAQ-C (Self-Assessment Questionnaire). We are actively pursuing SOC 2 Type II compliance by the end of 2025, which will provide additional assurance around our internal controls and data governance practices.

F. References



VENDOR REFERENCE FORM

Reference for: (Vendor's name) RFQ-282-25-SA: Mobile Parking Application									
Organization/Firm Name	e providing refe	erence: Vai	l Resorts, Inc.						
Organization/Firm Cont		Trevor Maring			Title: Re	gional Ger	neral Manager		
Email:		tmaring@vailresorts.com			Title: Regional General Manager Phone: 507-649-1117				
Name of Referenced Proj		Custom Data Analytics Dashboard			Contract No: N/A				
Date Services were provi					Project Amount: Confidential				
Referenced Vendor's role					Subcontractor/ Subconsultant				
Would you use the Vendo	r again ?	_			_		pecify in additional		
,] Yes				comments			
Description of services pr	rovided by Ven	dor (provide a	dditional sheet	ifnecessa	ary):				
Custom skier reserv					controls ba	sed upo	n each ski resort		
specific requiremer	nts and skier	season pass	holder privile	ges.					
Please rate your experien	ice Need I	mprovement	Satisfacto	ory	Excelle	nt	Not Applicable		
with the Vendor									
Vendor's Quality of Servi	ice								
a. Responsive									
b. Accuracy									
c. Deliverables									
Vendor's Organization:									
a. Staff expertise									
b. Professionalism									
c. Staff turnover									
Timeliness/Cost Control	of:								
a. Project									
b. Deliverables									
Additional Comments (p	rovideadditior	al sheet if nece	essary):						
	***	*THIS SECTION	ON FOR CITY	USE ONI	LY****				
Verified via:	Email:		Verbal:		Mail:				
Verified by:	Name:				Title:				
	Department:				Date:				

VENDOR REFERENCE FORM

Reference for: (Vendor's na		Tit & 202 20 Of a Mobile Falling Application							
Organization/Firm Name	e providing r	eference: Tow	vn of Breckenri	dge, Colora	ado				
Organization/Firm Contact Name:		Matthew Hulsey			Title: Director of Sustainability				
Email:		matth@townofbre	Phone: 970-402-0929						
Name of Referenced Proj	ect:	Custom Data Analy	ytics Dashboard	Con	Contract No: N/A				
Date Services were provide	ded:	2022 - Present		Project Amount: Confidential					
Referenced Vendor's role	e in Project:	☐ Prime Ver	ndor	•	☐ Subcontractor/ Subconsultant				
Would you use the Vendo	or again?	□ Yes		No. Please specify in additional comments					
Description of services pr	rovided by V	endor (provide ac	dditional shee	ifnecessa	ary):				
Created consolidat	ed single s	ign-on dashba	ord to conso	olidate th	ne City's vai	rious pay	station kiosk		
Passport mobile pa				nd T2 pay	y stations ir	nto a sing	gle		
administrative dash	nboard and	l reporting plat	tform.						
Please rate your experien	ice Need	lImprovement	Satisfact	ory	Excelle	ent	Not Applicable		
with the Vendor									
Vendor's Quality of Servi	ice								
a. Responsive									
b. Accuracy									
c. Deliverables									
Vendor's Organization:									
a. Staff expertise									
b. Professionalism									
c. Staff turnover									
Timeliness/Cost Control	of:								
a. Project									
b. Deliverables									
Additional Comments (provide additional sheet if necessary):									
	*	***THIS SECTION	ON FOR CITY	USE ON	LY****				
Verified via:	Email:		Verbal:		Mail:				
Verified by:	Name:				Title:				
· criffed by ·	Departmen	nt:			Date:				

VENDOR REFERENCE FORM

City of Hollywood Solicitation #:								
Reference for: (Vendor's name)								
Organization/Firm Nam	e providing refere	ence:						
Organization/Firm Cont	act Name:				Title:			
Email:		_	Phone:					
Name of Referenced Proj	ect:	Con	Contract No:					
Date Services were provided: Project Amount:								
Referenced Vendor's role	Subcontra	ctor/ Subconsultant						
Would you use the Vendor again?						No. Please s _l	pecify in additional	
	Ц	100				comments		
<u> </u>								
Description of services p	rovided by Vendo	or (provide ac	dditional shee	t it necessa	ry):			
Developed custom		,	_					
free flow parking se					during 2024	MLB se	ason at	
American Family Fi	eld. See attach	ed for deta	ailed descrip	otion				
Please rate your experien	ice Need Im	provement	rovement Satisfactor		y Excellent		Not Applicable	
with the Vendor								
Vendor's Quality of Serv	ice			<u> </u>				
a. Responsive								
b. Accuracy								
c. Deliverables	ı							
Vendor's Organization:								
a. Staff expertise								
b. Professionalism								
c. Staff turnover								
Timeliness/Cost Control	of:							
a. Project								
b. Deliverables								
Additional Comments (p	rovide additional	sheet if nece	essary):					
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****THIS SECTION FOR CITY USE ONLY****								
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	Name:				Title:			
Verified by:	Department:							

Interstate Parking

Focus: A technology platform that optimizes day of parking sales and prepaid parking pass activations in a cashierless operation which has proven to enhance the fan experience by directly integrating with the MLB Ballpark Application, reducing backups during vehicle ingress, and offers additional operational efficiencies benefiting the Club's satisfaction scores and bottomline.

What They Offer:

- Frictionless Point of Sale (Tap 'N Tailgate[™])
 & Digital Permitting (no app download)
- Directly integrated within your team's native MLB Ballpark App
- Advance Data Analytics, Real-time Occupancy & Utilization Platform
- Integrated Compliance Solutions featuring fixed/mobile LPR cameras
- Data-Driven Consumer Marketing

Venues They Work With: Milwaukee Brewers

Why It Works:

- Eliminate traffic backups by eliminating gates and cashiers/handheld point of sale
- Unlimited flexible virtual zones throughout venue for tiered parking rates, non-game day parking rates, and more!
- Comprehensive revenue compliance measures leading to 98.7+% capture



For More Information:

Email: tjanowiec@interstateparking.com Call: (608) 566-9155





