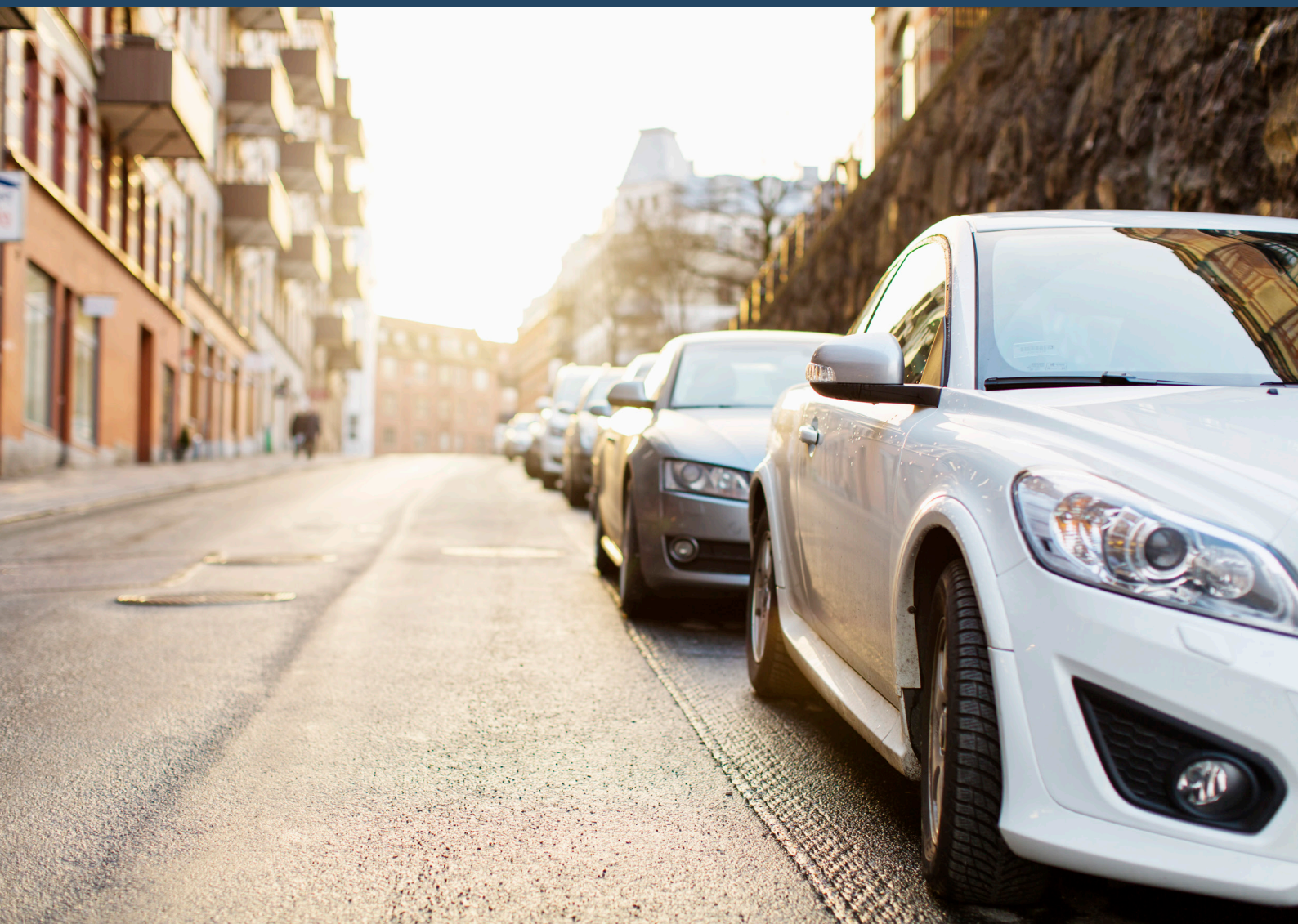


Conduent Merge[®] Parking Management System: Helping manage scarce parking resources.



Managing people, field equipment, and revenue — and doing so all at once — can be challenging for parking managers. They need a single solution with one back-end view to better manage the magnitude of daily inputs. Imagine having providers, data, technology, and revenues combined in a cohesive system dedicated to simplify your parking operation. Now that's a solution we can get behind.

The Problem

The way parking is viewed in towns and cities has changed considerably during the past several years. Parking is a scarce and valuable resource which impacts traffic flow, congestion and economic vitality. New technologies are being introduced almost daily to improve revenue, reduce costs, and make parking more convenient. However, effectively managing parking has become more challenging, despite the growth in parking-related technologies.

As cities increase the use of technology, their ability to manage a variety of hardware and software solutions has declined. An array of meters, maintenance issues and collection protocols have led to information overload. The primary problem? There's no data integration. As new technology is implemented, controlling and monitoring available data becomes harder because each solution has its own back-end software. As your technology expands, the systems used to keep it moving must grow, too.

Wouldn't it be great if you had a solution that would allow you to:

- Collect and analyze data in one place.
- Manage operations from computer or tablet.
- Plug in new hardware and software when and as you need it.
- Improve your customers' experience with real-time data.

The concept of parking management continues to evolve. The traditional functions of enforcement, meter collections and meter maintenance have expanded. Now, the idea of parking management includes complex functions like congestion pricing, optimizing the use of parking spaces, and reducing the time customers spend on parking. Continued growth will require the integration of a variety of complex systems.

An Integrated Solution

We see what a struggle implementing multiple and disparate technologies has been for so many operators. But that challenge can be overcome. Conduent Merge™ Parking Management System is a unique solution to this complex problem—providing a highly functional management tool. Now live in Los Angeles, Merge® helps operators manage people, assets in the field, and revenue all from one integrated portal presenting information in a GIS format. It provides real-time visual status information from all participating on- and off-street paid parking spaces in the program area. A web-based mapping interface allows users to see payment, enforcement, and meter information. Merge® summarizes the data and uses the results to display parking space availability information to the public.

With Merge®, you are able to observe system occupancy, maintenance and collections status, enforcement requirements, financial performance, and information to support customer service and adjudication. The system reduces the time spent on finding information, trims operational costs, and boosts productivity.

Centralization of Data Connectivity Infrastructure

Traditional parking solutions are complicated from a systems infrastructure and connectivity point of view. Many different systems need to communicate with each other, and the sheer number of new inputs has increased dramatically over the past few years. This causes a spider web of data feeds that need to be built and monitored and maintained. Merge® provides a structured data exchange that can significantly reduce the number of these connections by replacing the spider web with a hub-and-spoke connectivity model. Each vendor system talks to only one system. Our solution then communicates the necessary information to

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|--------|---|---|--|--|
| Merge® | | <p>Meter Operations Single and multi-space meters Pay by cell Garages and lots</p> | | <p>Public Guidance Navigational systems Regional transportation authorities Variable message signs Apps Web</p> |
| | <p>Occupancy Detection and Prediction Citations, spatial and temporal sampling, and other data proxies Sensors Fixed, mobile, and vehicle-mounted CCTV</p> | | <p>Enforcement Enforcement management systems Handhelds and cell phones</p> | |

Merge® allows users to compare a variety of curbside events at a meter every day, including payments, occupancy, maintenance, and citation issuance.

other platforms, helping you add a new system with only one point of integration. This reduces complexity, implementation time and cost, and allows for new technologies to be added to the system with minimal impact to the overall system. The additional value lies in the analytics capabilities that Merge® has to offer, capturing all of the data from various platforms and providing you with a big-picture perspective of parking management.

Evolving Parking Needs

Merge® provides parking managers with complete visibility into the current conditions of a specific area so that they can make real-time decisions on rate structures and directed enforcement.

The primary components of the system act together to form a completely integrated back-end.

Resource Management System

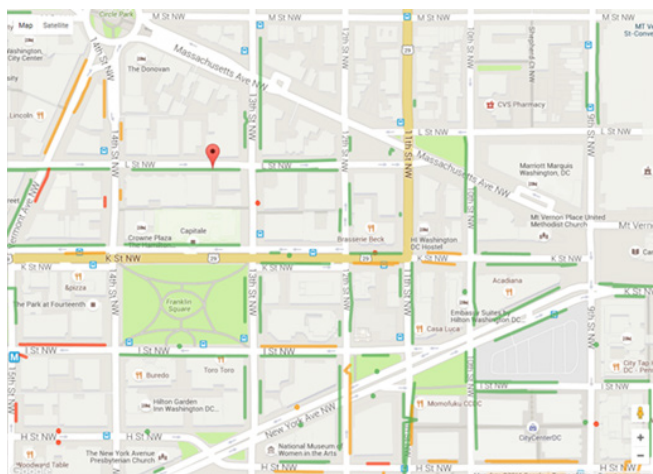
The Resource Management System provides a suite of applications and tools to facilitate monitoring, analysis and management of on- and off-street parking by collecting and consolidating data from meters, sensors, and collections' systems.

- Occupancy detection
- Pricing rates analytics
- Meter collections
- Dashboards and reporting
- Asset inventory and configuration management
- Workforce management
- Customer support

Parking Guidance System

The Parking Guidance System uses occupancy data from the on-street meters and off-street parking garages to provide users with parking availability and rate information. This is optimized to meet occupancy goals (generally 70-90%) on each block during meter enforcement hours.

- Parking guidance website
- Parking finder smartphone applications
- Dynamic message signs
- In-vehicle navigation



Enforcement System

The Enforcement System collects and stores payment transactions from pay stations. This information is then available to enforcement platforms (such as our Pocket PEO product) to allow these devices to enable enforcement team members to evaluate the payment status of parked vehicles.

It also provides real-time space information for all currently occupied meter spaces and serves as the primary means for enforcing pay station spaces.

Policy Management

By interfacing with manufacturer back-office systems, administrators can seamlessly initiate parking rate changes, and summarize system financial performance data. With this information, operators are able to highlight areas for evaluation and follow-up action.

- Enforcement management
- Handheld units
- On-street management
- Off-street management
- Integration with citation processing system

Demand Management

Parking is a scarce resource, especially curbside. Demand has generally outpaced supply. As a result, motorists are more likely to cruise, circling continually for an available space – exacerbating traffic and air pollution.

As the operator, it's important to properly price and manage consumer demand. Varying rates by location and time of day creates availability. Those vacancies reduce the time spent searching for on-street parking and ensure that motorists are drawn to businesses served by parking meters.

Merge® provides algorithms for demand-based congestion pricing that assist in the analysis of the data and better inform parking managers of potential changes to the pricing structure. Changes made to pricing are easily controlled from Merge® to allow a local authority, town or city to push out changes to multiple meter equipment types and the pay-by-smartphone applications.

The resulting reduction in demand:

- Reduces traffic congestion as well as the resulting air pollution.
- Improves travel times for transit through traffic.
- Encourages more efficient modes of transportation.

The Results

We know the value of properly managing an asset as complex as parking. And we know it hasn't necessarily become easier as the technology has grown. However, it doesn't need to be difficult.

Conduent Merge™ Parking Management System is a simpler parking solution ready to grow with next generation technology – providing data integration and embracing complex solutions with a single back-end to help manage parking.

Our diverse and balanced revenue streams deliver consistent financial performance. We provide comprehensive BPO and ITO services to global markets across all major industries and government agencies. In turn, our service and market-specific best practices and efficiencies are shared across the company, creating a competitive advantage that benefits our clients.

About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents.

Learn more at www.conduent.com.

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