

Freedom for Control

You have objectives. We have solutions.



Access and Revenue Control Systems

An access and revenue control system is the baseline tool for running a modern parking operation. And Federal APD's incredibly flexible systems are the industry standard for function, simplified configuration, and expandability.



Training

Without proper training, your employees can't work productively. We understand the importance of bringing your employees up to speed with a customized training curriculum that is not only effective, but also readily accessible either online, on-site or in a classroom at our factory.



Intelligent Video

There's nothing new about the use of video in parking facilities. What's new is the deployment of intelligent video systems that go beyond license plate recognition. Instead of merely recording random events, these "smart" video systems determine which events call for immediate action, then communicate that need to employees and/or management in real-time. The end result: enhanced customer service, increased facility-wide security, and an overall improvement in operational efficiency.



Business Continuity

When you're trying to do it all – customer service, security, maintenance, cashiering – with maximum efficiency, nothing trumps staying in touch with employees throughout your facility. Federal Signal's interoperable SmartMsg™ communications platform offers an efficient, economical, facility wide strategy that enables you to reach anyone, anywhere, and on any device – from phones and radios to PCs, PDAs and more.



Lifetime Turnkey Services

While products are important, they're only one piece of the puzzle. Professional installation, preventative maintenance, and expert technical assistance from the factory, as well as the industry's best-trained, most knowledgeable distributor force...our goal is to deliver operational value over the entire life of your system.



Transaction Services

Federal APD transaction services help you maximize the top and bottom lines. Our loyalty rewards program increases revenue potential by building better relationships with your best customers. Credit card processing services that are targeted towards the specific needs of the parking and transportation industries ensure operational efficiency while also boosting profits.



Valet Parking Systems

Federal APD offers the latest technology to cover virtually every aspect of your valet parking operations. In addition to improvements in overall customer service, our systems can also help you reduce claims, trim labor costs, and even reduce the incidence of missing keys. In every case the solution is built in.



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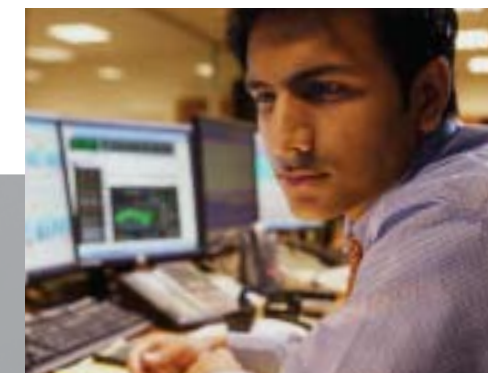
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F R E E D O M F O R C O N T R O L

Training

EXPANDED VARIETY OF
TRAINING FORMATS INCLUDING
LIVE WEB TRAINING AND ONLINE
TUTORIAL COURSES



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Our training curriculum could hardly be better...so we made it more accessible.

Evolving technology continues to have a substantial impact on modern parking operations. And yet, employees remain a facility's single most valuable asset. Maintaining levels of operational efficiency, customer service and profitability through competent employee staffing is as essential to success in today's parking industry as it ever was...maybe more so. Federal APD has long understood **the critical role that product and market knowledge play** in overall staff effectiveness. That's why we are firmly committed to meeting customers' employee training and development requirements at all levels—from cashiers, valets and maintenance personnel, to systems and operations management.

Over the years we've learned a valuable lesson ourselves: In order for training to be effective, it has to be readily available. In the spirit of delivering more **Freedom for Control**, we now support an expanded variety of training formats and venues. By taking advantage of web-based technology, we now are able to offer a number of convenient alternatives to traditional classroom instruction, including live web training sessions and online tutorial courses that enable students to learn at their own pace.

Whether it's an employee's first day on the job or the next step towards increased responsibilities, Federal APD offers industry leading training programs that will pay big dividends now and in the future.

With web-based technology our traditional classroom, live web training and on line tutorial instruction play a critical role in overall staff effectiveness.



Classroom instruction at our Michigan factory is used for intensive training of operators, technicians, management and distributors.

Traditional classroom instruction remains the ultimate training environment.

Our Technical Training Center in Novi, Michigan offers intensive "hands-on" training for operators, technicians, management and distributors at all levels. While customized instruction is always an option, our standard curriculums can be readily adapted to meet the needs of most parking facilities.

The five-day **Lane Device Setup, Programming and Troubleshooting** curriculum is intended for field service technicians assigned the responsibility of hardware support and maintenance. The week-long session conducted by Federal APD training professionals covers installation, programming and troubleshooting for card readers, G-90 and Posi-Drive gates, ticket dispensers and exit verifiers, the automatic pay station, pay-in-lane and PowerPad fee computers.

The ScanNet Programming and Operation

Training program is a week-long curriculum specially designed for field service technicians, system administrators, operations managers and project managers. Topics covered include programming lane devices, access control systems, reports, monitoring and utilities.

Live internet sessions bring our professional trainers right to your door (or at least to your PC).

Our **Live Internet Training Sessions** focus on ScanNet Facility Management software. Using web-conferencing tools, our instructors provide 30- to 60-minute interactive training sessions that address ScanNet topics such as configuration, reports and monitoring.

Finally: A training program that lets students learn at their own pace...and on the schedule that's most convenient for them.

Our online **Self-Paced Web Curriculum** gives your employees 24/7 access to an extensive range of online interactive web training modules. The course is designed to help students take maximum advantage of our access and revenue control system's many features.

Online and on-demand...easy to access instructional videos help maintenance technicians stay on the ball.

Accessible through the Federal APD distributor website, our Instructional **Video Knowledgebase** provides step-by-step tutorials for hardware setup, maintenance and repair. It's everything they need to know, and it's as accessible as the nearest laptop.

Customized training curriculums...one more way Federal APD delivers Freedom for Control.

Every parking facility is just a little bit different from the next. That's why flexibility is an integral feature of Federal APD training curriculums. By combining classroom and/or field instruction with web-based training methods, we'll develop a staff curriculum that zeroes in on the needs of your employees. Once again, it's all about **Freedom for Control**.

