



February 24, 2026

City of Pomona
Attn: Joaquin Wong
505 S Garey Ave.
Pomona, CA 91766

RE: Transition to ParkMobile App

Dear Valued Customer:

As you may be aware, in 2025 Flowbird joined Arrive, a global mobility technology company, which also includes ParkMobile, the leading mobile parking payment provider in the United States. Based on this common ownership, **Flowbird will be transitioning its Flowbird App to the ParkMobile App no later than June 30, 2026.** Flowbird hardware and related services will remain unchanged. This decision was made after careful analysis and consideration and allows us to leverage technology within the family of companies to provide customers with the best possible product and experience.

The Flowbird App will stay in place alongside the ParkMobile App until the transition is complete. The final migration process from the Flowbird App to the ParkMobile App will be discussed and agreed upon between the parties at a later date.

In addition, as part of this transition and subject to the terms of your agreement and applicable law, **we intend to assign the MPP services portion of your contract with Flowbird to ParkMobile, LLC no later than June 30, 2026.** All references and terms related to the Flowbird App in the original agreement will be replaced with ParkMobile upon the deprecation of the Flowbird App and the transition to the ParkMobile App.

As part of this transition and subject to the terms of your agreement, **we will be adjusting your transaction fees for MPP services to \$0.45 per transaction on the date of the app transition.** This fee more closely aligns with ParkMobile's standard pricing and reflects the expanded functionality associated with the ParkMobile App:

- **Expanded North American Coverage:** The ParkMobile app provides access to a network of over 400 cities across the U.S. and Canada, reducing the need for multiple apps in many major metropolitan areas and enabling visitors to comply with local regulations through a familiar platform.
- **App Stability and Platform Reliability:** ParkMobile is now on the Arrive global platform, which we are investing in as our engine of the future. Drivers will notice faster load times and higher reliability on day one.
- **Premium User Experience:** ParkMobile's consistently high app rating, averaging 4.8 stars, is a testament to our world-class UI. We continuously optimize our user experience, refined through global insights from over 2,200 cities.

- **Precision Mapping & Zone Accuracy:** The new and improved map experience, powered by our acquisition of Parkopedia, significantly reduces driver confusion and citation disputes, ensuring drivers pay to park in the correct location.
- **Embedded Operator-to-Driver Communication:** Guide drivers toward regulation compliance and prevent unnecessary payment during free parking hours with configurable messages displayed at key decision points.
- **Partner Integrations:** Position your operation at the forefront of urban mobility with a platform that continuously integrates with innovative partners. This shifts parking from a requirement to a memorable experience for drivers, featuring advancements like Express Pay automatic camera parking, Park & Charge for electric vehicles (EVs), and lightweight, easy payment through App Clips.

Unless we receive a written objection within the next 30 days, no action is required from you at this time. We will proceed with the transition process based on your consent and all relevant legal guidelines, and our team will reach out to begin planning next steps with you. Please let us know if you require any further documentation.

We are committed to providing you with the best possible tools and look forward to continuing to support your success. If you have any questions concerning your account, please contact your account manager or reach out to Mark Leonard at 856-234-8000 ext. 2256 or mark.leonard@arrive.com. We're here to support you through this transition.

Thank you,



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