

Schedule 3 – Parking Meter Operating Standards

1.0 Introduction

The purpose of this Schedule is to provide the Concessionaire with a methodology to establish the minimum requirements necessary for the basic development of an annual Operations Plan for the on-street metered spaces included in the City of Pittsburgh Public Parking System (the “Metered System”). The Parking Meter Operating Standards detailed in this Schedule provide guidelines to ensure that the Concessionaire is operating the Metered System in compliance with the Pittsburgh Metered Parking System Concession and Services Agreement (the “Concession Agreement”). These key guidelines include: customer service, meter device installation, repair and maintenance issues and safety. The meters must be located and operated in the public way, so as to minimize hazards to pedestrians and motorists, while providing convenient access to patrons. The Metered System is expected to provide a high and continual level of service. It is the Concessionaire’s responsibility to adhere to the guidelines that are described in this schedule and detailed in the Concession Agreement.

2.0 Staffing Identification

The Concessionaire has the sole responsibility to determine its staffing needs to adequately fulfill the maintenance, contractual and operation obligations as described in the Concession Agreement. The Concessionaire is additionally solely responsible for any and all acts, errors and omissions of its personnel, staff, employees, agents and consultants. The Concessionaire must schedule employees to ensure that there are always adequate personnel, as determined in the sole discretion of the Concessionaire, during all hours of operations. The Staffing requirement is based on the current and future needs of the Metered System.

During the lease, the City will retain responsibility over [] and the Authority will retain responsibility over the enforcement efforts and contract oversight.

2.1 *Staff Personnel*

In the annual Operations Plan, the Concessionaire must identify key staff as they relate to the Metered System. The Concessionaire will provide to the City, an organizational chart of the key personnel and update it when appropriate. The organizational chart includes: the name and title of each employee and the employee’s primary and secondary contact information.

3.0 Interagency Coordination

The Metered System is located within the City limits of Pittsburgh, the County limits of Allegheny County and the State Limits of Pennsylvania and are thus subject to the ordinances, codes and laws set by the city, county, state and federal governments. The Concessionaire must

cooperate with the Pennsylvania Department of Transportation (“PennDOT”), the Office of Homeland Security, the Pittsburgh Police Department and the City of Pittsburgh Department of Public Works. These agencies may require coordinated efforts with the Concessionaire in the process of maximizing public safety during non-emergency and emergency situations.

4.0 Compliance with Applicable Laws

The Concessionaire is expected to operate or cause the Metered System to be operated to the specified terms of the Concession Agreement and any applicable provisions of the Municipal Code of Pittsburgh and all other applicable laws, ordinances, rules, regulations and federal, state and local government laws.

5.0 Metered System Operations Plan

A general outline for the Metered System Operations Plan is provided in this section. This outline is a basic template for the Concessionaire to use when developing their Metered System Operations Plan. It is understood that over time, new needs or concerns arise and that the Operations Plan will need to be revised and modified to address these new needs and/or concerns. The Concessionaire will develop a Metered System Operations Plan which must include, as a minimum, the following sections:

- Customer Service
- Customer Payments
- Collection
- Maintenance Schedule
- Collection Schedule
- Metered System Records
- Security Plan
- Emergency Plan
- Safety Plan
- Equipment Plan

The initial Operations Plan will be submitted to the City and Authority for approval within three months (90 days) of the Concession Agreement closing date. An updated Operations Plan must be submitted to the City and Authority at the anniversary of the Concession Agreement closing date. The annual updated Operations Plan must have each of its sections updated annually.

5.1 Customer Service

The Concessionaire is required to establish the following criteria, as it relates to customer service.

- The Concessionaire shall establish and maintain a customer service system for customer

complaints and inquiries during the hours of operation of the meters. The system can be maintained with live persons or another system which must be approved by the City and the Authority in advance of its implementation.

- The Concessionaire must maintain each metering device in the Metered System and will provide the name of the Operator and a toll free phone number on each of the meter units.
- The Concessionaire will provide the City and the Authority with access to information concerning the specific capability of the metering devices to measure Compliance with all applicable portions of the Pittsburgh Municipal code.

5.2 Customer Payments

The Concessionaire will be required to establish the following criteria as it relates to customer payments.

- As described in the Concession Agreement, the Concessionaire will implement and maintain cashless alternatives for payment of parking.
- The Concessionaire will implement time differential metering systems, including demand-based pricing models and progressive rates in accordance with the Metered Parking Fees established in the Concession Agreement upon the City's and the Authority's request.
- The Concessionaire is obligated to charge and collect the full amount of the parking fees imposed by the City.
- Any time the customer must display a parking receipt in their vehicle, the metering device receipts must have an adhesive backing or an approved methodology to secure receipts to motorcycles and/or scooters. The receipts and any graphics on the receipts must be approved in advance and in writing by the City and the Authority prior to its implementation and use.

5.3 Collection

It is the Concessionaire's responsibility to establish efficient meter collection routes.

- The Concessionaire shall establish meter collection routes and schedules that ensure the continuous operation of the Metered System.

5.4 Maintenance Schedule

The Concessionaire will establish a maintenance schedule for the Metered System. These procedures will be implemented to ensure the sustainability and continuous operation of the Metered System. These guidelines ensure that both long-term and short-term maintenance and

improvements are completed in a way that ensures that the Metered System remain fully operational, safe, user friendly and productive at all times.

- The Concessionaire must establish protocol for the routine and operational maintenance of the Metered System, which includes but is not limited to: daily meter inspection schedules and protocols, preventative maintenance schedules and protocols and an established protocol for the frequency of maintenance. The Concessionaire shall provide a recommended inspection schedule detailing the specific items to review and their frequency.
- Events such as extreme weather conditions, utility service outages/overloads, vandalism, and vehicular accidents can cause unanticipated/emergency repairs. The Concessionaire shall provide an emergency repair protocol, detailing the specific practices that will be performed in the case of emergency repairs.

5.5 *Metered System Records*

The Concessionaire will establish and maintain records, both written and electronic, regarding the operations and maintenance of the Metered System. The following is a list of minimum criteria that the Concessionaire will include in the Operations Plan.

- The Concessionaire shall establish and maintain books and records, both written and electronic, for the operation and maintenance of the Metered System during the life of the Concession. The Concessionaire must keep the record database in a format that will be easily transferred from the Concessionaire to the Authority at the end of the Concession Agreement. The records will include, but are not limited to: asset tag number, location, price and hours of operation, maintenance history and utilization.
- The Concessionaire shall establish and maintain an online database of the Metered System. The online database will include, at a minimum, the location of the System's metering devices and metered spaces and rates. Upon written request from the City and/or the Authority, the Concessionaire will make records available to the City and/or the Authority within five business days.
- The Concessionaire will designate City and Authority personnel with 24/7 view-only access to the online database.
- The Concessionaire will be required to provide weekly meter operational reports to the City and the Authority.

5.6 *Security Plan*

The Security Plan documents the policies and procedures that the Concessionaire will develop with respect to the security and safety of the general public. The Plan includes staff training and supervisor policies and procedures, as well as the Concessionaire's general approach to the

safety of the public. This section includes, at a minimum, the following criteria:

- The emergency notification system
- Recordkeeping protocols
- Security of customer credit card and personal information

5.7 Emergency Plan

The Emergency Plan documents the policies and procedures that the Concessionaire will develop in response to an emergency situation. This section outlines the general protocols that will be enacted in the case of a natural or man-made disaster. The Concessionaire will also provide staff emergency training programs. This section will include, at a minimum, the following criteria:

- The command structure which details the organization of staff and their responsibilities during an emergency
- The communication flow between emergency responders
- The protocols for providing accurate and timely information to the general public
- Staff training program

5.8 Equipment Plan

The Concessionaire has the sole responsibility for the operation, management and maintenance of the required equipment within the Metered System. The Equipment Plan documents the policies and procedures that will be undertaken in order to ensure that all the equipment is maintained according to the manufacturers' requirements. The Equipment Plan includes, at a minimum the following criteria:

- Staff equipment training program
- Licensing of equipment
- Insurance
- Subcontractor equipment conformance
- Equipment operators are currently State registered and licensed
- Staff equipment training program
- Equipment maintenance schedule

6.0 Metering Device Installation, Removal and Repair

The Concessionaire must abide by the following requirements during the installation, removal and repair of the Metered Systems metering devices.

- All metering devices, support poles and bases installed following the Closing Date are to be the color and size previously approved by the City and the Authority.
- All sign poles and bases must meet the requirements of the Manual of Uniform Traffic Control Devices ("MUTCD").
- Metering devices located on the street shall be installed on the same side of the street as

the customer parking.

- Multi-space metering devices must be installed as near as practical to the center of a particular device's covered parking area, except that the City and/or the Authority reserves the right to allow the installation of two multi-space meters within the same block, as long as customer convenience is not negatively affected.
- Commencing one year following the date of the Concession Agreement, multi-space meters shall not operate more than 15 parking spaces on-street.
- To facilitate parking meter enforcement, the Concessionaire's newly implemented meter technology must allow for visual enforcement or provide notification of violation status in another manner reasonably expected as approved by the Authority.
- Unless pre-approved by the City, any improvements made to the Metered System cannot include ground loops or other street construction.
- If the Concessionaire chooses to implement pay-by-phone options, it must allow for peak period pricing in accordance with the Metered Parking Fees established in the Concession Agreement.
- Unless consented to in writing by the City, each new stall of a single-bay Metering Device shall be no less than 18 feet, but no more than 22 feet in length.
- Unless consented to in writing by the City, the side of the metering devices facing traffic must be installed at least 18" and no more than 24" from the curb.
- All new installations and removals of metering devices must be pre-approved and upon the request of the City, and will be subject to the approved standards and procedures for the installation and removal of meters.
- The Concessionaire must give written notice to the City/Authority at least three business days before the installation of new metering devices. New metering devices will be posted with an initial enforcement date of the next operating day.
- Following the installation of a new metering device, the Concessionaire must install a placard with the City seal on the metering device which indicates that the device was recently installed and also provides the day that enforcement will commence.
- Upon the City's removal request, the Concessionaire will be required to remove the specified metering device and signs within two business day. It is the City's sole discretion to extend the time period of the removal.
- It is the Concessionaire's responsibility to repair or replace any metering device that is

not fully functioning within two business days of notification. It is the City's sole discretion to extend the time period for the removal or repair.

- Following the removal of metering devices, the Concessionaire is responsible for repairing any damage that was caused to the public way.

7.0 Motorcycle Parking

It is the Concessionaire's responsibility to comply with all current and future City and State standards and Applicable Laws regarding motorcycle parking regulations.

8.0 Recycling

To help protect the environment and remain in compliance with all applicable laws, including environmental laws, the Concessionaire must manage and maintain a battery recycling program, with respect to the Metered System. The Concessionaire must handle all the logistics, shipping, receiving, recycling and proper documentation related to the Concessionaire's recycling program. The following must be included in the recycling program, but are not limited to:

- Regular household batteries that are used in meters or both rechargeable and non-rechargeable batteries, D-Cell, C-Cell, AA, AAA, 9-volt and button cells.
- Rechargeable and non-rechargeable battery packs used in the meter equipment, cell phones, cameras, laptop computers, power tools, etc.
- Handheld electronics such as cell phones, iPods, PDAs, pagers, etc.
- Any other dry-cell battery that was not previously listed.

9.0 Service Vehicle Use

The Concessionaire will be permitted to utilize Service Vehicles to facilitate the operations of the Metered System. The following guidelines must be followed as it pertains to the use of Service Vehicles.

- All Concessionaire service vehicles must display the following identification decals and contact information on both sides of the vehicle. These include, but are not limited to:
 - Company Name
 - Vehicle (fleet) number
 - Area code/phone number
 - Web Address
 - "How Am I Driving" or equivalent customer complaint/compliment decal and access number

- Vehicle (fleet number) located on the rear of each vehicle.
- All service vehicles utilized by the Concessionaire must be clean and regularly maintained to ensure safe operation.
- All service vehicles must be equipped, at the Concessionaire's expense, with electronic location safety devices or equipment approved by the City and deemed reasonably necessary.
- All service vehicles' operators must possess and retain a valid Pennsylvania driver's license in their personal possession at all times of vehicle operation.
- The Concessionaire must comply with all local, state and federal vehicle licensing regulations. This includes displaying current license plates and any plate and city stickers. Additionally, the vehicle must carry insurance certification required by Law.
- The Concessionaire is responsible for ensuring the safe operation of all service vehicles.
- It is the Concessionaire's responsibility to ensure timely payment to the City of all service vehicle violations.
- All the service vehicles must display any and all safety awareness stickers.
- Vehicle operators and passengers of service vehicles can not smoke in or around the service vehicles. Additionally, the operator can not permit unauthorized passengers to utilize the service vehicles at any time.
- Service vehicle use for illegal activity including, but not limited to, the transportation or storage of weapons, hazardous chemicals or illegal substances is prohibited.
- The service vehicle operator is required to adhere to all established vehicle "moving" regulations.
- The service vehicle operator is permitted to park service vehicles at metering devices and areas without payment only while performing professional duties with respect to the operation of the Metered System.
- The service vehicle operators are required to use hands-free devices when using cellular phones or 2-way communication devices in any of the service vehicles.
- All drivers and passengers utilizing the service vehicle must wear seat belts at all times.
- The Concessionaire is required to report all service vehicle accidents to the City within 48 hours following any accident.

- Concessionaire is solely responsible for costs incurred from the necessary transport of equipment and personnel.
- All service vehicles will bear similar markings and are the same color.
- All service vehicles must be equipped with fully operational Mars lights with flashing yellow caution lights. All service vehicles that do not have rear windows, must utilize video when backing up.

10.0 Signage

The Concessionaire must follow the following criteria as it pertains to the Metered System signage.

- The Concessionaire will be responsible for all installation, removal and repair of signage related to the Metered System. The Concessionaire will not be responsible for the installation, removal and repair of signage not related to the Metered System.
- The Concessionaire is prohibited from installing signs in the public way for single and double bay meter devices, unless authorized by the City and/or the Authority in writing.
- Signs must comply with the standards contained in the MUTCD with respect to size and consists of a reflective white background and green overlay for symbols and text.
- The City of Pittsburgh Department of Public Works must review and pre-approve all signage design, installation, removal and repair, and verify compliance with the standards contained in the MUTCD.
- The Concessionaire is permitted to install signage for multi-space machines in accordance with the following criteria:
 - At least one sign at either end of the designated on-street parking area.
 - At least one sign in 100' increments between the two end signs.
 - For example, if the designated on-street parking area is 200 feet long, there would be at least one sign located at either end of the parking area and at least one sign located at the 100 feet mark or in-between the two end signs. This sign can be the meter sign that will be designated to locate the metering device.