

Tenant Parking Reference Guide



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The New System

How does the new parking system work?

Reston Town Center has introduced the country's most advanced parking system, ParkRTC, to provide our tenants with a first-class parking experience. The parking system incorporates sensors installed down the center of the drive lanes which detect the presence of a vehicle. Once detected, the system uses license plate recognition software to read the vehicle's license plate. That information is then used to determine if the vehicle is a) a monthly digital permit holder or b) a guest or customer that has started a parking session.

The parking system also includes a parking guidance system that supports an improved customer parking experience by using license plate recognition to determine vehicle occupancy within each space. Additionally, LED-based space indicators change color to reflect the real-time status of the parking spaces and electronic display boards to indicate the direction and quantity of available parking spaces.

Lastly, in conjunction with the ParkRTC app, we have launched LiveSafe in Reston Town Center. The app can be downloaded through a deep link found in the ParkRTC app's menu. LiveSafe allows all guests to send and receive critical real-time safety and security information and engage directly with RTC safety and security professionals should either an emergent or non-emergent situation arise.

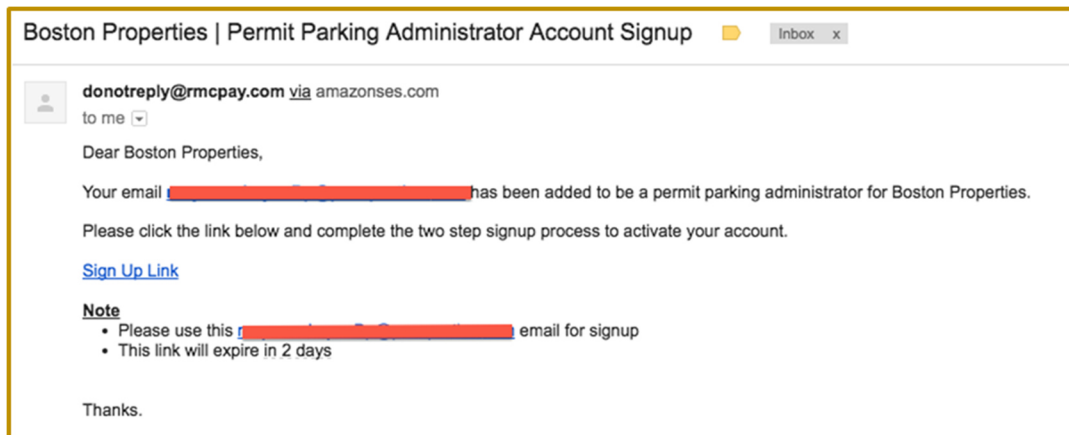
Digital Permits

Overview

The LED-based space sensors use license plate recognition software to read a vehicle's license plate. That information is run through a secure database to determine if the license plate belongs to a digital permit holder. If it does, then no further action is required by the parker. It is important to note that the secure database that is searched only contains license plate numbers and does not contain any personal information.

How do I manage my account?

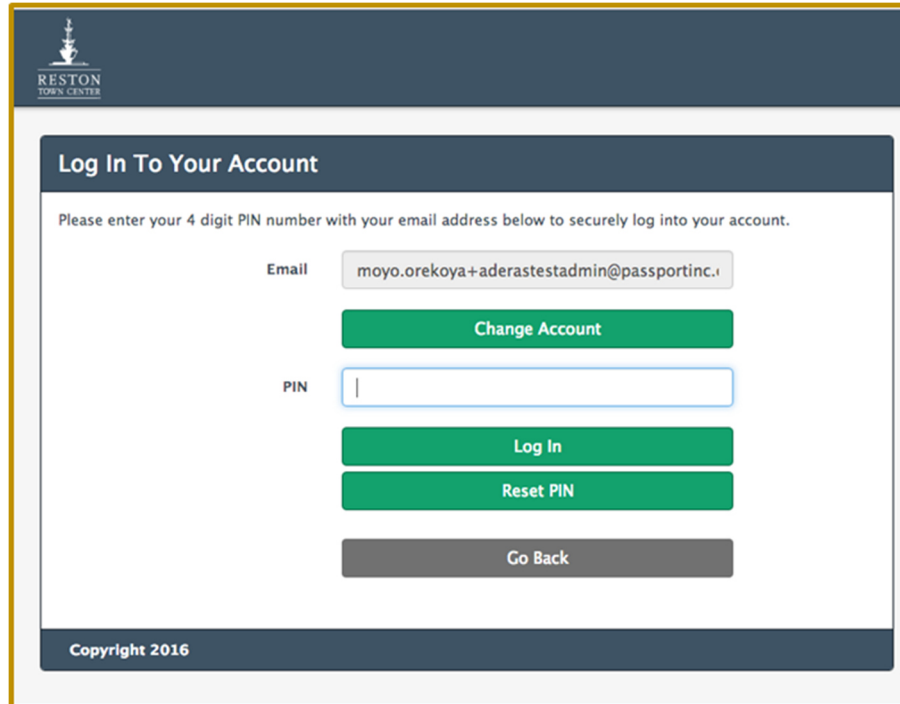
Each tenant may assign up to 3 account administrators to manage their company's monthly digital permits through the website, rtcpermits.rmcpay.com. Initial setup of an administrator will be managed through your Boston Properties Property Management contact. Once the administrator's information has been provided to LAZ Parking, an automatic email will be sent on how to complete the signup process.



By clicking the Sign-Up Link, administrators will be routed to a login screen where you will need to complete a two step signup process and establish a 4 digit PIN which will act as your password.

How do I login?

Administrators should bookmark the link for easy access, but in case you lose the link please go to rtcpermits.rmcpay.com and login with the **administrator's email** and the 4 pin you created in the sign up process.



The screenshot shows the 'Log In To Your Account' page for Reston Town Center. At the top left is the Reston Town Center logo. The main heading is 'Log In To Your Account'. Below it, a message says 'Please enter your 4 digit PIN number with your email address below to securely log into your account.' There are two input fields: 'Email' with the value 'moyo.orekoya+aderastestadmin@passportinc.' and 'PIN' which is empty. To the right of the 'Email' field is a green button labeled 'Change Account'. Below the 'PIN' field are three green buttons: 'Log In', 'Reset PIN', and a grey button labeled 'Go Back'. At the bottom left, it says 'Copyright 2016'.

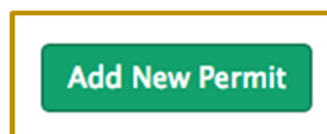
How do I add new permits?

If you had submitted a list of employee information to LAZ / Boston Properties, you should have permits already listed in your account. The "Add New Permits" feature, will allow you to add new employees to your list of valid permits or populate a new account.

Step 1. After logging in, click "View/Add New Permits"



Step 2. Then click "Add New Permit" which will direct you to the Purchase Parking Permits page



Step 3. From the Purchase Parking Permits page, click “View” next to Employee Permit which will take you to the information form

Purchase Parking Permits

Please select your permit from the list of options below. You will then be prompted to collect all of the information required for the permit application including any documents you may have to upload. We will not ask for or charge your credit card until the permit has been approved and is ready to be active.

If you have any questions on how the permits work, please [click here](#) to visit our informational page.

Your administrator account has been successfully verified

Please select a permit

Employee Permit View

Permit for employees of retail tenants who lease space within Reston Town Center

Copyright 2016

Step 4. At the top of the information form, the Permit Information is displayed including the duration of the permit, the price and the current availability.

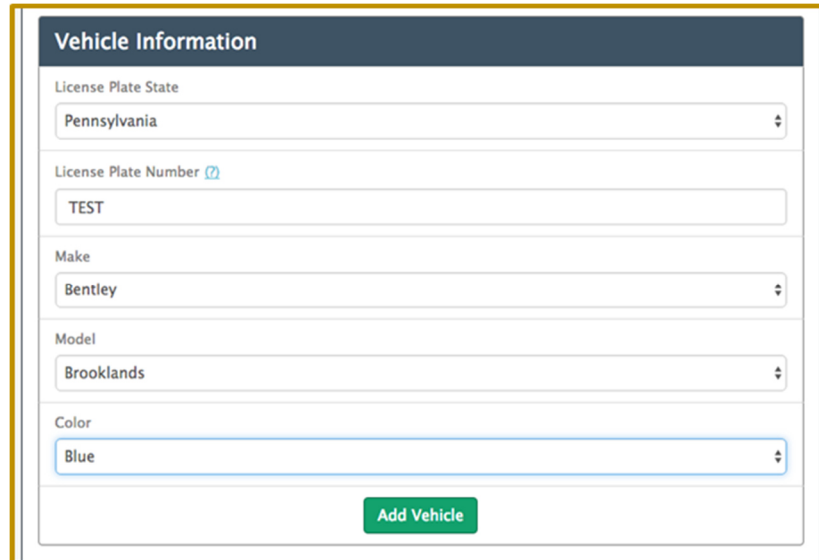
Please fill out the required information for the permit

Please review the all of the parking permit information to ensure that you are applying for the correct one. For any questions regarding parking permits and how they are purchased, please call 704-837-8066.

Permit Information

Type	Employee
Zone	Permit Zone
Cycle	1 Month Employee
Valid From	09/01/2016 thru 09/30/2016
Price	\$0.00
Availability	Available

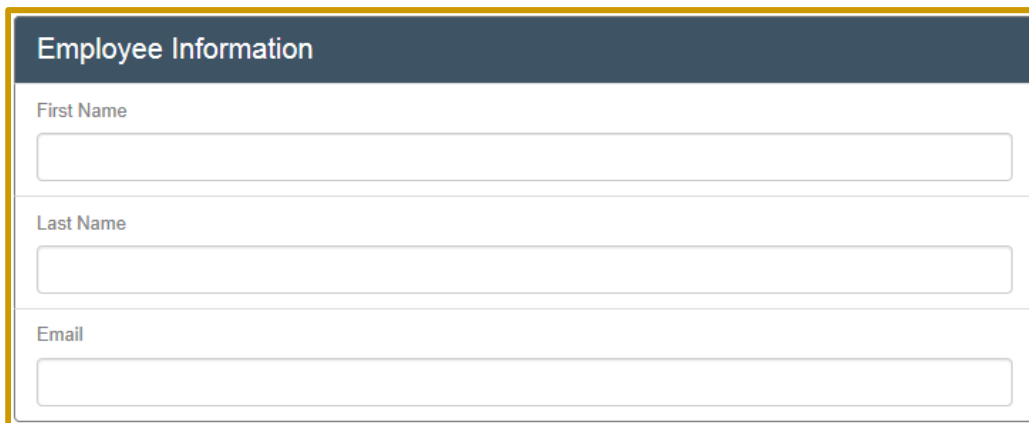
Step 5. Simply enter the License Plate State, License Plate Number, Make, Model and Color for the Vehicle. After completing this required information, select “Add Vehicle”.

A screenshot of a web form titled "Vehicle Information" with a dark blue header. The form contains five dropdown menus: "License Plate State" (set to Pennsylvania), "License Plate Number" (with a help icon and set to TEST), "Make" (set to Bentley), "Model" (set to Brooklands), and "Color" (set to Blue). At the bottom right is a green "Add Vehicle" button.

Vehicle Information	
License Plate State	Pennsylvania
License Plate Number (?)	TEST
Make	Bentley
Model	Brooklands
Color	Blue
Add Vehicle	

NOTE: If a permit has more than one vehicle associated with it, just simply repeat step 5 for every additional vehicle the employee has.

Step 6. After completing the Vehicle Information, scroll down to Employee Information and enter the First Name, Last Name and email address for the employee.

A screenshot of a web form titled "Employee Information" with a dark blue header. The form contains three text input fields: "First Name", "Last Name", and "Email".

Employee Information	
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>


Step 7. You can add additional permits by clicking “Add Another Permit” which will return you to the Purchase Parking Permits page. From there you can repeat steps 3 through 6 to add additional permits. Once completed with all new permits, click “Checkout”.

Step 8. From the Checkout page, you can review your order before clicking “Submit”.

Please review your order

Please review the information below and proceed with submitting the form for the permit

Order Summary

Permit	Quantity	Subtotal	Actions
Employee Permit Permit Zone	2	\$0.00	
Total:		\$0.00	

Clicking the submit button will finalize your order

Submit

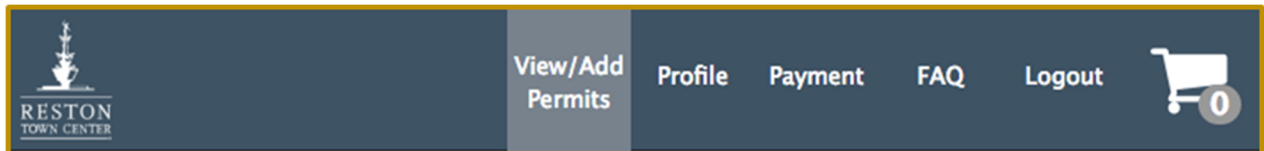
Copyright 2016

Step 9. After clicking “Submit”, you will receive a confirmation that the permits have been successfully submitted. At this point, the permits are live in the system and you will immediately be able to see the new permits by clicking “View/Add Permits” again.

How do I edit existing permits?

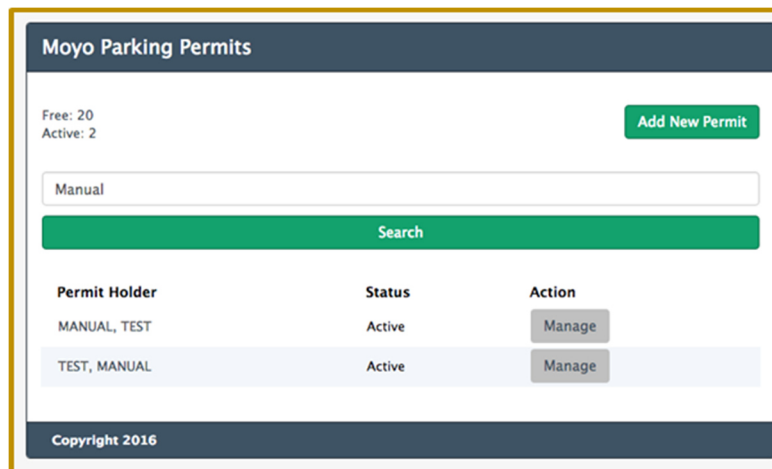
Editing existing permits is a process whereby changes made to an employee's digital permit can be altered in real time. Immediately after saving any changes made, Passport's database is updated. Below is the process of editing an existing permit.

Step 1. After logging in, click "View/Add New Permits"



Step 2. From the Permits screen, you will see a current accounting of the number of free permits (if any) as well as the number of active permits. Beneath that, a list of all Permit Holders is displayed sorted alphabetically by last name. Additionally, you can quickly find Permit Holders by using the Search bar query either License Plate Number First or Last Name.

In order to edit an employee, find their name and click "Manage"



Step 3. From the Manage Permit screen, you can edit Current Vehicles, Add more vehicles, Suspend a Permit and Immediately Disable a permit by clicking on the corresponding button

Manage Permit

MANUAL, TEST
Active until 09/30/2016 11:59 PM

Type	Employee
Permit #	28298232
Zone	Permit Zone
Auto Renew	10/01/2016

Current Vehicles	TEST23 (W)
Add more vehicles	Add Vehicle
Prevent renewal on the next cycle	Suspend
Immediately disable	Disable

Copyright 2016

NOTE: Active permits are automatically set to auto-renew monthly

How do I delete permits?

From the Manage Permit screen above, select “Disable” to immediately disable the permit.

What garages do my permits allow me to park in?

Each tenant’s Lease defines the garage(s) in which their permits are valid. Your Property Manager or LAZ Parking has that information as well. Please, however, feel free to reach out to your Property Manager or LAZ Parking, Inc. both of whom would be happy to provide that information to you.

How many permits is my company entitled to?

The number of monthly digital permits your company is entitled to is based on a parking ratio and the total rentable square footage your company leases. That information is outlined in your Lease. Please contact your Property Manager or LAZ Parking, Inc. for more information.

How much are my permits?

All parking fees are outlined in your Lease. Please contact your Property Manager or LAZ Parking, Inc. for more information.

How do I pay for my permits?

Monthly parking invoices are generated on or around the 13th of the month for the next month. Upon receiving your invoices, please login to your account and review the list of parker names. If there are any changes, please contact customer service at ParkRTCaccountchanges@LAZparking.com. Additionally, please keep in mind the following guidelines:

- New accounts are started with a start date of the 1st or 15th of the month.
- New permits added or received
 - Between 1st through the 10th will be invoiced for the full month
 - After the 10th will be invoiced for half a month
- Cancellations deleted or received
 - Between 1st through the 15th will be canceled the 15th and invoiced for half a month
 - After the 15th will be canceled the last day of the month and invoiced for the full month

How long can I park my vehicle in the permitted garage?

All active monthly digital permits are valid 24 hours a day, 7 days a week. Therefore, you can leave a vehicle in your Lease assigned garage for travel. Since Property Management now has your vehicle information on file, you no longer need to fill out an overnight parking form as well!

Please note, storage of your vehicle even those with a monthly digital permit is not permitted.

How many vehicles can I add to a single monthly digital permit?

You can add an unlimited number of vehicles to a single monthly digital permit. As a rule, however, you can only have one of those vehicles parked in the garage at one-time.

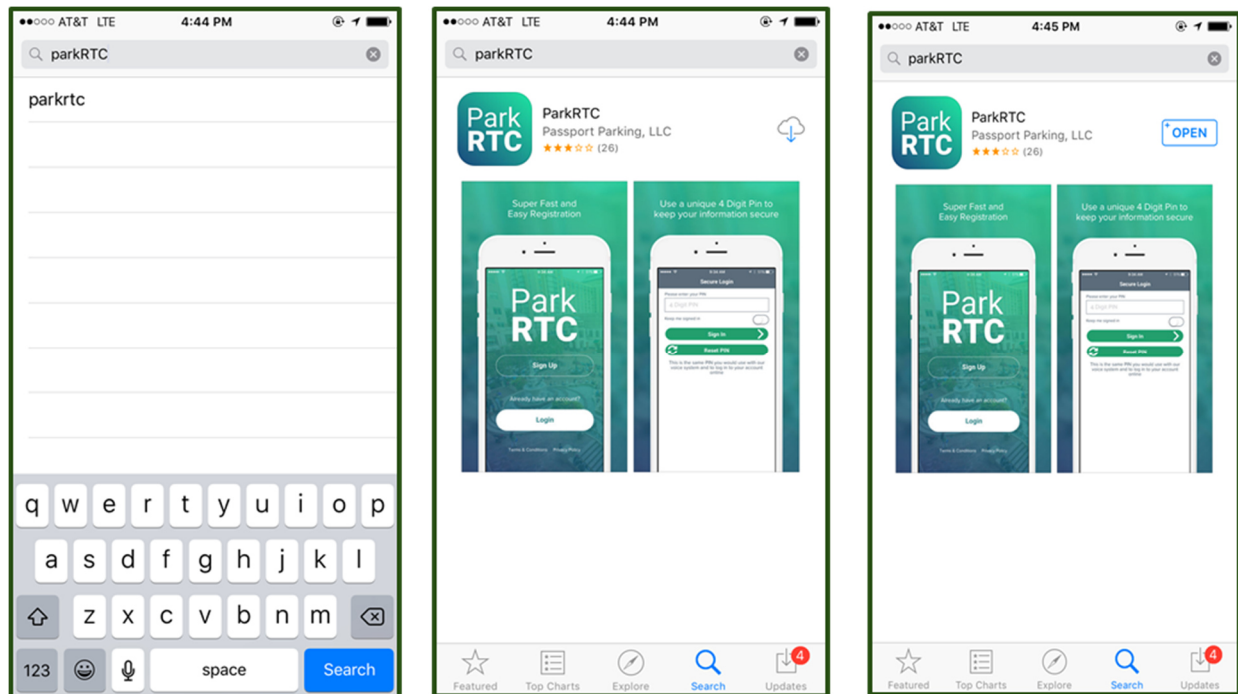
Non-permitted parkers

Payment Methods/Overview

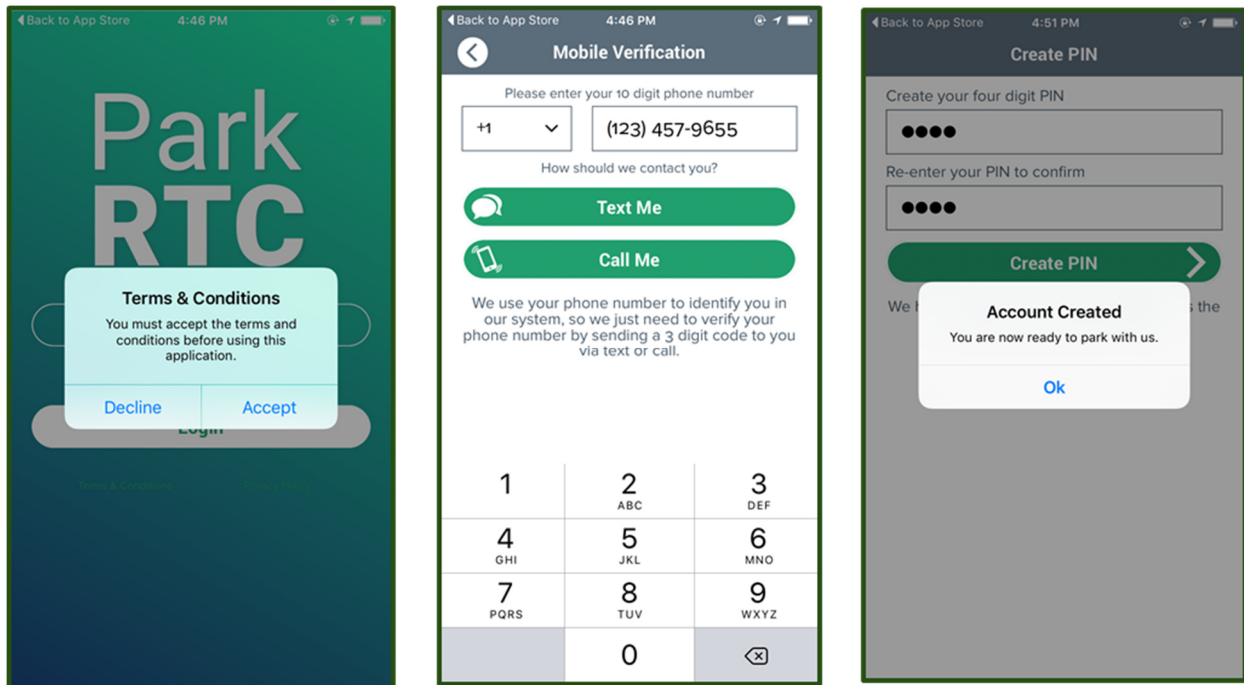
For parkers who do not have a monthly digital permit, there are four convenient ways to initiate a parking session which are outlined below. Regardless of which method is used, initiating a parking session is required within 15 minutes of parking in a garage and within 5 minutes of parking on the street. While you initiate a parking session at the beginning of your stay in Reston, your credit card isn't actually charged until the end of the parking session. This allows for a parker to potentially receive validations which can be applied prior to the credit card being charged. Additional details on validations are outlined in subsequent sessions.

ParkRTC App

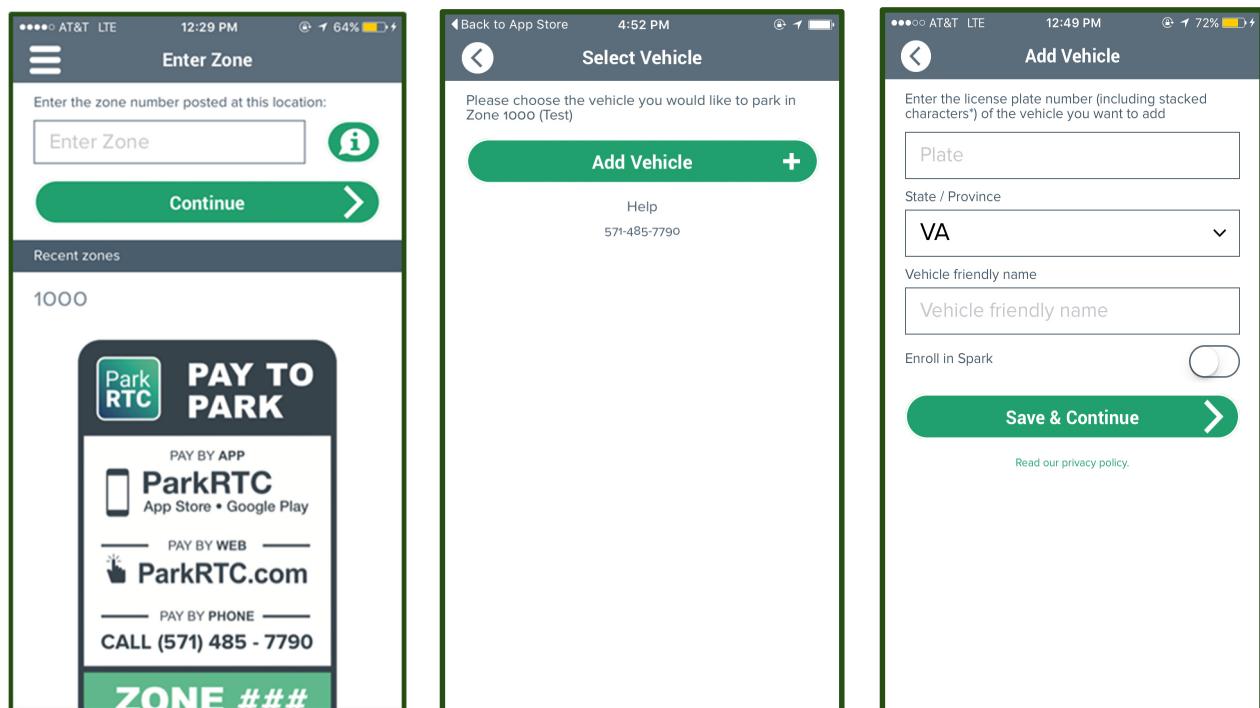
Step 1. Download the application by searching ParkRTC from the Google Play or App Store, selecting the ParkRTC application and downloading.



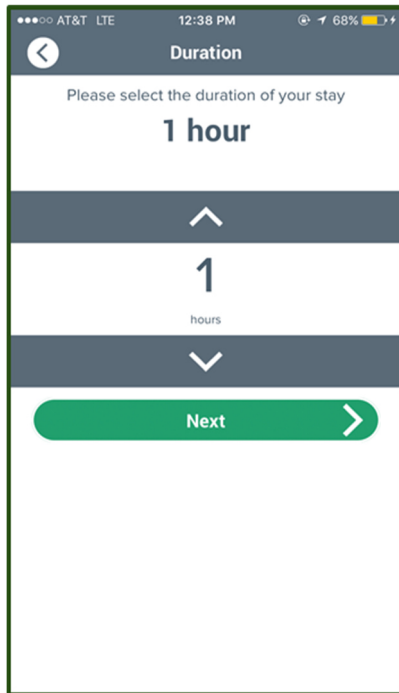
Step 2. Register a new account by accepting the Terms and Conditions, entering a verification code and then creating a 4 digit PIN.



Step 3. Enter your Zone and Vehicle Information



Step 4. Enter Duration and Payment Method



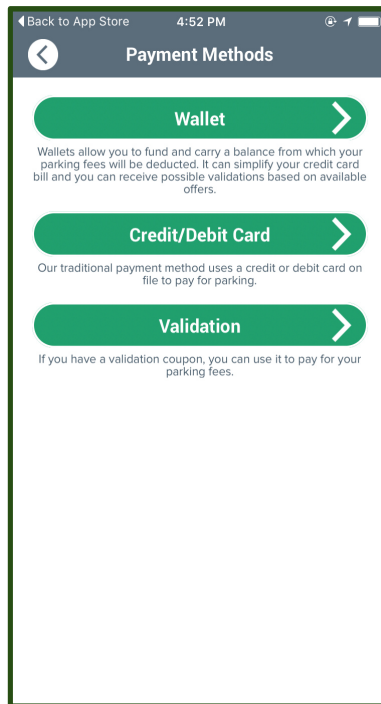
Duration

Please select the duration of your stay

1 hour

1 hours

Next



Payment Methods

Wallet

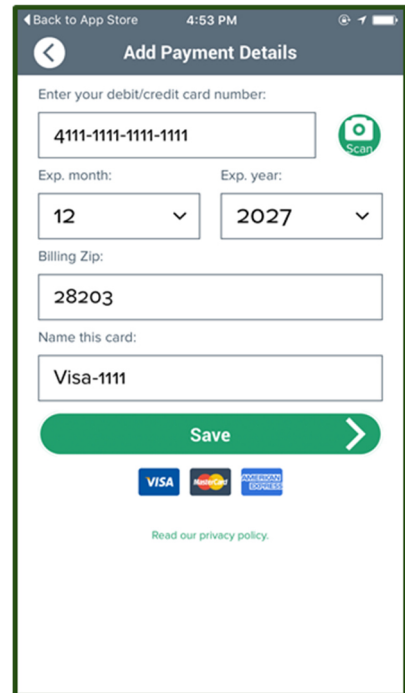
Wallets allow you to fund and carry a balance from which your parking fees will be deducted. It can simplify your credit card bill and you can receive possible validations based on available offers.

Credit/Debit Card

Our traditional payment method uses a credit or debit card on file to pay for parking.

Validation

If you have a validation coupon, you can use it to pay for your parking fees.



Add Payment Details

Enter your debit/credit card number:

4111-1111-1111-1111

Exp. month: 12 Exp. year: 2027

Billing Zip: 28203

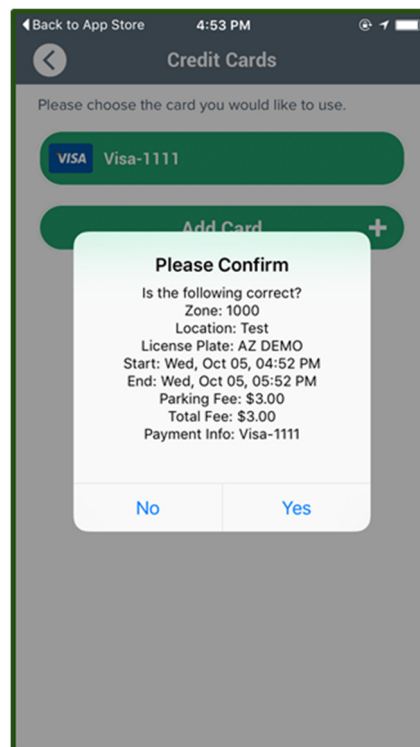
Name this card: Visa-1111

Save

VISA MasterCard American Express

[Read our privacy policy.](#)

Step 5. Confirm the details of your parking session.



Credit Cards

Please choose the card you would like to use.

VISA Visa-1111

Add Card +

Please Confirm

Is the following correct?

Zone: 1000

Location: Test

License Plate: AZ DEMO

Start: Wed, Oct 05, 04:52 PM

End: Wed, Oct 05, 05:52 PM

Parking Fee: \$3.00

Total Fee: \$3.00

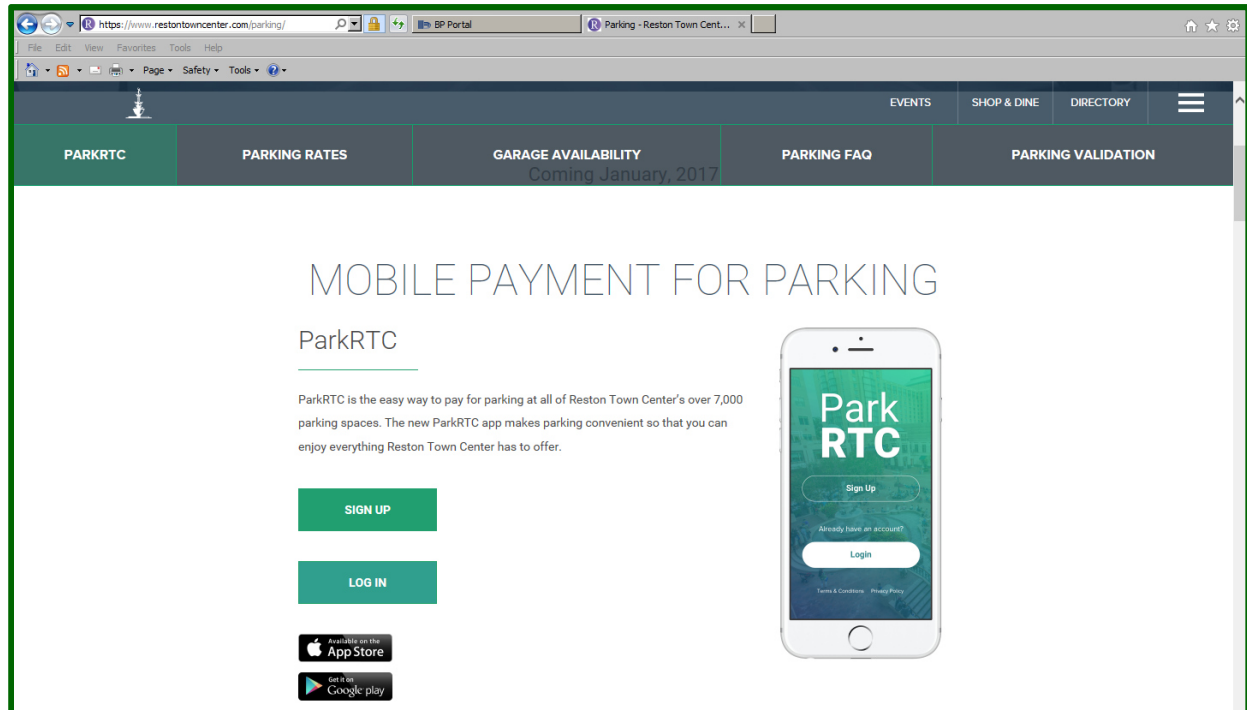
Payment Info: Visa-1111

No Yes

Website

Starting a parking session on the website follows the exact same process as the ParkRTC application. After registration, a parker selects their zone, vehicle and payment information. The parker is also required to provide final confirmation to ensure their parking session is being started exactly as they intend.

Parkers can navigate to the parking session main page by going to www.parkrtc.com and selecting “Sign Up” under the ParkRTC tab.



Phone

Starting a parking session can also be done by calling 571-485-7790. That number is listed on all of the signage installed throughout the garages in Reston. After dialing, parkers will be prompted to Press “1” to start a parking session. From there, parkers will enter their zone, length of stay and payment Information. After entering that information, parkers will be prompted to hang up and then text their vehicle information to the number provided. It is important to remember that if a text message is not received from the parker, the parking session will not be initiated.

Credit Card Pay Stations

There are a total four Credit Card Pay Stations conveniently installed at the main pedestrian exits of the four largest garages (Blue Garage, Green Garage, Orange Garage, Purple Garage). The Credit Card Pay Stations function very similar to the ParkRTC application outlined above. First, parkers will create a username and four digit PIN to register. After registration, parkers will enter their zone and license plate number, select their length of stay and then their preferred payment method (either credit card or validation code). After providing all of this information, parkers will be provided a summary of the

information they entered in order to provide a final confirmation that it is all correct. After confirmation, the parking session will start.

As briefly described above, the Credit Card Pay Station will accept either credit card or validation codes as adequate forms of payment when a parker starts their parking session. In other words, if a parker receives a validation code prior to arriving in Reston they can use that code to fund their parking session and do not have to provide a credit card at all. It is important to note, the value of the validation code must be equal to or more than the length of stay entered by the parker.

For parkers who don't have a validation code prior to arriving in Reston, but rather receive one during their time here, they can return to the Credit Card Pay Station to discount their current parking session as well. Those parkers can return to the Credit Card Pay Station and login using the username and PIN created during registration. Once logged in, they can view their active parking session, enter the numeric code and have their parking session discounted (or completely funded) by the value of the validation. It is important to note that the parker must return to the Credit Card Pay Station prior to their session expiring in order to discount the current parking session.

Validation Codes

Overview

Validation codes are unique alpha-numeric codes that are pre-purchased from LAZ Parking, Inc. and distributed for use by non-permitted parkers to fund or discount their parking session. The value of each validation code is preset based on the amount you request and the quantities of each are completely customizable as well. The validation codes are designed to be one-time use although it is possible to generate multi-use codes as well.

How much do validation codes cost?

Validation codes cost the same amount as the garage hourly parking rates listed below:

0-1 Hour	FREE
1-2 Hours	\$2.00
2-3 Hours	\$3.00
3-4 Hours	\$4.00
4-6 Hours	\$6.00
6-10 Hours	\$8.00
10-12 Hours	\$12.00
Daily Max	\$24.00

Therefore, the cost of a batch of validation codes depend on the quantity and value of the validation codes you wish to purchase. Most tenants will purchase a variety of quantities and values to make sure they are prepared to validate any client, guest or customer necessary. For example,

(20), 2 hour numeric codes	= 20 x \$2.00 = \$40.00
(10), 4 hour numeric codes	= 10 x \$6.00 = \$60.00
(5,) Max Daily Numeric Codes	= 5 x \$24.00 = \$120.00

How do I purchase validation codes?

Validation codes can be purchased through LAZ Parking, Inc. by emailing ParkRTCaccountchanges@LAZparking.com with the quantity and value of the validation codes you wish to purchase. They will provide the validation codes and along with a bill. If you do not have an account set up through LAZ Parking, Inc. you may either set one up or pay for the validation codes with a credit card.

How do I manage my allotment of validation codes?

Once confirmation has been provided to LAZ Parking, Inc. of the quantity and value of the batch of validation codes you wish to purchase, LAZ Parking, Inc. will generate the validation codes on your behalf. They can then distribute the validation codes to you in one of two ways. The first option is to print the numeric codes on individual cards that can be distributed to parkers at your discretion. The second option is to have the list of validation codes emailed to you in an excel file which can be edited as the validation codes are distributed to parkers. In either case, you can always reach out to LAZ Parking, Inc. and have a system report generated showing the active and redeemed validation codes in your account.

What payment methods accept validation codes?

Any non-permitted parker using the ParkRTC app, the website or a credit card enabled Credit Card Pay Station can fund or discount their parking session using a validation code. The majority of parkers will use the validation codes to discount an existing, active parking session. They can, however, also be used to pay for a new parking session, provided the value of the validation equals or exceeds the value of the parking session.

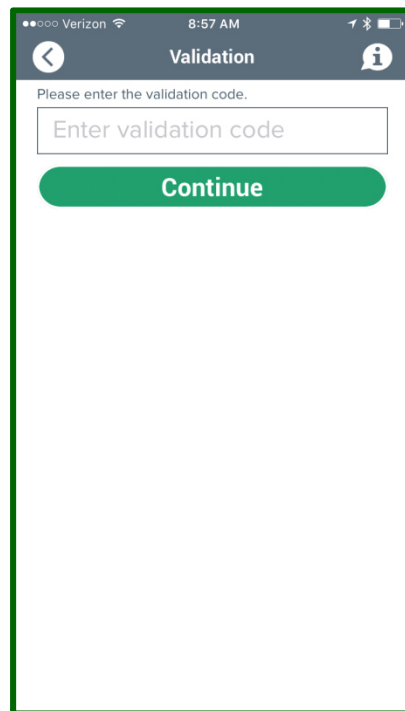
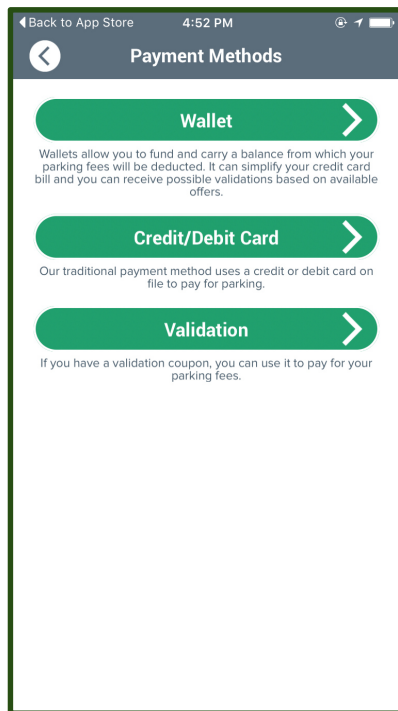
How are validation codes redeemed?

ParkRTC App

To Fund a New Parking Session

Parkers can fund a new parking session with a validation code provided that they have the validation code prior to starting a parking session and the value of the validation equals or exceeds the value of the parking session. To do so, parkers will start a parking session following the same instructions provided in the ParkRTC App portion of the Payment Methods section above. Once on the Payment Method page, parkers will do the following:

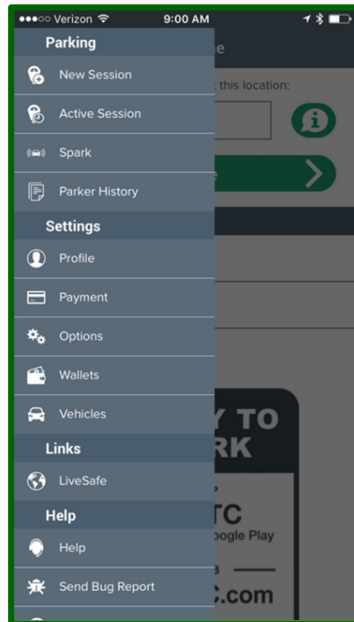
Step 1. Select “Validation” and then enter the 5 digit alpha-numeric code and select “Continue”



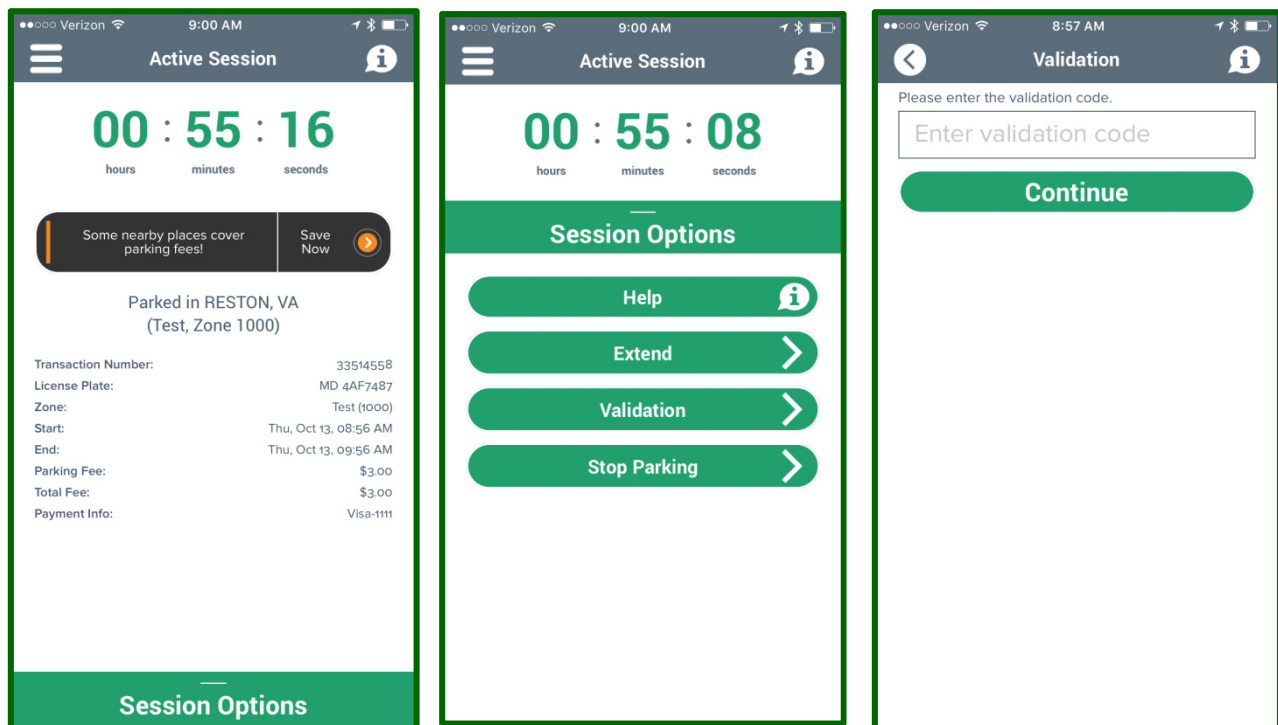
To Discount an Existing Session

Parkers can discount an existing parking session at any time prior to the parking session expiring and there are no restrictions on the amount of the validation. For example, a parker can use a \$4.00 validation code to discount an \$8.00 parking session or a \$2.00 parking session. In order to do so, Parkers will start a parking session as outlined above and then follow the instructions below.

Step 1. Press the Menu button on the top left corner of the Home Screen and select “Active Session”



Step 2. From the Active Session screen select “Session Options” and then “Validation”. From the Validation Screen, you can enter the 5 digit numeric validation code and select “Continue”.



It is important to note that only multiple validation codes can be used per parking session.

Website and Credit Card Pay Station

The website and Credit Card Pay Station function in the exact same way as the ParkRTC app outlined above and all of the same rules and restrictions apply.

Can the same validation code be used more than once?

The validation code system is defaulted to issue unique, one-time use numeric codes. This is done in order to provide you a measure of control over the distribution of your validation codes and subsequently control over the cost of your validation codes. That being said, there are circumstances in which you may wish to purchase multi-use validation codes. In those instances, you simply need to provide LAZ Parking, Inc. the value needed for the numeric code and the number of times and the date range that you would like that validation code to be redeemable. They will then program a multi-use validation code based on those criteria and invoice you accordingly. Please provide an advanced notice of at least 5 business days for multi-use validation codes to be programmed.

Enforcement

Overview

Parkers – both digital permit holders and guests – who chose not to follow the rules and regulations of the parking system, will be subject to the enforcement policy. Initially, violators will be issued a warning notice for the violation. Repeat offenders will be given a final warning notice and ultimately their vehicle will be immobilized. Those parkers whose vehicles are immobilized may be charged a citation fee as well. Towing will not be employed in any of the garages as a means of enforcement. Copies of the Warning Notice, Final Warning Notice and Notice of Violation are included below for your reference. Please note, instructions on how to pay a citation fee are included on the back of the Citation Notice.

Warning Notice

CITATION

RESTON TOWN CENTER

PARKING MANAGEMENT OFFICE

PAY ONLINE TODAY

www.parkrtc.rmcpay.com

(Details on Reverse)

RESTON TOWN CENTER

WARNING NOTICE

Reston Town Center is a paid parking environment. You have received this warning notice due to violating the parking regulations in Reston Town Center. Additional violations will escalate the enforcement protocol ultimately resulting in your vehicle being immobilized.

Have questions about parking?

Visit www.parkrtc.com

Garage Rates

0-1 Hour \$2.00
1-2 Hours \$4.00
2-3 Hours \$5.00
3-4 Hours \$6.00
4-6 Hours \$8.00
6-10 Hours \$10.00
10-12 Hours \$14.00
12-24 Hours \$24.00

Street Rates (2 hr. Max)

0-1 Hour \$3.00
1-2 Hours \$6.00

Parking is free on weekends, major holidays and during major events.

To pay for parking from your phone, download the ParkRTC app from the Google Play and the Apple App Store

Final Warning Notice

CITATION

RESTON TOWN CENTER

PARKING MANAGEMENT OFFICE

PAY ONLINE TODAY

www.parkrtc.rmcpay.com

(Details on Reverse)

RESTON TOWN CENTER

FINAL WARNING NOTICE

Reston Town Center is a paid parking environment. You have received this final warning notice due to violating the parking regulations multiple times in Reston Town Center. Any further violations will result in your vehicle being immobilized and being charged a service fee at owner's expense.

Have questions about parking?

Visit www.parkrtc.com

Garage Rates

0-1 Hour \$2.00
1-2 Hours \$4.00
2-3 Hours \$5.00
3-4 Hours \$6.00
4-6 Hours \$8.00
6-10 Hours \$10.00
10-12 Hours \$14.00
12-24 Hours \$24.00

Street Rates (2hr. Max)

0-1 Hour \$3.00
1-2 Hours \$6.00

Garage parking is free on weekends, major holidays and during major events.

To pay for parking from your phone, download the ParkRTC app from the Google Play and the Apple App Store

[illegible]

To pay for parking from your phone, down the ParkRTC app from the Google Play and the Apple App Store

Contractor Parking, Deliveries and Loading Docks

Contractor Parking

Free contractor parking is available in the Gateway lot off of Town Center Parkway. Entrance is off of Town Center Parkway. They must have a BP printed 'tag' in the windshield noting which contractor they are working for and the job site. Contractors with passenger vehicles can park in the garages on site in Reston but must pay for parking.

All dumpster locations must be coordinated and approved by property management and is subject to a monthly rental rate. Dumpsters must have protection placed underneath them at all times. Any dumpster not placed in the approved area is subject to a fine.

Deliveries and Loading Docks Rules

1. No Parking (including Contractors)

The loading docks are designed for loading and unloading only subject to the rules outlined herein. Contractor parking is outlined in the previous section.

2. Permit required for unmarked vehicles

Marked delivery vehicles (Ex. FedEx, UPS, various caterers, etc.) are permitted in the docks without any additional information needed. Unmarked vehicles, however, need to leave the following information on his or her dashboard.

- Name
- Telephone #
- Business Name
- Tenant/Delivery Contact

3. Short term loading and unloading only (30 minute max.)

Deliveries taking less than 30 minutes are permitted during business hours but anything requiring a vehicle to be in the loading dock longer than that is required to be done after business hours and can be reserved through your Property Manager.

4. Long term loading and unloading must be scheduled with property management

Failure to follow these rules will result in a vehicle being immobilized and subject to a citation fee. Signage is installed in each of the loading docks reflecting our standard rules and an additional note is being included regarding unmarked vehicles.