INNOVATION IN OPERATION®

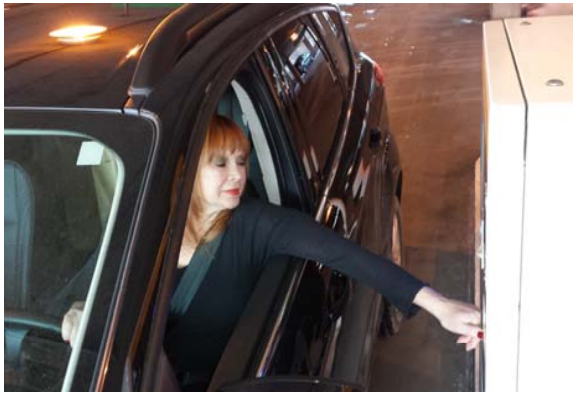
Remote Management

City of Birmingham, Michigan

1.5.15

Current Conditions – Birmingham Parking Decks

- All City of Birmingham Parking Decks use automated parking equipment
- Patrons pay for parking at a pay-on-foot or pay-in-lane device
- 98% of all transactions are processed without a problem

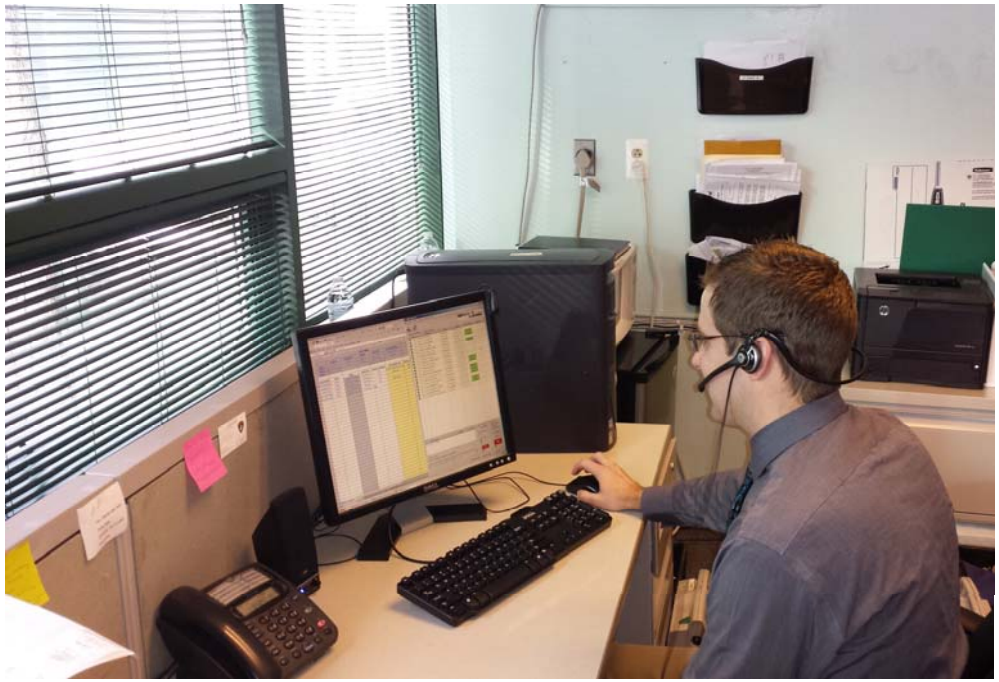


Current Conditions – Birmingham Parking Decks

- Patrons requiring assistance use the intercom system attached to payment stations to speak to local command desk
- Local customer service ambassadors are dispatched to area if issue cannot be resolved via the intercom
- No cameras are currently in use

Current Conditions – Birmingham Parking Decks

- Local command desk is located in the Chester Street parking garage office
- Local command desk manned 24 hours per day, 6 days a week



Current Conditions – Birmingham Parking Decks

- A busy garage office environment is not ideal to handle intercom calls
- One-way intercom creates confusion for customer
- Multiple calls coming from multiple facilities to one customer service representative can cause delays

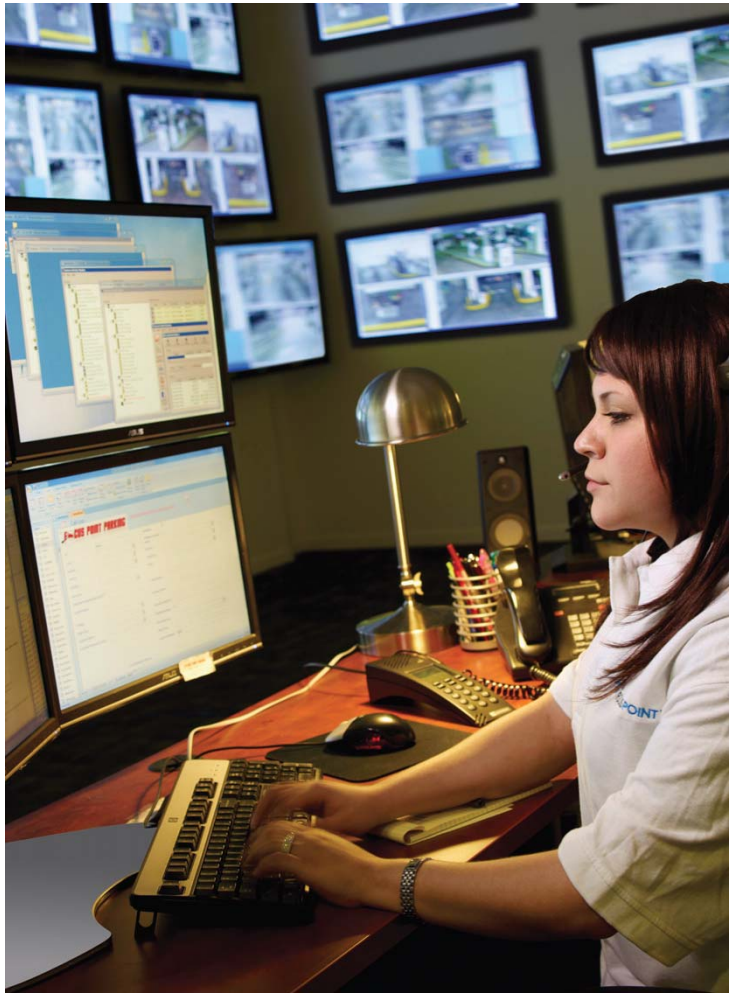
Future Conditions - Remote Management

- Remote Management Services will add an array of IP cameras and two-way intercom systems to all customer interaction points, including entrance and exit lanes and pay-on-foot stations.

Future Conditions - Remote Management

- The parking decks will be connected and integrated with Remote Management Services' Command Center in Austin, Texas

- All car movements and transactions are monitored and tracked using sophisticated analytic tools



Future Conditions - Remote Management

- Command Center Customer Service Specialists are available to immediately handle all individual customer needs

- Calls appear on Command Center monitors, while an integrated audio system allows for a two-way customer conversation

Future Conditions - Remote Management

- Over 90% of calls are answered in less than 30 seconds

- A local Customer Service Ambassador will be dispatched to the area if issue can not be resolved remotely

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Benefits of Remote Management

- Connects Birmingham parking patrons to best-in-class customer service specialists 24/7, while continuing to maintain a local staff who is available for on-site support to ensure the highest quality service levels

- Reduce costs through a reduction of local office staff - realize an overall savings of **$101,933/year**

- Provide detailed reports for more accurate tracking of exception transactions
  - **Reasons for calls**
  - **Resolutions for calls**
  - **Opened gates**

- Allows processing of lost and unreadable tickets to ensure maximum revenue capture

Remote Management – Start-up Costs

Start Up Costs			
Cameras			$ 68,616.34
Commend Intercom			$ 91,464.66
Focus Point Module			$ 7,715.00
Firewall			$ 1,300.00
RMS Setup			$ 2,500.00
TIG Project Management			$ 2,500.00
	Total Startup		**$ 174,096.00**

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Remote Management – Cost savings

Operating Expenses					
		Remote Management		Current	
Internet Lines		$	30,000.00	$	9,900.00
Firewall Monitoring		$	1,200.00	$	-
Payroll & Burden		$	802,248.00	$	1,020,528.00
Remote Monitoring 24 hrs. 6 days		$	95,047.20		
	Total Annual Costs	$	928,495.20	$	1,030,428.00
	Annual Savings	**$**	**101,932.80**		

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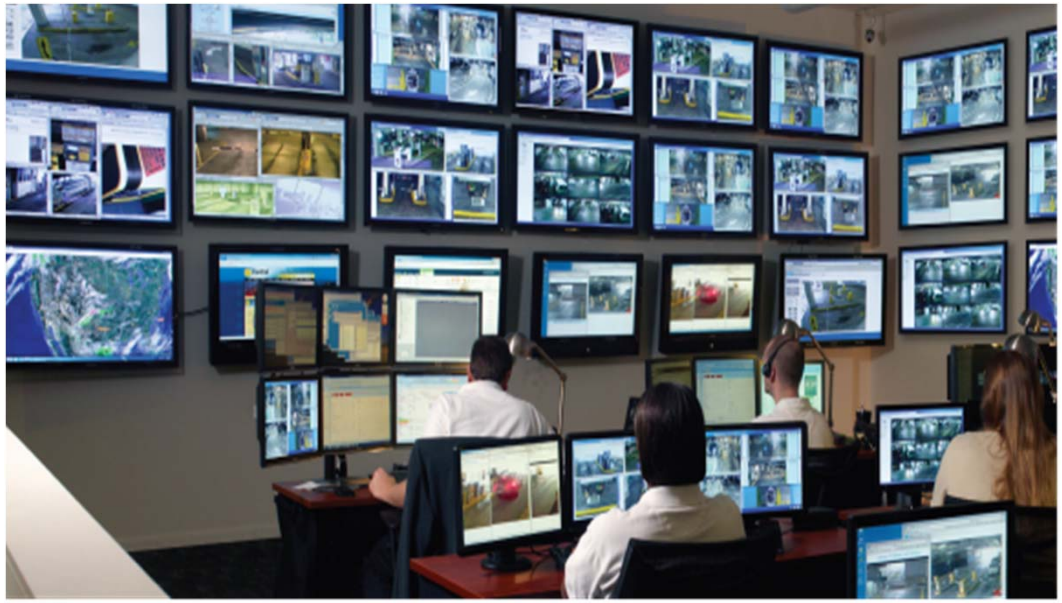
Remote Management – City of Birmingham

Technology That's Transforming the Parking Business



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