

SERVICE COSTS AND FEES

1. List all payment methods offered to customers.

Passport provides parkers with more options to pay for parking than traditional meters, which only accept coins; or even smart meters, which only accept credit cards and coins. Passport accepts payment in the form of debit and credit cards, a digital wallet, PayPal accounts (including ACH payments), merchant validation, and corporate accounts. Passport makes it easy for parkers to use its system, regardless of their current financial situation. Additionally, by adding merchant validation to the system, the City is able to incorporate local businesses to the parking initiative, further strengthening the community.

Passport is constantly working with clients to develop new features to accommodate changing technologies while continuing to provide a great user experience. To that end, Passport is working with the city of Toronto to develop Visa Checkout and Mastercard MasterPass. Other payment methods, such as ApplePay and Samsung Pay are on Passport's radar, as well. However, the usage data surrounding both OS wallets is such that the addition of those payment methods will have a low return on interest. When first released, ApplePay spiked in usage, but dropped off considerably after 20 months. Only 1 in 20 people claim to use ApplePay frequently, the other 19 don't. Among the reasons cited for not using the OS Wallets are that consumers forget that it exists, don't receive rewards for the payment method, and are not yet comfortable with the payment method. Passport continues to watch the usage data surrounding these payment methods and will deploy these options when it adds meaningful value to the platform for the City. In the meantime, Passport will work closely with each client to provide a multitude of payment methods.

2. Per transaction or per session convenience fee charged to the customer, if applicable.

Understanding that the City wants a zero cost solution, Passport will charge a **\$0.30 per transaction fee to the parker**. Passport conditionally approves all payment methods at the time of session initiation, but does not process the payment until the session is complete, meaning that the convenience fee is a single fee for the initial parking session including any extensions thereafter. This is not the case for the City's existing provider. The \$0.30 transaction fee covers both the convenience fee to support Passport's service and all merchant processing fees associated with using a credit or debit card.

3. What is the minimum transaction amount?

Passport will not require a minimum transaction fee as a part of its solution. This will allow parkers to park for the length of time they prefer instead of being forced to spend a specific amount.

4. T2 Enforcement integration fees, if applicable.

Passport works with T2 in numerous municipalities throughout North America and has already built the integration needed to enforce mobile payments. Therefore, Passport does not charge any additional fees associated with the integration.

5. Luke II pay station or IRIS software integration fees, if applicable.



3. Parkmobile Service Costs and Fees



The Pricing Proposal



Pay-by-App Service Fee (per transaction) \$	Customer Pricing
Non-Gated Environments	
Convenience Fee paid by Customers utilizing Parkmobile's Mobile Wallet	\$ 0.20
Convenience Fee paid by Customers utilizing all other payment methods	\$ 0.35

Free Services to the Client

Parkmobile agrees to cover all payment processing fees for all mobile payments generated through the Parkmobile service.

Parkmobile agrees to offer Client free access to its API library and configure any of its active 3rd-party integrations to meter vendors & enforcement providers (Digital/T2) with no additional cost(s) from Parkmobile. ***This free access shall survive the term of the agreement with the City.***

Parkmobile agrees to replace as necessary & pay for new decals throughout the City. New designs shall be discussed with Traverse City and negotiated if applicable.

Parkmobile agrees to provide Client with a web-based reporting portal with secure credentials to evaluate usage by unique identification numbers established directly for Client's parking footprint.

Parkmobile agrees to provide Client with a web-based enforcement portal with secure credentials to validate active parking sessions for each of the Client's location(s) where the service has been made available.

To demonstrate its commitment to the success of this program, Parkmobile agrees to cover marketing and advertising campaign costs as outlined in this proposal.

Parkmobile agrees to host and maintain the mobile payment solution at no additional costs to the Client.

Parkmobile agrees to train all stakeholders in the administration of the mobile payment solution at no additional costs to the Client.

Parkmobile agrees to provide both a Call Center & Customer Support Center to the Client at no additional cost to Client.

All Parkmobile's standard terms & conditions shall apply to this pricing proposal.