2025 MDFB Request for Proposal for Management and Operation of Public Parking Garages

RFP Section 13. Questions and Responses

This list is not inclusive of all questions; duplicative inquiries have been excluded for clarity. Related questions have been consolidated with a single response provided for each grouping.

Security and Other 3rd Party Vendors

1. The RFP says you would like for us to engage with an elevator consultant, and security firm. However, on the tour you mentioned you had already engaged with vendors for both of those scopes. Are we to disregard those sections now?

2. Does the parking operator need to engage the elevator maintenance and security or is this handled by MDFB?

3. Will the security contracts be managed by the operator or will the MDFB be managing the security contract?

4. Please provide a copy of the current security contract.

   Answer: Contracts for security vendors at SLCCHG and NSG have been executed by the current Operator. The City's Finest plans to provide one armed security guard 24 hours/7 days a week for SLCCHG. Campbell Security Group will provide one armed security guard 24 hours/7 days a week and one armed, commissioned officer in the evenings and weekends to correspond with a reflective posture at the neighboring state office building (i.e., Old Post Office). A security vendor is engaged at SSG on a case-by-case basis, usually in anticipation of large event traffic.

   Currently, the Operator is contracted directly with the security vendors and manages the terms of the contract for the MDFB. MDFB expects the same arrangement of any future Operator. The costs associated with these services are outlined in the operating agreement and included in the current operating budget for Fiscal Year 2026. MDFB understands that the contract language, assignability, etc., would need to be reviewed and approved by any future Operator. Selected respondents will be provided the contract for review, and MDFB will arrange any new contractual discussions should they be needed between any future Operator and the security vendors.

5. Is the MDFB open to operators suggesting a different security model than what currently exists?

Answer: Yes. MDFB welcomes the Operator's recommendations on security. Current contracts with vendors will commence on July 15, 2025, and are expected to remain in effect for at least the initial term.

6. Please confirm who is responsible for direct payment to security.

   Answer: The Operator is currently contracted directly with the security vendor, and like other third-party vendors, is paid directly by the Operator from the operating account.

7. During the walk through it was mentioned that a new security provider was selected and that there would be an escalated future cost. Can you provide details of what those costs will be moving forward?

   Answer: The Fiscal Year 2026 operating budget is now included in **Exhibit A**. The escalated costs relating to security are included in this budget.

8. Please list the current third-party vendors associated with the service contracts that are in place.

9. Are there any vendor contracts the Operator will oversee (elevator, security, etc.)?

10. Section 3 of the sample operating agreement references the engagement of structural, elevator and security firms. Are existing relationships with providers of these services currently in place? If so, who provides these services currently, and are contracts for these services in place?

    Answer: MDFB does not maintain a list of all third-party vendors. These are contractual relationships between the Operator and those vendors for specific activities. Historical and/or current third-party vendors have included:

    - Structural – Walker Consulting
    - Elevator – Modernization w/ Kone, Installation w/ Otis, and Maintenance Agreements with TKE and AllRise
    - Security – GardaWorld, The City's Finest, and Campbell Security

    MDFB expects the Operator to leverage its expertise and experience to identify garage operational needs and recommend appropriate solutions. The Operator shall be responsible for soliciting qualified third-party vendors, facilitating site access, overseeing vendor performance throughout the scope of any services and worked performed, and processing payments through the operational account. For major capital improvement projects, such as the elevator modernization at SLCCHG, MDFB will retain primary project management responsibility while the Operator provides operational support. Kone is scheduled to commence elevator construction at SLCCHG in late spring 2026.

General Operations

11. Does the Parking Operator bill the monthly parkers and tenants?

Answer: Currently, the Operator bills the monthly parkers and other tenants directly. MDFB expects any future Operator to continue this practice and provide a process for the continuation of this service in their proposal.

12. Is the parking operator the entity of record for the credit card acceptance?

Answer: The Operator processes any payments, on premise or otherwise whether electronic or via check.

13. Who is the Merchant of Record, the MDFB or the Operator?

Answer: MDFB does not sell any parking services in the garages.

14. In the walk through it was stated that all garages will be automated and only accepting credit cards by January 1, 2026. Should we base our staffing and operations based on that statement?

Answer: MDFB anticipates the Amano One system to be fully integrated into all garages by January 1, 2026. The only garage that may not meet this anticipated timeline is SLCCHG due to the installation timeline and integration with the hotels' systems. Electronic payment options will be in-place to streamline operations. Staffing recommendations should be based on experience and the recommendation of the Operator.

15. Are the current employees part of a collective bargaining agreement?

Answer: MDFB cannot answer this question as they are not employed by MDFB. Individuals operating in the garage are either third-party vendors or employees of the current Operator.

16. What are the current monthly rates? The online information only specifies a single flat individual rate.

Answer: Month-to-month parking users range from $115-$150 a space across the three garages. Rates for long-term, monthly parkers and any terms for escalation are lease-by-lease dependent. The rate for each garage and individual leases is reviewed by the Operator and MDFB on an annual basis.

Repairs and Maintenance

17. Can you provide the existing Repairs & Maintenance Expenses?

18. Could you please provide a detailed breakdown of what is covered under the Repair and Maintenance (R&M) line item? The amount seems substantial for these locations. Does it include roll gates or elevator replacements?

19. Could you confirm the scope of Repair and Maintenance (R&M) obligations? While we understand we are reimbursed, it appears we may be responsible even for structural repairs.

    Answer: These expenses include lighting, annual maintenance contracts (e.g. elevator, mechanical systems), equipment repairs outside of existing contracts (e.g. elevator equipment at SLCCHG), repairs to equipment due to vandalism/negligence, etc.

    The Operator shall coordinate, but not perform, repairs and maintenance through qualified third-party vendors. The Operator shall notify MDFB of operational concerns based on severity levels to determine appropriate remedial actions. The Operator is expected to solicit qualified third-party vendors, facilitate site access, oversee vendor performance throughout the project scope, and process vendor payments through the operational account. Major capital improvement projects shall be managed by MDFB with operational support from the Operator.

20. Are there any restrictions on garage access?

    Answer: Currently, at NSG and SSG access is restricted to monthly parkers with access cards from 10pm-6am.

21. Is overnight parking permitted at all three garages?

    Answer: Yes. Overnight access is restricted to monthly parkers with cards from 10pm-6am at NSG and SSG. The SSG occupancy, daily office users, would not generally create overnight parking. SLCCHG allows for overnight parking as it largely services the nearby hotels.

22. Is there currently a program in place to remove abandoned cars?

    Answer: The current Operator has an internal process and procedure for removing abandoned cars with a third-party vendor. We would expect any future Operator to have a comparable process, inform MDFB of it, and implement it as necessary.

Equipment Expenditures

23. On the tour you mentioned that you had already been working with a PARCS provider for new equipment. Can you confirm this and provide details?

    Answer: Amano McGann – Amano One System. Please see **Exhibit B** for more information on the system.

24. What is the age and manufacturer of the current PARCS system(s)?

    Answer: Amano McGann. They will be one year or less old by January 1st, 2026.

25. Does the Board want to replace any of the equipment? If so, do we need to include that in our bid?

Answer: Our equipment expenditures are already decided for Fiscal Year 2026 so no new equipment should be included in the bid unless required for your staff's operation of the garage. This approved equipment budget can be found in **Exhibit A**. The MDFB works with the Operator on any planned, as well as unplanned, equipment expenditures for future budget planning purposes. MDFB staff understands that expenditures may arise throughout the year that were not anticipated and will coordinate any necessary spending authorizations with the Board.

26. Is there any equipment that the current operator owns?

    Answer: All necessary equipment to operate the garage will be paid for out of the operating account. There may be ancillary pieces owned by the operator, but we don't believe it to be material. MDFB will provide all necessary equipment or funds to operate the garages.

27. Are the golf carts in the current operation owned by the MDFB or the current operator? Will they be available to a new operator?

    Answer: Golf carts at NSG are currently rented through the Operator and are used by the security provider. MDFB currently has golf carts for NSG budgeted through Fiscal Year 2026 (June 30, 2026). If necessary, they could be provided in the future by MDFB.

28. Are the provided offices furnished?

    Answer: Inventory list is unavailable. MDFB expects to cover any additional supplies to operate the garage.

29. Is there anything the operator can facilitate for the new equipment / hotel integration?

    Answer: MDFB doesn't anticipate any additional integration needs. We want the Operator to be integral to all parking operations, including vendor contracts, long-term tenant coordination, etc. No known needs, but MDFB will work with Operator to address those as they arise.

30. If selected, can we provide input on new equipment for the Marriott garage if our proposal is selected?

    Answer: MDFB has installed the Amano One systems at SSG and plans to have all three garages operating on this system by January 1st, 2026. The elevator modernization project with Kone is already underway, with funds included in the Fiscal Year 2026 budget through June 30, 2026.

    We welcome feedback on future, equipment purchases. MDFB works collaboratively with the Operator on capital expenditures at all the garages.

31. If selected, would it be possible to purchase your existing equipment and replace it with our preferred equipment?

Answer: MDFB may consider it. If desired, we would expect respondent(s) to outline the terms and alternative solutions along with the value considerations of different equipment.

32. What is encompassed in equipment expenditures? Does this include golf carts, the old Amano system, and/or gates?

    Answer: Planned, depreciable equipment. These include rolls gates, Amano equipment purchases, physical security improvements, the costs associated with the elevator modernization, etc.

33. What specific items are covered under equipment rentals?

    Answer: Currently, golf carts are used for security.

Financials & Budgets

34. Can you provide the P&L's from 2023 to current that only include the line items reported by the parking operator?

35. Are you wanting us to use the historical financials as a template for our Year 1 budget?

36. Section 4 of the sample operating agreement references ownership costs that shall not be considered part of operating expenses. Attachment C includes those costs in the budget. Can you confirm which of these items should be in the operating budget and which are property costs (Repair & Maintenance, Insurance, Depreciation, etc.)?

37. Section 4 of the sample operating agreement indicates that from the commencement date until June 30, 2026, operators shall use the current budget. Has this budget been approved, and if so, could we get a copy of the approved operating budget?

    Answer: The Operating Budget has been modified to include only expenses reported by the Operator. Property insurance, depreciation, miscellaneous, etc., is the responsibility of MDFB. You may find the modifications in **Exhibit A**.

    The Fiscal Year 2026 (July 1, 2025-June 30, 2026) Operating Budget was not approved by the Board of Directors at the time of the RFP's release. The approved FY 2026 budget has been included in the financials for future planning purposes in **Exhibit A**. This is the approved budget for planned expenses during the timeline noted above. MDFB expects to cover any additional supplies to operate the garage, exclusive of this budget, as an unplanned expense.

38. When the parking operator settles the net profit for the previous month, does the operator provide the net profit of the combined three garages and net the amounts, or does the operator have to invoice for any individual location that does not cash flow and provide net profit from the other garage(s)?

Answer: The Operator should settle the performance of the garage individually and settle those accounts accordingly with the MDFB. If a deficiency exists, a separate invoice is remitted to MDFB to send funds to the Operator.

39. "Section 4 of the Sample Operating Agreement requires deposits to be made into an account maintained by the Operator for the account of the Owner at the Owner's Depository. Would the Board consider alternative depository arrangements, such as the use of the Operator's proprietary financial settlement system with scheduled remittances (perhaps advanced remittances) to the Owner, provided full transparency, reporting, and reconciliation are maintained?"

40. Please clarify whether a segregated or non-commingled bank account is required.

    Answer: MDFB is open to reasonable solutions. Respondents may provide an alternative solution but should outline it clearly. The operating agreement outlines our current scenario, which includes individual accounts for each garage. It's currently done this way for auditing purposes. Transparency and accountability for each garage are key to the annual audit's success.

41. "Section 9 of the Sample Operating Agreement states that the Operator shall deliver monthly financial statements to the Owner within ten (10) days after the end of each calendar month. Would the Board consider allowing submission by the tenth (10th) business day instead, to accommodate internal reconciliation procedures and ensure accuracy of reporting?"

42. In the agreement, section 9 list the due date for reporting as the 10th of the month in the first paragraph, then the 15th of the month in the second paragraph. Is the 15th of the month the due date for the P&L and associated reports?

    Answer: MDFB is open to reasonable solutions. Respondents may provide an alternative solution but should outline it clearly. The operating agreement outlines our current scenario. Historically, delayed reporting produces a backlog on internal reporting to the Board. The distinction is made between the 10th and the 15th to allow for profit and loss, performance reporting, with additional time allowable for full expenditure documentation.

43. If a respondent can only provide CPA-reviewed financial statements for the past two fiscal years (2023 and 2024), will that impact eligibility or scoring under the financial qualifications criteria? Is there an acceptable alternative for the third year, such as internally prepared statements or tax filings?

    Answer: Yes, respondent(s) should provide what's available and an explanation if something is different from requested. It won't impact eligibility.

44. Section 6 Statement of Qualifications – Question E. Financial Reports – Is it ok to provide a link to ABM's Financial Reports? They are all over 100 pages.

    Answer: Yes. An accessible link to financials is appropriate.

45. Who is responsible for the maintenance cost adjustment, and what is its purpose or origin?

Answer: Maintenance cost adjustment has been removed from operating budgets. It's not the responsibility of the Operator, nor the revenue received for garage expenses. Please refer to the updated budgets in **Exhibit A**.

46. What is the projected change in telephone charges resulting from new equipment installation?

47. What is the anticipated internet charge for the new equipment?

Answer: All anticipated or planned expenses are already factored into the FY26 budgets. See **Exhibit A** for details.

48. Is it possible to receive a detailed breakdown of miscellaneous expenses?

Answer: The Miscellaneous category has been removed from operating budgets. It's not the responsibility of the Operator, nor the revenue received for garage expenses. Please refer to the updated budgets in **Exhibit A**.

Schedules

49. What is the existing staffing schedule?

50. Please provide a current staffing schedule for each garage by position and rate of pay.

51. Please provide a current staffing schedule for security staff and rates of pay.

52. Could you provide a breakdown of current staffing plans, including hourly versus salaried positions, anticipated overtime, and management allocations?

Answer: Currently, there are three shifts at SLCCHG, two shifts at NSG, and one shift at SSG that include attendants and a garage administrator. MDFB approves the annual operating budget with the Operator to include overall wages and salaries; however, those further schedules aren't dictated by MDFB. Those costs are included in aggregate, and cost increases are dictated by the operating agreement. Respondents are expected to provide recommendations on how they plan to oversee and manage the operations of each garage.

Operating Agreement

53. Can you provide the existing contract?

Answer: The operating agreement included with the RFP reflects the current contract with the Operator. Respondents should submit any requested amendments or desired modifications to the operating agreement as part of their proposal.

54. So, is the Board wanting a flat, fixed management fee? Or % of Gross Receipts?

55. On the Management Fee, the RFP states you are looking for a Fixed Fee and references a section of the Sample Operating Agreement, but the Agreement describes a % of Gross Receipts. Can you please clarify?

56. Would the Board be willing to share the current management fee structure or model (e.g., fixed monthly, percentage of gross receipts, or hybrid) in use for each garage? This information would assist respondents in proposing a fee model that aligns with the Board's expectations and historical practices.

Answer: Currently, it is a fixed percentage of previous months' receipts. We are open to considering a flat fee, a continuation of the current arrangement, or something else that you may propose. The priority for us is having something that is transparent and predictable for planning and reporting considerations.

57. Are there any operating expense that should be included in the Operator's proposed management fee or all operating expenses reimbursable and management fee is truly the Operator's fee to operate the project?

Answer: Operating expenses are reimbursable as outlined in the agreement and should be inclusive as reasonably feasible. The Operator's Management Fee is separate from reimbursable expenses and constitutes compensation for managing garage operations.

58. Should the monthly management fee be submitted as a dollar amount?

Answer: Yes, or a percent of gross receipts.

Miscellaneous

59. Is there a valet operation for the hotels?

Answer: Yes, those providers are contracted directly with the hotels. These vendors are parking cars in hotel-allocated spots based on the license agreements with MDFB. Other valet vendors at unrelated hotels are, and can be, contracted with the Operator for monthly parking.

60. Can you provide a list of bidders that participated in the open house?

Answer: Yes. The following firms have affirmatively responded to the RFP.

- ABM Parking
- LAZ Parking
- Metropolis
- Parking Company of America (PCA)
- Premium Parking
- St. Louis Parking Company
- Parking Systems of America
- Springfield Parking Company
- Secure Parking USA

Exhibit A - Income and Expenses
(Actuals & FY26 Budget)

SLCCH GARAGE BUDGET
FY 2023 - 2026
INCOME & EXPENSES

	2023 Actuals (July - June) 12 Months	2024 Actuals (July - June) 12 Months	2025 Actuals (July - April Actuals (May - June PY) 12 Months	2026 Approved Budget	Assumptions (See Below)
REVENUES					
Transient Parking	$ 518,918	$ 475,380	$ 414,641	$ 406,522	
Hotel Parking	850,010	850,007	850,000	850,000	
Monthly Parking	445,585	379,745	390,037	578,700	
Lost Cards	1,850	2,329	4,637	3,984	
Coupons	9,200	4,100	1,800	2,400	
Special Events	3,707	10,119	31,274	3,000	
TOTAL REVENUE RECEIVED	**1,829,269**	**1,721,680**	**1,692,389**	**1,844,606**	
EXPENSES					
Accounting Fees	-	-	-	-	
Wages	285,986	297,205	304,757	301,034	
Bank Charges	5,590	1,362	879	696	
Computer Software/Maint	1,569	2,208	3,244	9,270	
Credit Card Fees	10,874	11,115	11,500	1,150	
Customer Loss & Damages	-	-	1,144		
Equipment Expenditures	31,150	81,268	49,005	1,180,250	(1)
Equipment Rental	-	2,957	4,600	-	
Garage Cleaning	9,983	1,350	14,300	29,490	
Insurance - Employee Health	14,298	14,261	13,922	14,617	
Insurance, Liability	10,693	19,617	40,110	63,837	
Insurance, Workers' Comp	6,322	6,712	7,005	8,961	
Payroll Processing	5,715	6,560	6,356	6,021	
Payroll Taxes	24,334	25,925	26,649	26,484	
Professional Fees	-	-	4	10,000	
Repairs and Maintenance	84,826	78,012	103,531	80,000	(2)
Security	256,145	640,356	373,964	345,443	
Sign Expense	9	198	-	1,000	
Snow Removal	381	2,816	355	1,500	
Supplies	12,218	12,358	7,537	8,828	
Telephone	3,777	4,033	4,235	4,448	
Uniforms	1,658	519	1,079	924	
Utilities	34,702	44,056	45,034	48,144	
TOTAL EXPENSES	**800,228**	**1,252,887**	**1,019,209**	**2,142,096**	
OPERATING INCOME	**1,029,041**	**468,793**	**673,180**	**(297,491)**	

(1) Equipment Expenditures - Includes FY 26 Elevator Modernization and Amano One Equipment Costs

(2) Repairs and Maintenance - Air conditioner maintenance, lighting maintenance, elevator maintenance (e.g. elevator cable replacement, elevator preventative maintenance agreement, elevator control room door replacement), general maintenance (e.g. 9th street stairwell door and closure upgrades), and parking equipment repair.

9TH STREET GARAGE BUDGET
FY 2023 - 2026
INCOME & EXPENSES

REVENUES	2023 Actuals (July - June) 12 Months	2024 Actuals (July - June) 12 Months	2025 Actuals (July - April Actuals (May - June PY) 12 Months	2026 Approved Budget	Assumptions (See Below)
Transient Parking	$ 200,573	$ 178,227	$ 108,498	$ 116,282	
Monthly Parking	1,260,198	1,163,050	1,192,076	1,196,400	
Validations	2,628	1,956	584	869	
Coupons	31,533	26,793	24,466	18,971	
Lost Cards	2,360	3,971	7,768	6,948	
Special Events	812	2,500	192	1,020	
TOTAL REVENUE RECEIVED	**1,498,104**	**1,376,497**	**1,333,583**	**1,340,490**	
EXPENSES					
Accounting Fees	-	-	-	-	
Wages	245,231	242,908	255,486	235,850	
Bank Charges	2,686	2,246	1,972	1,978	
Computer Software/Maint	2,568	3,453	7,131	19,440	
Credit Card Fees	4,949	5,315	6,937	3,812	
Equipment Rental	1,541	3,020	5,070	5,100	(1)
Equipment Expenditures	52,548	47,223	-	63,804	(2)
Garage Cleaning	29,258	12,636	23,800	15,890	
Insurance - Employee Health	8,182	7,647	8,067	7,411	
Insurance, Liability	12,931	19,072	32,032	47,592	
Insurance, Workers' Comp	4,804	4,801	5,219	7,021	
Payroll Processing	5,585	5,247	5,115	4,717	
Payroll Taxes	21,615	22,098	23,251	21,446	
Professional Fees	-	-	4	10,000	
Repairs and Maintenance	81,957	78,124	75,484	81,931	(3)
Security	149,306	310,124	373,053	769,328	
Sign Expense	-	245	-	1,117	(4)
Snow Removal	381	667	733	455	
Supplies	5,137	4,811	3,348	3,780	
Telephone	6,596	11,039	18,710	16,245	
Uniforms	372	303	234	325	
Utilities	35,035	37,194	36,150	37,600	
TOTAL EXPENSES	**670,682**	**818,174**	**881,796**	**1,354,842**	
OPERATING INCOME	**827,422**	**558,323**	**451,788**	**(14,352)**	

(1) Equipment Rental - Golf cart rental for Campbell Security use.

(2) Equipment Expenditure - Installation of crash bars and doors on stairwells, Amano card readers at elevators, and security mirrors on all floors.

(3) Repairs and Maintenance - Air conditioner maintenance, lighting maintenance, elevator maintenance (e.g. elevator preventative maintenance agreement), general repairs/maintenance, and parking equipment repair.

(4) Sign Expense - Signage relating to security provider and call number.

SEVENTH STREET GARAGE BUDGET
FY 2023 - 2026
INCOME & EXPENSES

REVENUES	2023 Actuals (July - June) 12 Months	2024 Actuals (July - June) 12 Months	2025 Actuals (July - April Actuals (May - June PY) 12 Months	2026 Approved Budget	Assumptions (See Below)
Transient Parking	$ 151,063	$ 156,678	$ 121,032	$ 117,806	
Monthly Parking	1,593,870	1,569,847	1,723,242	1,760,460	
Validations	73,725	69,551	59,248	56,390	
Coupons	9,675	6,300	7,650	12,075	
Special Events	181,802	320,486	252,434	266,080	
TOTAL REVENUE RECEIVED	2,010,135	2,122,862	2,163,606	2,212,811	
EXPENSES					
Accounting Fees	-	-	-	-	
Wages	213,906	210,854	219,777	236,744	
Bank Charges	1,545	739	732	688	
Computer Software/Maint	1,902	3,162	6,658	17,616	
Credit Card Fees	5,865	14,848	18,206	16,250	
Customer Loss & Damages	-	-	-	-	
Equipment Expenditures	-	-	-	32,820	(1)
Equipment Rental	5,438	392	1,251	504	(2)
Garage Cleaning	14,310	15,575	23,070	18,492	
Insurance - Employee Health	9,207	10,095	9,736	11,466	
Insurance, Liability	9,213	20,462	46,806	79,289	
Insurance, Workers' Comp	4,996	4,713	5,012	7,047	
Payroll Processing	5,102	5,240	3,848	4,735	
Payroll Taxes	18,160	18,243	18,881	20,474	
Professional Fees	-	-	4	10,000	
Repairs and Maintenance	113,511	190,279	126,706	113,920	(3)
Security	6,007	17	20,194	3,060	
Sign Expense	357	1,114	714	782	
Snow Removal	421	381	145	246	
Supplies	11,073	15,238	16,912	12,072	
Telephone	6,471	10,518	10,663	10,889	
Uniforms	1,046	648	897	906	
Utilities	92,858	92,181	97,141	100,200	
TOTAL EXPENSES	**521,388**	**614,699**	**627,351**	**698,199**	
OPERATING INCOME	**1,488,747**	**1,508,163**	**1,536,255**	**1,514,612**	

(1) Equipment Expenditures - Replace entry roll door.

(2) Equipment Rental - Rental for lift to replace lighting/ other maintenance.

(3) Repairs and Maintenance - Air conditioner maintenance, lighting maintenance, elevator maintenance (e.g. elevator preventative maintenance agreement), general repairs/maintenance, and parking equipment repair.

Exhibit B - Amano One Equipment & System Upgrade Information

Amano ONE Hardware Components

AMANO ONE ENTRY STATION

Amano ONE Entry Stations will be installed in facility entrance lanes. The device dispenses 2D barcode tickets for transient patrons when touching the "Press Here for Ticket" option on the display screen, or, if selected, the patron waves their hand in front of the optional touchless ticket issue sensor. The entry station also accepts pre-paid barcode passes with an option for proximity access credentials.

Intuitive user guidance is provided through a large, touch screen display panel with built-in camera and VoIP intercom for native call center capability. Parking rates can be displayed on-screen, eliminating the need for any additional signage and the faceplate can easily be custom printed for branding or additional instructions.

The Amano ONE Entry Station operates on 120VAC, 60Hz power and is environmentally rugged for outdoor settings. The heavy-duty 14-gauge steel construction with textured powder-coat finish is conducive to various climate conditions. The operating temperature can range between -40° and 130° F and 10-95% non-condensing humidity with heater kit.

The device has easy-to-use side and front access panels with a hinged door that is key-accessible by authorized technicians. Each device is typically mounted to a five- or six-inch concrete curb with four internal mounting bolts.

Features

·Issues 2D barcode tickets
·Touchless wave sensor ticket issue option
·10" color touch screen display
·Barcode scanner
·Built-in camera and VoIP intercom *(additional intercom options available)*
·Native call center capability
·Proximity, AVI, or Bluetooth reader optional
·TCP/IP network connectivity
·Modular USB components for simplified service
·Cloud platform for simplified deployment and seamless updates
·Communicates with Amano ONE cloud-based software
Optional custom graphic panel

AMANO ONE CREDIT CARD EXIT STATION

Amano ONE Credit Car Exit Stations will be installed in applicable facility exit lanes. The device processes 2D barcode tickets from Amano ONE Entry and Pay-on-Foot Stations for transient patrons. The exit station also accepts validations and pre-paid barcode passes with an option for proximity access credentials. Credit card payment acceptance is enabled through Windcave for secure EMV payment processing with point-to-point encryption.

Intuitive user guidance is provided through a large, touch screen display panel with built-in camera and VoIP intercom for native call center capability. The faceplate can easily be custom printed for branding or additional instructions.

The Amano ONE Credit Card Exit Station operates on 120VAC, 60Hz power and is environmentally rugged for outdoor settings. The heavy-duty 14-gauge steel construction with textured powder-coat finish is conducive to various climate conditions. The operating temperature can range between -40° and 130° F and 10-95% non-condensing humidity with heater kit.

The device has easy-to-use side and front access panels with a hinged door that is key-accessible by authorized technicians. Each device is typically mounted to a five- or six-inch concrete curb with four internal mounting bolts.

Features
·EMV-ready contact and NFC credit card acceptance through Windcave with P2PE
·NFC terminal with options for Apple Pay, Google Pay, and more
·Accepts credit cards, validations, and pre-paid barcode passes
·10" color touch screen display
·Barcode scanner
·Built-in camera and VoIP intercom *(additional intercom options available)*
·Native call center capability
·Proximity, AVI, or Bluetooth reader optional
·TCP/IP network connectivity
·Modular USB components for simplified service
·Cloud platform for simplified deployment and seamless updates
·Communicates with Amano ONE cloud-based software
Optional custom graphic panel

AMANO ONE CREDIT CARD PAY-ON-FOOT STATION

Amano One Credit Card Pay-on-Foot Stations utilize the same housing and components as the Amano ONE Entry and Exit Stations and can be installed in strategic locations to provide convenient payment options for patrons and an accelerated exit process. The device accepts 2D barcode tickets from Amano ONE Entry Stations for transient patrons and accepts validations. Credit card payment acceptance is enabled through Windcave for secure EMV payment processing with point-to-point encryption.

Intuitive user guidance is provided through a large, touch screen display panel with built-in camera and VoIP intercom for native call center capability. The faceplate can easily be custom printed for branding or additional instructions.

The Amano ONE Credit Card Pay-on-Foot Station operates on 120VAC, 60Hz power and is environmentally rugged for outdoor settings. The heavy-duty 14-gauge steel construction with textured powder-coat finish is conducive to various climate conditions.

The operating temperature can range between -40° and 130° F and 10-95% non-condensing humidity with heater kit. The device has easy-to-use side and front access panels with a hinged door that is key-accessible by authorized technicians.

Features

·EMV-ready contact and NFC credit card acceptance through Windcave with P2PE
·NFC terminal with options for Apple Pay, Google Pay, and more
·Accepts credit cards and validations
·10" color touch screen display
·Barcode scanner
·Built-in camera and VoIP intercom *(additional intercom options available)*
·Native call center capability
·TCP/IP network connectivity
·Modular USB components for simplified service
·Cloud platform for simplified deployment and seamless updates
·Communicates with Amano ONE cloud-based software
Optional custom graphic panel

AMANO ONE CASH & CREDIT CARD PAY-IN-LANE STATION

Amano ONE Cash & Credit Pay-in-Lane Stations deliver the convenience of in-lane cash acceptance paired with a small footprint to meet the needs of facilities of any configuration. The device processes 2D barcode tickets from Amano ONE Entry Stations, can facilitate proximity access, and manages payments via cash, credit card, validations, and pre-paid barcode passes. The pay-in-lane station dispenses four bill denominations and features a cash loader cassette and three note cassettes for recycling. Credit card payment acceptance is enabled through Windcave for secure EMV payment processing with point-to-point encryption.

Intuitive user guidance is provided through a large, touch screen display panel with built-in camera and VoIP intercom for native call center capability. The faceplate can easily be custom printed for branding or additional instructions.

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The operating temperature can range between -40° and 130° F and 10-95% non-condensing humidity with heater kit. The device has easy-to-use side and front access panels with a hinged door that is key-accessible by authorized technicians. Each device is typically mounted to a five- or six-inch concrete curb with four internal mounting bolts.

Features

·EMV-ready contact and NFC credit card acceptance through Windcave with P2PE
·NFC terminal with options for Apple Pay, Google Pay, and more
·Accepts cash, credit cards, validations, and pre-paid barcode passes
·Banknote recycler
·10" color touch screen display
·Barcode scanner
·Built-in camera and VoIP intercom *(additional intercom options available)*
·Native call center capability
·Proximity, AVI, or Bluetooth reader optional
·TCP/IP network connectivity
·Modular USB components for simplified service
·Cloud platform for simplified deployment and seamless updates
·Communicates with Amano ONE cloud-based software
·Optional custom graphic panel

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Amano ONE Related Components and Solutions

AMI-1200 SERIES UNIVERSAL DIRECT DRIVE GATE

AMI-1200 Series Universal Direct Drive Gates will be installed in all entry and exit lanes to control access to each facility. Each gate comes with a dual-channel vehicle detector that will connect to the saw-cut inductance loops.

The gate connects to the universal controller in the Amano ONE entry or exit device and relays lane activity data in real-time to the Amano ONE cloud-based software, which provides the mechanisms to trigger full signs, disable devices, and other control functions that are driven by facility count thresholds. The AMI-1200 runs on 120V power, has four interior mounting bolts, and a removable access panel and gate hood. The heavy-duty powder coated 14-gauge steel provides durability in all environmental conditions.

Features

·Direct drive barrier gate
·Architectural cabinet design
·DC direct drive gear-motor
·Selectable "Auto-Up" under power failure
·Standard "extra sensory" safety feature
·Gear motor clutch to reduce damage
·Plug-in dual vehicle detector
·Thermostatically controlled heater

PROXIMITY READERS

Proximity readers can be installed behind the faceplate of Amano ONE lane devices for employee or contract patron access. Read range averages between 1" and 6" depending upon format. Upon successful acknowledgement of the proximity credential, the access system will send a signal to the AMI-1200 Direct Drive Gate to vend the gate arm and permit facility ingress or egress.

CREDIT CARD PROCESSING SUBSYSTEM

The Amano ONE system utilizes a cloud-based third-party payment gateway from Windcave, a validated PCI P2PE® solution. Windcave manages the credit card transactions and payment services utilizing point-to-point encryption from an all-in-one contact and contactless terminal.

The Amano ONE software platform application and parking hardware, in conjunction with Windcave terminals, provide a complete credit card payment solution. Neither unencrypted credit card data nor sensitive authentication data is stored or transmitted by the Amano ONE system. The Windcave terminals encrypt all credit card data immediately upon swipe or read.

SOFTWARE SOLUTION

AMANO ONE SOFTWARE PLATFORM

Amano ONE is the most simplified, powerful, and reliable cloud-based Parking Access and Revenue Control System that perfectly optimizes parking operations. Our simplified cloud-based platform is designed to be easy to install and manage with lower maintenance costs, seamless updates, and intuitive onboarding.

The platform provides complete monitoring and control of Amano ONE lane devices and payment terminals through dynamic dashboards, delivering a fully integrated parking system for a single location or a multi-facility enterprise. Amano ONE makes it easy to manage parking operations while enhancing customer convenience through a built-in call center, mobile payments, and online validations.
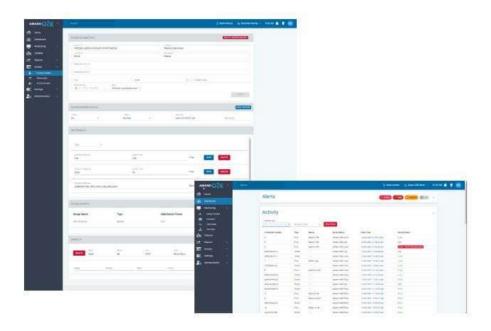
The powerful, responsive design allows users to manage parking operations from any device with best-in-class reporting, expedited access, and rapid system processing speeds. Amano ONE uses the latest in cloud security to deliver an intuitive system that combines advanced technology and 24/7 AWS monitoring for the utmost in reliability. With Amano ONE you have the best parking control platform on the market.

Features

·Cloud-based software deployment

·Simplified, online device onboarding

·Seamless deployment of software updates

·Responsive design

·Portfolio management

·Multi-credential access

·Built-in call center

·Mobile payment functionality

·Online validations

·System alerts and notifications

·Easily view, add, and manage devices and facilities

·Powerful architecture with secure data encryption and easy up and out scalability
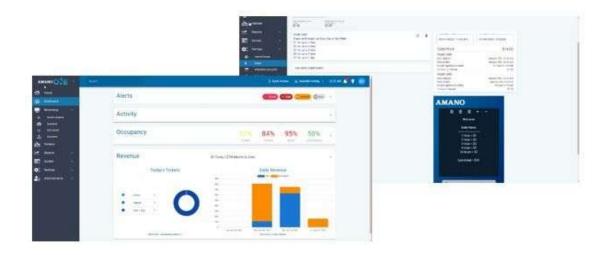
ACCESS MANAGEMENT

Amano ONE facilitates simplified setup and flexibility for access holders with multi-credential management for each patron and unlimited access groups. Soft and hard anti-pass back can be enforced across all credentials associated with patron accounts. System users can add and update account records with ease and search existing accounts by name, credential number, license plate, or vehicle make or model. Authorized users can view access holder activity from the dashboard with user-selectable filters for credential and activity type.

Features

·Multiple credentials per user

·Barcode, proximity, magstripe, AVI, and more

·Email barcode credentials directly from the software

·Add, edit, and delete access holder records by individual account or access group

·View access holder activity from dashboard with one-click access to detailed reports

REVENUE MANAGEMENT

Amano ONE tracks and records all revenue-based transactional activity from all lane and payment devices. The dashboard displays real-time, graphical transaction information to easily monitor system operations and quickly alert management of system alarms. Authorized users can setup, test, and deploy rates through the Amano ONE software platform. Users also have the ability to view how rates are displayed on device screens to ensure clear illustration to patrons.

Features

·Configure, enable, or disable devices

·View real-time and historical transactions

·Remote rate management and deployment

·Graphical dashboard overviews with one-click access to detailed reports

VALIDATIONS

Amano ONE offers printed and online encrypted validation solutions to provide discounted parking fees. Validation coupons can be printed or applied directly to a patron's ticket via a sticker. Patrons simply scan their entry ticket and validation sticker to apply a discount and calculate the parking fee at an Amano ONE payment device. Convenient online solutions allow authorized personnel to virtually validate entry tickets through a web browser. The validation is automatically applied when the ticket is scanned at an Amano ONE payment device.

Features

·Encrypted QR code
·Virtual or printed validations
·No app needed
·Consolidated reporting

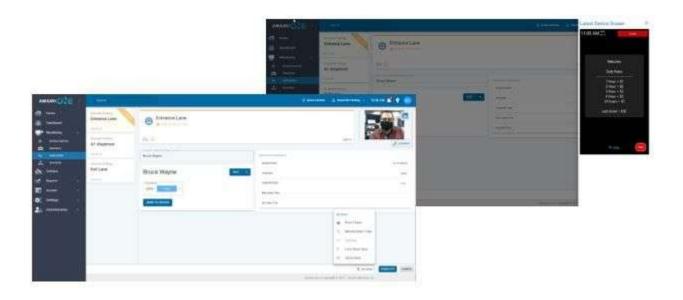## MOBILE PAYMENTS (No App Required)

Mobile payments are as simple as scan-and-pay with Amano ONE. Patrons simply scan their Amano ONE ticket with their smartphone to automatically open a browser with the payment website. From there, they can view their parking fee, apply validations or reservations, process a secure payment, and, optionally, receive a receipt via email.

Features

·Secure mobile payment
·No app to download
·View parking fees
·Apply validations
·Optional receipt via email
·Optional convenience fee

BUILT-IN CALL CENTER

Amano ONE delivers enhanced customer support through a built-in call center. Parking operations or support personnel can utilize the camera and VoIP intercom built into all Amano ONE entry, exit, and pay-on-foot stations to easily respond to calls from any web-enabled device. The built-in call center functionality also provides the ability to view device status and transaction details, push new rates, apply discounts, change monthly parker status, and vend gates.
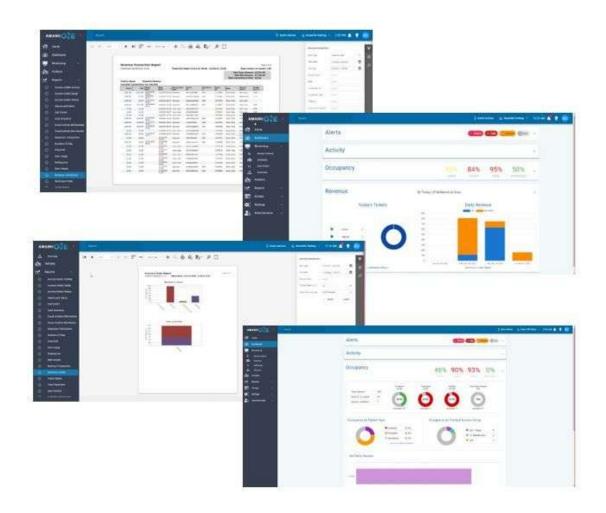

Features

·Native call center with built-in HD camera and VoIP intercom
·View lane device status and transactional details
·Push rates to Amano ONE devices
·Change monthly status
Vend gates

DASHBOARDS AND REPORTING

Amano ONE offers intuitive, interactive dashboards with comprehensive reporting designed to manage a single facility or an entire portfolio. Dashboard overviews put important information at your fingertips with real-time revenue and occupancy views paired with actionable alerts. The software also provides the ability to select and modify an extensive range of reports to meet the specific requirements of your operations. Reports can be exported to a variety of formats including .CSV, .XLS, .PDF, HTML, and Text.

Features

·Comprehensive reporting tool
·Dashboard overviews with one-click access to detailed reports
·Interactive reporting with a multitude of parameter filters
·Actionable alerts accessible from the dashboard

THIRD-PARTY INTEGRATIONS / OPEN API

Amano ONE supports integration with third-party parking reservation applications through an open API service. This allows facilities to provide patrons with cashless options and an enhanced customer service experience which includes parking reservations, coupons, and pre-paid parking. The system communicates with aggregators to verify the validity of passes and coupons when scanned at lane devices and payment stations. Amano ONE also calculates and collects for early arrivals and late departures to ensure accounting of all revenue.