# CAME
safety&comfort

## parkare

**PARKING SYSTEM**

**ON-STREET CATALOGUE**
**2016/17**

CAME | *parkare*

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BARRIO 56

# Contents

# COMPANY PROFILE

Mobility is one the key features of today's society and, for us at Came Parkare, offering products able to improve it is an excellent way of doing our bit to safeguard our environment.
Our mission is to provide technological solutions that rely on this innovation, and to improve mobility in our cities. Based on the idea of improving traffic flow and reducing pollution, we help our parking operators to improve the profitability of their businesses and resources, and the city councils to improve the quality of their citizens' life.

- Off street: parking management systems and equipment (pay stations, rising arm barriers, guidance systems, automatic number plate recognition systems, central control units, etc.)
- On street: parking meter management systems and machinery.
- Customer services: including maintenance of the equipment and software throughout the lifecycle of the systems.

Came Parkare has centralised R&D and the production in Barcelona, Spain, where with a commercial and technical department specialising in parking systems. The products are distributed to more than 118 countries through the directly-owned branch offices of the group and 480 dealers worldwide.

# SERVICE & AFTERCARE

Our multi-skilled call centre offer technical assistance and the timely deployment of skilled Engineers directly to site, backed up by field-based Technical Support Engineers. If your product needs hands-on technical support, one of our trained Engineers will be onsite within 24 working hours, or even sooner depending on the service level agreement stipulated. All spare parts, labour, software and travelling expenses are included in our top-level service package.

We have a wide-range of services that are designed to meet your needs - no matter how big or small, we provide a support solution which is right for you.

# SERVICE & AFTERCARE

## SERVICE QUALITY COMMITMENT  -
## AVAILABLE FOR ALL CAME PARKARE SYSTEMS

### WHY TRUST IN OUR SERVICES?

Your experience does not end once you have acquired one of our systems, we provide all our customers with peace of mind because you can rely on us to minimise your downtime, maximise productivity and protect your investment. We set the highest standards of service and that is why our customers continue to choose Came Parkare as their service supplier.

Came Parkare's nationwide support team offer a personal and flexible approach to customers' on going needs, including tailor made comprehensive maintenance packages. Our multi-skilled team provide technical assistance and the timely deployment of skilled engineers directly to site, backed up by Technical Support Engineers.





**CUSTOMER SERVICE & TECHNICAL SUPPORT**

Our contact centre, provides a single contact point to resolve all of our customers' queries. We have experienced staff and technological resources to take care of any service query related to our products. The contact centre listens to our customers' so we can offer the best solution for their needs, as fast as possible.

**MAINTENANCE PLANS**

We have a wide-range of services that are designed to meet your needs - no matter how big or small, we provide a support
solution which is right for you. Your maintenance plan provides a specialised service to maintain the highest functionality of the products and the management systems of your car parks.





**GUARANTEED RESPONSE TIMES**

If your product needs hands-on technical support, one of our trained Engineers will be on-site within 24 working hours, or even sooner depending on the service level agreement stipulated.
All spare parts, labour, software and travelling expenses are included in our top level service package.

**SPARE PARTS**

Parkare has a spare parts service where our customers can find a wide range and availability of original spare components to maintain the high performance of their
installations and avoid any possible interruptions of the operation process.

# TEMPO

Having evolved over many years, Came Parkare are proud to display the latest development of Tempo, our world-renowned pay and display parking system. With exceptional global sales, Tempo's market resistance speaks volumes for the system.

Housing a wide range of features including polycarbonate display windows, anti-graffiti coatings and a vandal resistant keyboard, Tempo offers a perfect pay and display parking solution for the urban environment.

Combining Tempo with the Tempo Enterprise software creates a powerful parking meter management system that has proven to be successful across the globe.

# TEMPO

## ON STREET PARKING METER SYSTEM

Tempo integrates various technologies that make it possible to meet the needs of the different parties involved: the owner, the operator and the end user. It comprises the following elements:

- Tempo parking meter machine.
- Surveillance system for operators.
- Central management software.
- Other added-value services, including integration with software and third party external systems.

### SURVEILLANCE SYSTEM FOR OPERATORS & CITIES

This offers the ideal tool for controlling parking areas using smartphones, with a permanent connection to the mobile Communications Network.

The operator can use the application software to verify the authorisation status of parked vehicles in an intuitive, user-friendly manner for different usage formats (control of residents, forced rotation, etc.). Important utilities such as imposition of fines and sending of information on the status of machines are also made possible.

PRICES ARE AVAILABLE UPON REQUEST:
every project has to be analysed together with our sales team. Kindly let us have your project details so we can provide you with a specific quotation.

# TEMPO SYSTEM

The Tempo parking meter machine is the fruit of
Came Parkare's wide-ranging experience as a leader in
parking management and control systems.

It incorporates the features demanded by today's
market and the very latest technology to give an
effective response to future needs:

- IP54 certified (protected against dust and water).
- TFT Colour screen (interaction with the user)
- Highly secure (Vandalism and fraud resistant).
- Various methods of payment
- QR technology (Smart City).
- Cloud connected.
- Low power consumption.

### TECHNICAL DATA

- Temperature using heater: -30 ... +55 ºC
- Temperature with no heater: -10 ... +55 ºC
- Maximum relative humidity: 90% without condensation.
- Solar power:12 V, 24 Ah battery (optional 50 Ah) and
  integrated 10 W solar panel (both can ensure an 8000 ticket
  autonomy without sunshine).
- Electrical mains: option powered by city network (110/230
  V AC 50/60 Hz.) and a 12 V, 12 Ah battery.
- Consumption (100 tickets/day): 4Wh/day.
- Weight: 74 Kg

### SPECIFICATIONS

- Height: 1775 mm
- Width: 375 mm
- Depth: 290 mm

# TEMPO

## TEMPO SYSTEM

**KEYBOARD**

- Capacitive: No push buttons, vandal proof and backlit (includes configurable alert tone: key pressing, ticket issue, etc.).
- Mechanical: Vandal proof and backlit.

**POWER**

- Solar power:12 V, 24 Ah battery (optional 50 Ah) and integrated 10 W solar panel (both can ensure an 8000 ticket autonomy without sunshine).
- Electrical mains: option powered by city network (110/230 V AC 50/60 Hz.) and a 12 V, 12 Ah battery.

**PRINTER**

- Thermal printer: with long life head and shears.
- Ticket outfeed time: Approx. 2 seconds.
- Capacity: 5500 tickets (standard size).
- Ticket level: detection of end of roll and remaining ticket counter, configurable "tickets remainder" alert.
- Ticket contents: customisable (text, images, barcodes, QR codes, format, etc.).
- Standard ticket size: 60 x 70 mm (configurable).

**CARD / TICKET READER**

- EMV: (Europay MasterCard Visa) certified and specific for each county and/or different geographic areas (Spain, UK, France, USA/Canada, Italy, Nordic countries).
With/without proximity reader (contactless) and with/without PIN Pad. Check EMV availability for the destination country.
- Magnetic cards and/or chip Parkare.
- Proximity cards: Parkare (Mifare Classic, Desfire, Ultralight, Calypso…).
- QR code reader: on paper (registration numbers, penalty charges, season pass holders, maintenance). Barcode and QR (optional).
- Barcode reader: on paper (registration numbers, penalty charges, season pass holders, maintenance). Only barcode reader (optional).

**COIN AND BANK NOTES**

- Programmable opening and closing shutter (vandal protection).
- Pre-paid system: return of the same coin in case of cancellation of the operation.
Accepts up to 15 different individual coins. Incorporates electronic and magnetic devices that detect physical characteristics of coins (includes anti-string and fake coin detection).

**SECURITY**
- Doors: anti-prying and vandal proof; multiple anchor points.
- Front panel: polycarbonate display window, fire resistant

and unbreakable.
- Locks: mechanical and/or electronic, anti-drill. Access without keys with an identity card and PIN.
- Access: independent access to each door.
- Fastening: between the cabinet and its pedestal, accessible only internally.
- Mechanical strength: IK 10.

## DISPLAYS

- Backlit TFT colour display, 5.7", QVGA (320 x 240).
- Display time graphic 48 x 16 mm.
- Displays the time in 4 digits of 9 mm height.
- Configurable 00-24 or 00-12 am/pm

## INDICATORS

- LED indicators showing status of the machine which can be viewed from a distance by operator.

## COMMUNICATIONS

- Standard: GPRS (2.5G) and 3G.
- Optional: 4G, Ethernet (LAN).
- Data: lists downloading (timely or programmed), private parameters, images, configurations (tariffs, schedules) and software (Firmware, Linux); reception of daily historic reports, alarm and maintenance operatives.
- Uploading: operations and transactions in real time.
- Validations: space, number plate and identification in real time.
- MultiSIM: double GPRS configuration which enables the operator SIM change (up to 5 service providers) without modifying the internal configuration.

## FUNCTIONS

- Data storage: 8 MB of internal memory capacity, 32 MB of Flash memory and SD card option for maintenance and/or configuration operations.
- Modalities: operation as Pay & Display or Pay by Plate for Pay by Space.
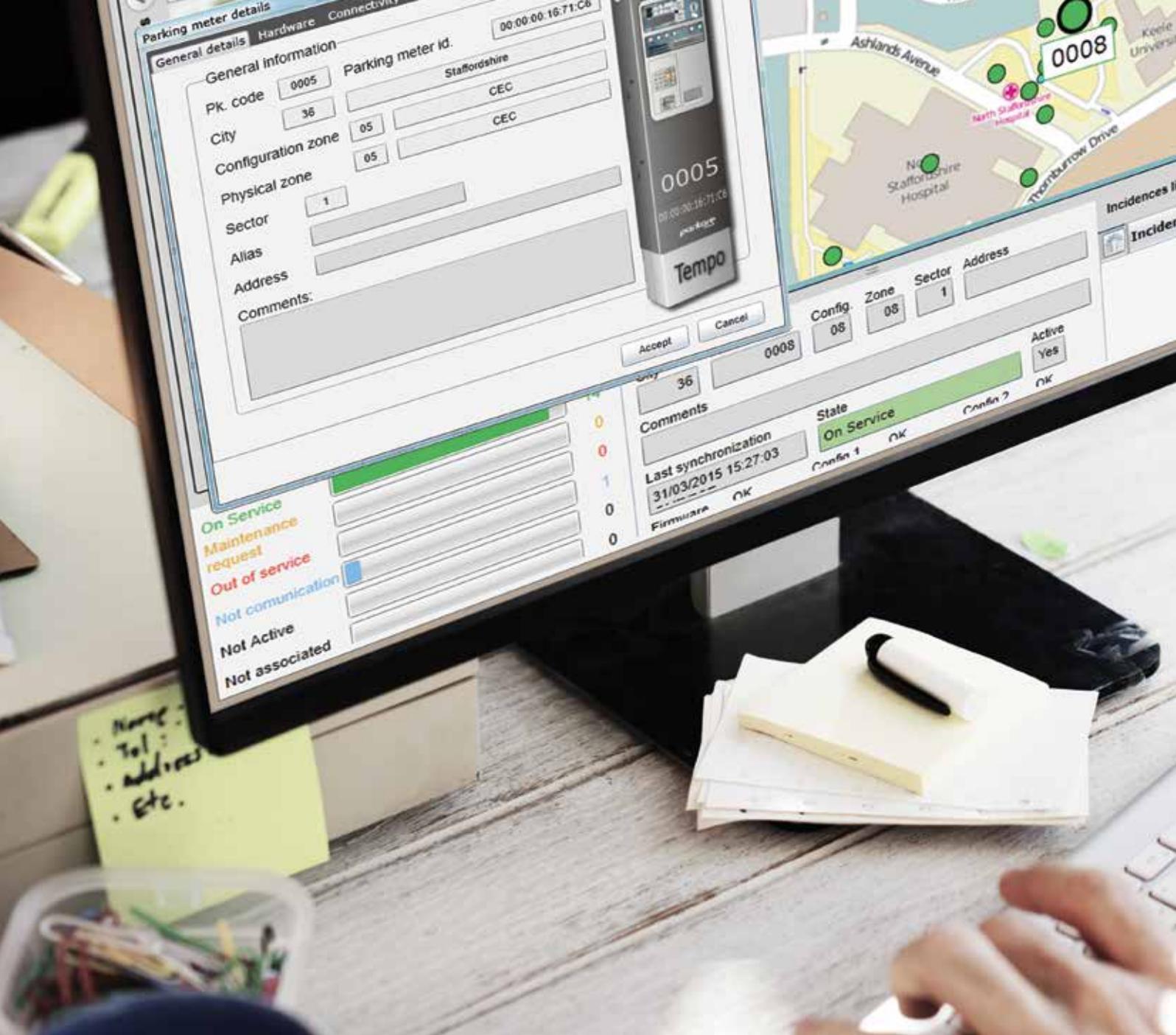
# MANAGEMENT SYSTEM: TEMPO ENTERPRISE

Our Tempo Enterprise web software for the management of parking meters in a multi-city, multi-user environment on a client-server architecture. The management system uses protected hosted software and web access that permits access and interaction from any computer, anywhere in the world.

# TEMPO ENTERPRISE SOFTWARE

## CLOUD BASED MANAGEMENT SOLUTION

The management system software is hosted in a high availability data centre with secure connectivity that permits access from any web enabled device, anywhere in the world. The key benefits include:

• View of controlled areas and status of Pay & Display machines as objects on OpenStreetMap or in the GIS of your choice:
• Configuration of the functional parameters of the Pay & Display machines (schedules, tariffs, payment methods, etc.).
• Creation of reports and statistics (transaction and collection info, accounting, statistical, alarm or intervention lists, etc.).
• Monitoring of the operational status of each parking meter in real time, using any device that is connected to the internet.
• Real-time validation (on-line) of different transactions such as fine cancellations, forced rotation, dynamic rates, occupancy, hot/cold resident list, on-line balance system ("on-line E-Wallets").

### ADDED VALUE SERVICES

The characteristic that sets Came Parkare apart in this industry is our ability to carry out tailor-made solutions for integration with other elements of a city's transport infrastructure.

This capacity for integration means that a Pay & Display machine can be used, for example, as a service point for a city's bicycle transport program; it can be integrated with a system giving information regarding street occupancy; or it can be used as a city information post or emergency warning point. The Tempo Enterprise platform can be integrated within the smart city ecosystem, taking advantage of real-time status of space sensors, for instance.

Third parties can also benefit from multiple interconnection APIs for enforcement, pay-by-phone, and historical data gathering.
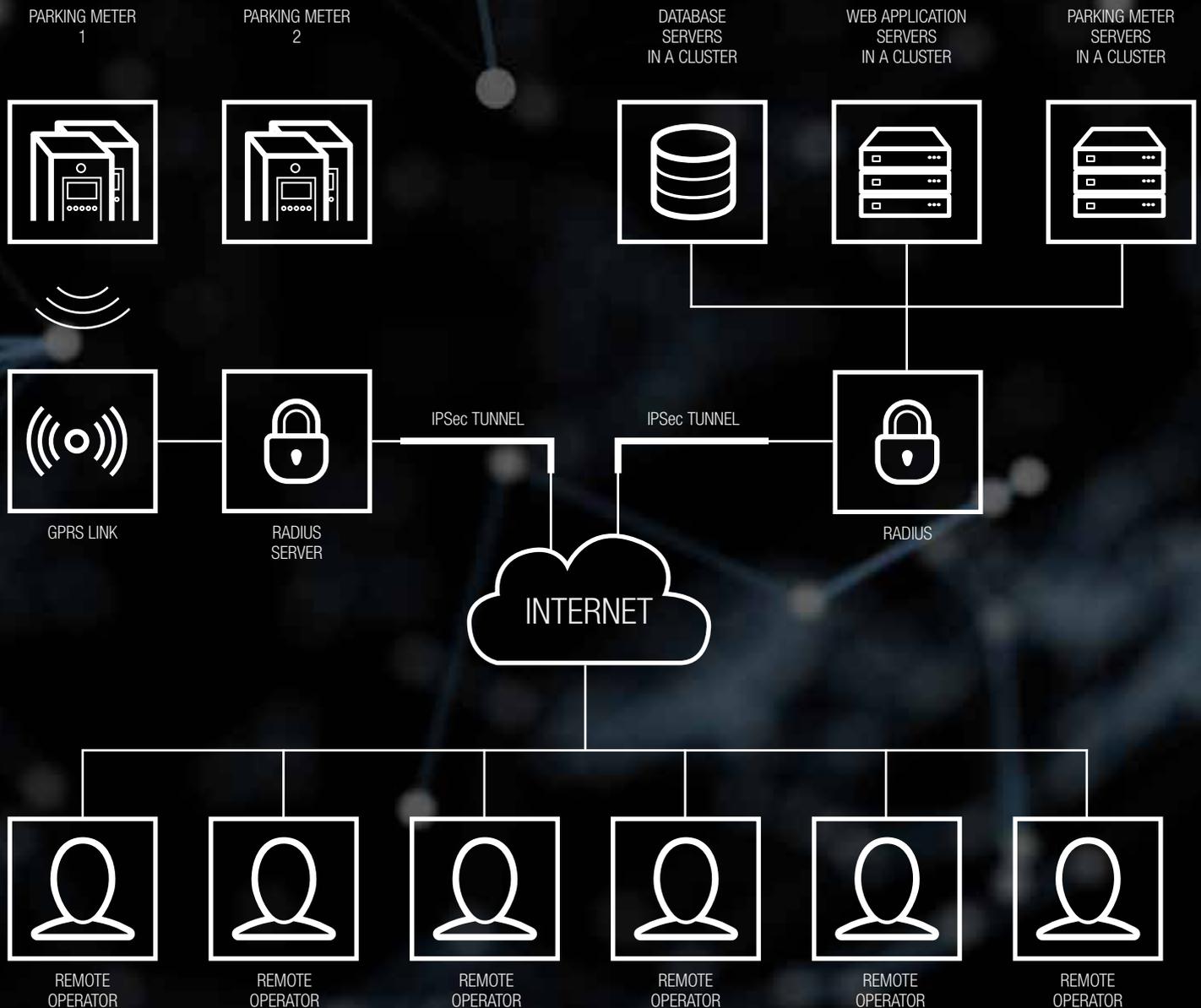
# TEMPO CLOUD SERVICES
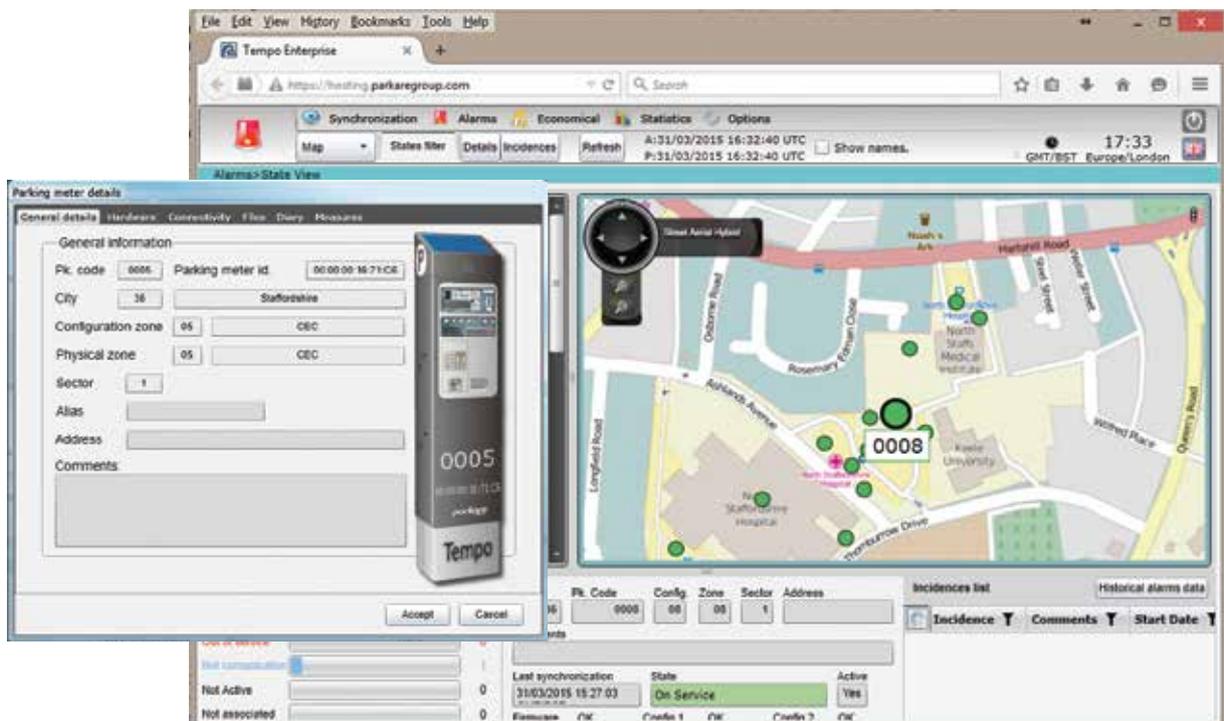
## MULTIPLE BENEFITS, ONE PLATFORM

- Integrate the installation, management and maintenance of your business into a single supplier.
- Increase the profitability of your business by eliminating the infrastructure and maintenance costs.
- Greater efficiency for your pay and display operation, since you can focus your human and material resources exclusively on your business objectives.
- Reduction in management costs, thanks to the remote and centralised control of all your pay and display operations, regardless of their geographical location and time zone.

- Exclusive web features of the Tempo Enterprise management software:
1. Direct and secure access from any location with an internet connection.
2. Administration of users with different roles and access levels
3. Intuitive and interactive user interface.
4. System for locating pay and display machines on scrollable geographic maps, parallel management for different countries and time zones.
5. Non-differentiated management of active and non-active terminals, without losing configurations or historical data

### MOBILE NETWORK OPERATOR

### TEMPO ENTERPRISE HOSTING SERVICES

PARKING METER 1

PARKING METER 2

DATABASE SERVERS IN A CLUSTER

WEB APPLICATION SERVERS IN A CLUSTER

PARKING METER SERVERS IN A CLUSTER

GPRS LINK

RADIUS SERVER

IPSec TUNNEL

IPSec TUNNEL

RADIUS

INTERNET

REMOTE OPERATOR

REMOTE OPERATOR

REMOTE OPERATOR

REMOTE OPERATOR

REMOTE OPERATOR

REMOTE OPERATOR

### PUBLIC INTERNET (VPN TUNNEL)

# TEMPO ENTERPRISE SOFTWARE

## SMARTBLUEZONE

SmartBluezone, the new Came Parkare Pay by Phone app is already available in the market.

### Pay by phone

With SmartBluezone users can do a virtual Pay & Display payment just using their smartphones or combining it with the parking meter.

### Save money

This app has been designed having user´s satisfaction in mind: motorists only pay for the time they park. Pre-select time slot can be stopped when users decide to leave.

### Easy and fast parking solution, full of benefits

SmartBluezone is connected to Tempo Enterprise so it gets a parking ticket in 3 steps only!

1. Select where you want to park: city and zone (it becomes an automatic step by using the GPS)
2. Select the time you want to pay with the slide control
3. Confirm the payment and go enjoy your time
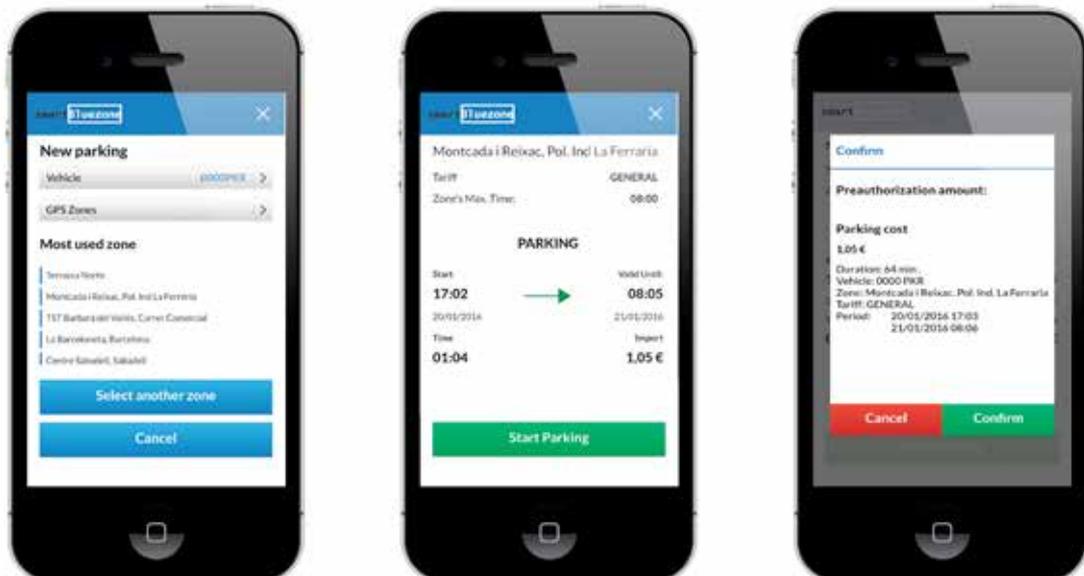
### No more parking penalties

The pre-select time slot can be easily extended by using the smartphone.

### Find your car

SmartBluezone can also be used for locating the car thanks to its GPS connection.

### Available for all smartphones

Use SmartBluezone for platforms Native iOS, Android and HTMLS for the rest.

# TEMPO ENTERPRISE SOFTWARE

# CLOUD CONTROLLER

Cloud Controller is the smartest Enforcement Solution for your city.

## Total enforcement
Cloud Controller is an application used by the enforcement staff to guarantee that every parked car has a paid ticket and the parking expiration time has not been exceeded.

## Easy
The on-street control is based on license plates or tickets. The system allows the enforcement staff to monitor, just with one click, all vehicles parked and to know the status of their paid parking time slots.

## Provide penalties and pictures
Enforcement staff can issue penalties and provide photographical evidence (up to nine images per car) if the paid parking time has expired.

## Validated information
Each penalty is checked and validated individually prior to being sent to the council, so dismissed penalties won´t be included in the final remittance.
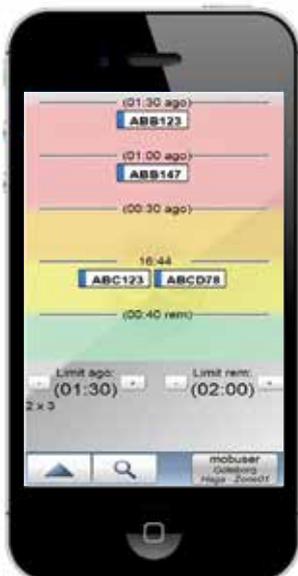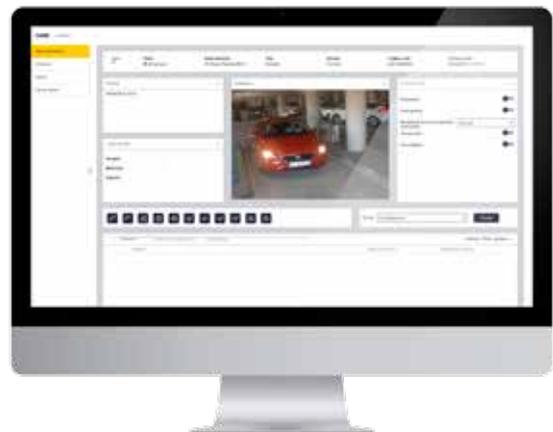
## Reporting services
There are multiple export formats and exchange mechanisms for the database. Generate all kinds of events/incidents reports easily.

## Monitor routes
Supervise enforcement staff by tracking their routes. You will know each position every 30 seconds.

## Required devices
A Rugged IP-68 Android Terminal and a Portable Bluetooth Printer.

# REFERENCES & CASE STUDIES

## ON STREET CASE STUDIES



### Sainsburys
### UK

More than 200 machines installed at Sainsburys supermarkets thoughout the UK, in locations such as Welwyn, Plymouth, Hertford and Wandsworth.

Sainsburys installed a parking meter because they wanted to provide free parking only for their customers. When paying for parking you get issued two tickets: one to go into your car to prove that you have paid and another with a QR to be read by the cashiers in the store, enabling the cost of parking to be refunded.



### Madrid
### Spain

1,500 parking meters and an Integration software platform, allowing 3 different machine suppliers to work together in the same city.

Parking meters were shipped out in a record time, so not to be beaten by any other supplier. The software platform was based on Tempo Enterprise software to control the parking meters and pay by phone service, among others. This allows the municipality to set variable tariffs in a Smart City environment.



### Kuala Lumpur
### Malaysia

370 Ciudad machines installed in Kuala Lumpur in 2008, using GPRS communications.

In 2008 Parkare installed 370 Ciudad 21 parking meters in the centre of Kuala Lumpur. This was Parkare's first installation in Malaysia's biggest city - and the project was a complete success. Parkare was the first company capable of updating the software on its meters via GPRS, making managing them easier, saving time and money, as well as improving efficiency by not having to update each meter installed on the street one by one.



### San José
### Costa Rica

76 Tempo machines installed in 2013, in San José downtown, Costa Rica.

Being the first installation in San José that worked 'pay by space' the 76 Tempo pay and display machines made an important difference when they were installed, increasing the turnover of on street parking spaces. Users input the number of the space where they have parked into the parking meter before payment with a variety of payment methods available, such as credit cards and 2 different proximity cards (e-wallet).

## Benito Juarez
## Mexico

800 machines for Benito Juarez, in Mexico City's Federal District.

Tempo Evo become the perfect solution in order to regulate on street parking due to its client-server architecture, high network and wireless capability. Machines are also able to connect with external systems, which is another plus. Users input their plate number into the parking meters and this information is sent directly to the server in real time.



## Niagara-on-the-Lake
## Canada

55 machines installed in 2013, using Parkare's Cloud Server, in the Canadian town of Niagara-on-the-Lake, in the southern part of the province of Ontario.

Due to the extreme weather conditions, it was important that the parking meters could withstand extreme temperatures - with a min. of -17°C and a max. of 47°C inside the machine. With limited parking in the small, historic town - and a high demand for parking spaces - a range of metered, pay and display, short and long-term parking provide the perfect combination.

## ADDITIONAL REFERENCES

**EUROPE**
- Barcelona, Spain: 3400 Ciudad
- Madrid, Spain: 1500 Tempo
- Santiago de Compostela, Spain: 111 Tempo
- Sainsburys, UK: 151 Tempo
- Swindon, UK: 49 Tempo
- Knowsley B.C., UK: 36 Tempo
- NCP Car Parks, UK: 281 Ciudad
- Puteaux, France: 205 Ciudad
- Reims, France: 395 Ciudad

**AFRICA**
- Casablanca, Morocco: 475 Ciudad
- Durban, South Africa: 415 Ciudad

**AMERICA**
- Mexico D.F., Mexico: 795 Tempo
- San Pedro Garza García, México: 146 Tempo
- Cuautla, Mexico: 64 Tempo
- San Luis Potosí, Mexico: 200 Ciudad
- San José, Costa Rica: 64 Tempo
- Niagara on the Lake, Canada 55 Tempo

**ASIA**
- Seoul, South Korea: 245 Ciudad
- Kuala Lumpur, Malaysia: 370 Ciudad
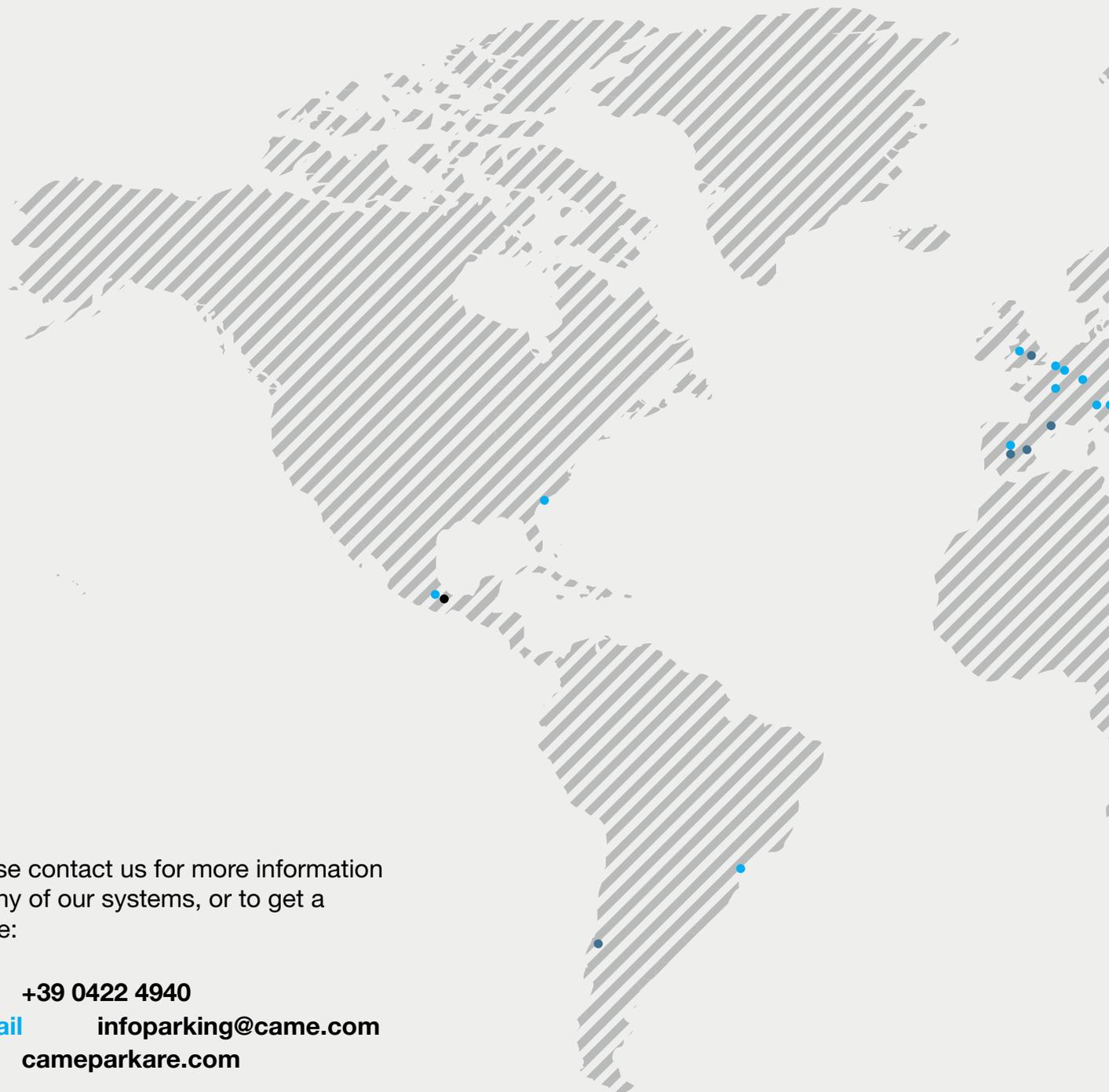
Please contact us for more information on any of our systems, or to get a quote:

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Miami - USA

**Came do Brasil Serviços de Automaçao**
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